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Salesforce Certified Business Analyst Sample Questions (Q217-Q222):

NEW QUESTION # 217
A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements.
Which document should the BA use?

- A. Stakeholder analysis
- B. User stories
- C. RACI chart

Answer: A

Explanation:
The document that the business analyst should use to identify the people who can describe the business problem and provide detailed requirements is stakeholder analysis. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc. A RACI chart is a document that defines and clarifies the roles and responsibilities of different stakeholders in relation to specific tasks or deliverables. It can help the business analyst manage stakeholder expectations and avoid confusion or conflicts. A user story is a document that captures a requirement or feature from an end user's perspective. It can help the business analyst communicate what needs to be done and why it matters. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep /collaboration-with-stakeholders https://trailhead.salesforce.com/content/learn/modules/salesforce-business- analyst-certification-prep/user-stories

NEW QUESTION # 218
The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.
The team is unsure of which story to begin working on.
What should the business analyst do to help with prioritization?

- A. Verify acceptance criteria.
- B. Identify dependent components.
- C. Delete the definition of done

Answer: B

Explanation:
The business analyst should identify dependent components to help with prioritization of user stories to add to an sprint. Dependent components are components that rely on or affect other components in an application or system. Identifying dependent components can help determine which user stories are more critical, complex, risky, or interrelated than others and prioritize them accordingly. Identifying dependent components can also help avoid conflicts, errors, or delays caused by missing or incompatible components when developing or deploying user stories. Verifying acceptance criteria is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Verifying acceptance criteria is a process that checks whether a user story meets its conditions or requirements for being done or acceptable. Verifying acceptance criteria can help validate and test user stories but does not help prioritize them based on their importance or urgency. Deleting the definition of done is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Deleting the definition of done is a process that removes the criteria or standards that indicate when a user story is completed and ready for deployment.
Deleting the definition of done can reduce quality and consistency of user stories but does not help prioritize them based on their importance or urgency. References: https://trailhead.salesforce.com/en/content/learn /modules/salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION # 219
The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom

objects and a custom Console Lightning App.
Which approach should a business analyst take to begin this process?

- A. Schedule a meeting with stakeholders and create a journey map.
- B. Develop the project plan and finalize the release date.
- C. Partner with Salesforce account executives to complete discovery.

Answer: A

Explanation:
The approach that the business analyst should take to begin this process is to schedule a meeting with stakeholders and create a journey map. A journey map is a tool that creates a visual representation of the steps or stages that a user goes through when interacting with a system or solution. A journey map helps to understand and document the user's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. A journey map also helps to identify any gaps or opportunities for improvement or innovation in the user journey. The business analyst should schedule a meeting with stakeholders and create a journey map by asking questions, collecting feedback, drawing diagrams, and validating information.
Scheduling a meeting with stakeholders and creating a journey map helps to begin this process by engaging and involving them in defining and designing the new client onboarding process. References: https://trailhead.
salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery

NEW QUESTION # 220
The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.
Which elicitation technique should the BA use?

- A. Survey /Questionnaire
- B. Focus Groups
- C. journey Mapping

Answer: C

Explanation:
The elicitation technique that the business analyst should use to gather information about the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process is journey mapping. Journey mapping is a technique that creates a visual representation of a user's experience with a product or service over time. It can help the business analyst understand how a user interacts with a product or service across different touchpoints or stages, what pain points or obstacles they encounter, what emotions or feelings they have, etc.
Survey/Questionnaire is an elicitation technique that collects quantitative or qualitative data from a large number of stakeholders using predefined questions or scales. It can help the business analyst measure stakeholder satisfaction, preferences, or feedback, but not capture the details or nuances of their experience.

NEW QUESTION # 221
Cloud Kicks (CK) needs to implement an event management system within Salesforce. After researching potential solutions, a managed package meets the majority of CK s business requirements. However, the CRM director has expressed a desire to heavily customize an open source solution.
Which benefit of using a managed package versus an open source solution should the business analyst share to help the CRM director make a decision?

- A. Managed packages are easily customizable to meet CK's exact requirements.
- B. Each version of a managed package on the AppExchange undergoes a security review.
- C. Managed packages are updated automatically with each Salesforce Release.

Answer: B

Explanation:
This answer states that each version of a managed package on the AppExchange undergoes a security review as a benefit of using a managed package versus an open source solution for implementing an event management system within Salesforce for Cloud Kicks.
A managed package is a collection of application components that are developed, tested, and distributed by a provider as a single

entity on the AppExchange.

An open source solution is a software application that is developed, modified, and distributed by anyone who has access to its source code. A security review is a process that evaluates and verifies that an application meets the security standards and best practices of Salesforce. Each version of a managed package on the AppExchange undergoes a security review as a benefit of using a managed package versus an open source solution because it ensures that the application is safe, reliable, and trustworthy for Cloud Kicks. References:
https://trailhead.salesforce.com/en/content/learn/modules/appexchange_basics/appexchange_basics_intro

NEW QUESTION # 222
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