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Salesforce Certified Business Analyst Exam Sample Questions (Q212-Q217):

NEW QUESTION # 212

The sales team recently received training on a new sales methodology. When viewing an Opportunity in Sales Cloud, the sales manager wants the sales cycle to include new stages in addition to multiple custom fields. The business analyst is starting to construct user stories to support the new process.

What should each user story include?

- A. Who, what, and why
- B. Value, purpose, and need
- C. Who, where, and how

Answer: A

Explanation:

Explanation

Each user story should include who, what, and why. Who refers to the user role that needs the functionality, such as a sales manager or a customer service agent. What refers to the functionality that the user wants to do, such as create a report or escalate a case.

Why refers to the benefit or value that the user expects from the functionality, such as improve productivity or increase customer satisfaction. These elements help to define the scope, purpose, and outcome of the user story. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION # 213

The service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA).

Which task should be assigned to the BA?

- A. Conduct user training.
- B. Set up users for training.
- C. Create user training materials.

Answer: C

Explanation:

Explanation

A business analyst is responsible for creating user training materials that explain how to use the new case management solution. The training materials should include screenshots, videos, diagrams, and step-by-step instructions that cover the key features and functionalities of the solution. The business analyst should also ensure that the training materials are aligned with the user stories and requirements.

References:

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

https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics/trailhead-basics-trails

NEW QUESTION # 214

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.

How should the BA approach the project?

- A. Analyze, operate, build, deliver
- B. Analyze, build, operate, deliver
- C. Analyze, build, deliver, operate

Answer: B

NEW QUESTION # 215

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

- A. High-level description of required functionality
- B. Test scripts to validate requirements
- C. Detailed documentation of technical solution

Answer: A

Explanation:

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud

implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management>

NEW QUESTION # 216

Universal Containers is about to kick off a new Salesforce implementation, bringing both sales and service teams onto the platform. Each team has been managing Accounts and Contacts in their own way even though the Accounts and Contacts are shared between the teams. This has resulted in disagreements about what should be built in Salesforce.

Which groups should the business analyst work with to gain full alignment on a common program vision and strategy?

- A. Executive sponsors, IT leadership, and end users
- **B. Senior leadership, IT leadership, and middle management**
- C. Business leaders, middle management, and end users

Answer: B

Explanation:

Explanation

The groups that the business analyst should work with to gain full alignment on a common program vision and strategy are senior leadership, IT leadership, and middle management. Senior leadership are the executives who have the authority and vision for the Salesforce implementation. IT leadership are the managers or directors who oversee the technical aspects of the Salesforce implementation. Middle management are the supervisors or team leads who manage the sales and service teams. These groups can help the business analyst define the goals, scope, requirements, and success criteria of the Salesforce implementation, and resolve any disagreements or conflicts among them. Business leaders, end users, and executive sponsors are other groups that may be involved in the Salesforce implementation, but they may not have the same level of influence or responsibility as senior leadership, IT leadership, and middle management. References:

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

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

NEW QUESTION # 217

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