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Salesforce Certified Business Analyst Exam Sample Questions (Q57-Q62):

NEW QUESTION # 57

The project team is building a Sales Cloud implementation. The business analyst (BA) wants to make sure the solution meets the needs of the business. The BA needs to identify where user testing should occur and who should participate. Which approach should the BA follow?

- A. Create a scratch org and give the development team access to it.
- B. Create a partial sandbox and give the VP of sales access to it.
- C. Create a full copy sandbox and give power users access to it

Answer: C

NEW QUESTION # 58

Universal Containers is developing a new case management solution in Salesforce. The business analyst has started writing user

stories to capture feature needs. One user story is: "The customer care representative wants to take ownership of new cases and communicate with customers so they can provide high-touch customer experiences."

Which component of the user story is "provide high-touch customer experiences?"

- A. Assumption
- **B. Why**
- C. Where

Answer: B

NEW QUESTION # 59

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal.

Which step should the BA take next?

- A. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.
- B. Prioritize the effort as defined by sales and ask the director to review any service impacts. .
- **C. Review the effort and impacts with the service team, and work to align requirements across the teams.**

Answer: C

Explanation:

Explanation

When a business analyst uncovers a workflow which could have an impact on another team, they should review the effort and impacts with that team, and work to align requirements across the teams. This is because ignoring or minimizing the impact on another team could lead to missed requirements, conflicting solutions, reduced quality, increased costs, or decreased customer satisfaction. The business analyst should collaborate with both teams to understand their needs, expectations, dependencies, and constraints, and find ways to balance them in order to deliver value for both teams. References:

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

NEW QUESTION # 60

A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session.

Which issue should concern the BA most?

- A. The support organization still needs to be trained on how to use Sales Cloud.
- B. The previous implementation partner neglected to do a knowledge transfer of the final solution.
- **C. The system admins note a fair amount of technical debt without having the time or expertise to address it.**

Answer: C

Explanation:

Explanation

The issue that should concern the business analyst most is that the system admins note a fair amount of technical debt without having the time or expertise to address it. Technical debt is the accumulated cost or consequence of suboptimal design, development, or maintenance decisions on a software system. Technical debt can negatively affect the performance, security, usability, and maintainability of a software system, as well as increase the complexity and risk of future changes or enhancements. Technical debt can also reduce user satisfaction and adoption, as well as business value and return on investment. Therefore, the business analyst should be concerned about the technical debt in the Sales Cloud implementation and work with the system admins and other stakeholders to identify, prioritize, and resolve it. References:

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

NEW QUESTION # 61

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution.

What should the BA do next?

- A. Explore how retailers similar to CK handle distribution.

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