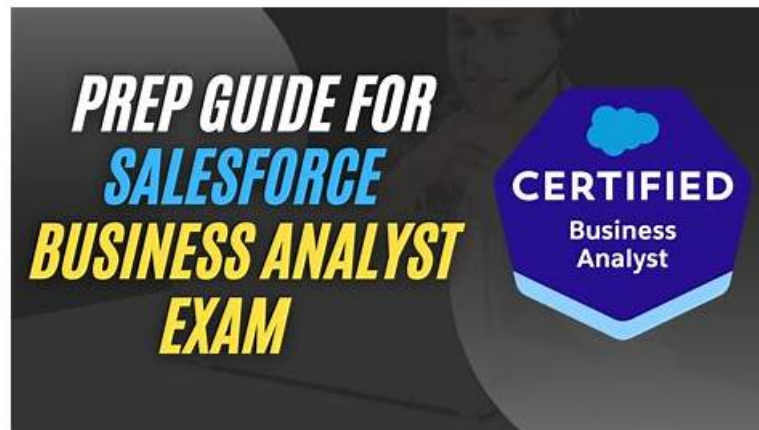


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Salesforce Certified Business Analyst Exam Sample Questions (Q242-Q247):

NEW QUESTION # 242

Northern Trail Outfitters launched a new feature on its Experience Cloud site to allow customers to compare features of similar products ahead of the major promotional event of the year. The user acceptance testing (UAT) passed successfully; however, many customers complained of issues when accessing the site.

What did the business analyst overlook before recommending that the release go live?

- A. The UAT should have been performed by customers who are familiar with the products.
- B. The AT should have been performed with enough time to resolve bugs in the new feature,
- C. The UAT should have been performed with both peak load and average load simulation.

Answer: C

Explanation:
Explanation

The business analyst overlooked that the UAT should have been performed with both peak load and average load simulation before recommending that the release go live. Peak load and average load simulation are types of performance testing that measure how well a system can handle different levels of user traffic or demand.

Peak load simulation tests the system under the maximum expected load, while average load simulation tests the system under the normal or typical load. Performing both types of testing helps to identify and resolve any issues related to speed, stability, scalability, or reliability of the system before it goes live. References:

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing>

NEW QUESTION # 243

The business analyst (BA) at Cloud Kicks (CK) is writing user stories for an upcoming Commerce Cloud website release. One of the requirements from the technical team is to perform stress testing for an upcoming promotion. The BA is translating the requirement into a user story.

Which user story most accurately represents the goal?

- A. As a user, I want to make sure that shoppers on the CK website can complete their purchases without disruption during the newest promotion.
- B. As a visitor to the CK website, I want to make sure that I can shop without disruption during a large promotion so I have a frictionless shopping experience.
- C. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion.

Answer: C

NEW QUESTION # 244

At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team. The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.
- B. Ask the project manager for an additional resource to implement the new requests.
- C. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.

Answer: A

Explanation:

Explanation

The best way for a business analyst to handle disruptions to the project from urgent requests by the marketing director is to interpret them as guidelines to be used when determining priorities for the upcoming release.

This will help them balance between meeting stakeholder expectations and following scrum methodology principles. Focusing on agreed upon deliverables instead of new requests may ignore changing business needs or miss opportunities for improvement.

Asking for an additional resource to implement new requests may increase complexity or cost without adding value or quality.

References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio>

NEW QUESTION # 245

Universal Containers (UC) has decided to implement Salesforce and has assigned a business analyst (BA) to write user stories for the project. The BA plans to meet customer to their experience in their own words.

Which type of research should the BA use to elicit user stories from UC's customers?

- A. Interviewing
- B. Behavioral
- C. Shadowing

Answer: A

NEW QUESTION # 246

Up to how many Profiles can a User have?

- A. As many as required.
- B. Up to 3
- C. The Administrator can have up to 3, normal users only 1.
- **D. Only 1**

Answer: D

Explanation:

A User can have only 1 Profile in Salesforce. A Profile defines the permissions and access settings for a User.

A User cannot have multiple Profiles or switch between them. A User can have multiple Permission Sets, which are additional sets of permissions that can be assigned to a User on top of their Profile. References:

https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5

NEW QUESTION # 247

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