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Business Analyst (BA-201) practice test in a short time.

Salesforce Certified Business Analyst Sample Questions (Q37-Q42):

NEW QUESTION # 37

During a discovery workshop, it was identified that the solution needs to meet all legal accessibility standards (for example, ADA, Section 508, WCAG, etc.).

How should a business analyst document this need and ensure it is applied universally across the solution?

- A. Create a user story for accessibility standards.
- B. Create a functional requirement for accessibility standards.
- C. Create a non-functional requirement for accessibility standards.

Answer: C

Explanation:

Legal accessibility standards fall under non-functional requirements (NFRs), which define system constraints or quality attributes: Applicability: NFRs like accessibility apply universally to the solution, ensuring compliance with ADA, Section 508, and WCAG standards, as mandated for many Salesforce projects.

Consistency Across Features: Documenting accessibility as an NFR ensures the requirement is enforced universally and is not tied to specific functional user stories.

Industry Alignment: Salesforce emphasizes capturing non-functional needs to meet legal and organizational standards effectively.

NEW QUESTION # 38

Of the following Locale Settings, select which one CANNOT be selected when creating a new user.

- A. Time Zone
- B. Locale
- C. Working Hours
- D. Language

Answer: C

Explanation:

Working Hours is not a Locale Setting that can be selected when creating a new user. Working Hours are set at the organization level or at the resource level for scheduling purposes. Time Zone, Language, and Locale are Locale Settings that can be selected when creating a new user. References: https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION # 39

The business analyst (BA) at universal Containers is grooming user stories to add to the next sprint. The BA is having difficulty understanding the level of testing that's necessary for a particular story involving an update to an important trigger.

What should the BA do to address the need for user acceptance testing (UAT)?

- A. Perform testing on all objects in the trigger.
- B. Run all Apex tests using change set validation.
- C. Gather testing requirements from the stakeholder.

Answer: C

Explanation:

The business analyst should gather testing requirements from the stakeholder to address the need for user acceptance testing (UAT) for a particular story involving an update to an important trigger. UAT is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended and what was originally requested is actually being delivered. The business analyst should gather testing requirements from the stakeholder to understand what scenarios or cases need to be tested, what data or inputs need to be used, what outputs or results need to be expected, and what criteria or metrics need to be measured.

The business analyst should also document and communicate these testing requirements to the testers and developers involved in UAT. Running all Apex tests using change set validation is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Running all Apex tests using change set validation is a process

that checks whether deploying a change set would succeed or fail in another org without actually deploying it. Running all Apex tests using change set validation helps ensure code quality and coverage but does not verify whether a project or enhancement meets user needs or expectations. Performing testing on all objects in the trigger is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Performing testing on all objects in the trigger is a process that checks whether the trigger works correctly and consistently for all objects that it affects. Performing testing on all objects in the trigger helps ensure functionality and performance but does not verify whether a project or enhancement meets user needs or expectations. References: <https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

NEW QUESTION # 40

Which of the following User Management terms is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce"

- A. Users
- B. Roles
- C. Salesforce characters
- D. Profiles

Answer: A

Explanation:

Users is the User Management term that is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce". Profiles are User Management terms that define what users can do within an organization based on their job function and responsibilities. Roles are User Management terms that control data visibility and reporting hierarchy within an organization based on users' positions. Usernames are User Management terms that identify users when they log in to Salesforce.

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

NEW QUESTION # 41

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs.

Which additional step is required during the UAT planning process?

- A. Identify power users.
- B. Schedule deployment.
- C. Gather business requirements.

Answer: A

Explanation:

The first step that the business analyst should take before starting UAT is to identify power users. Power users are users who have extensive knowledge and experience with using Salesforce, and can provide valuable feedback and insights during UAT. Power users can help to write, review, and execute UAT scenarios, as well as train and support other users during UAT. Power users can also act as champions for change management, and help to promote adoption and satisfaction with the solution. The business analyst should identify power users from different roles, teams, or regions, depending on the scope and scale of the project. The business analyst should also communicate with power users about their expectations, responsibilities, and availability for UAT.

NEW QUESTION # 42

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