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Salesforce Certified Business Analyst Sample Questions (Q250-Q255):

NEW QUESTION # 250

An executive at Cloud Kicks has tasked the internal Salesforce staff with the optimization of a very manual process in its Salesforce org. What should the business analyst do first before a future state is proposed to key stakeholders?

- A. Discuss project trade-offs with the executive sponsor.
- B. Manage project integrations with the technical team.
- **C. Hold a kickoff meeting to set expectations with the project team.**

Answer: C

Explanation:

The first thing that the business analyst should do before a future state is proposed to key stakeholders is to hold a kickoff meeting to set expectations with the project team. A kickoff meeting is an important step in initiating a Salesforce project, as it helps to establish the project vision, goals, scope, roles, responsibilities, communication plan, and success criteria. A kickoff meeting also helps to build rapport and trust among the project team members, as well as identify any potential risks or issues that may affect the project delivery.

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

NEW QUESTION # 251

Business users at cloud kicks have just completed user acceptance testing for a Commerce cloud implementation. The senior executives want to understand has successful testing was and have asked the business analyst to calculate the success rate. How is the success rate calculated?

- A. Total number of test cases divided by number of passed test cases
- B. Number of failed test cases divided by total number of test cases
- **C. number of passed test cases divided by total number of test cases**

Answer: C

Explanation:

This answer states that number of passed test cases divided by total number of test cases is how the success rate is calculated after completing user acceptance testing (UAT) for a Commerce Cloud implementation at CK. Test cases are scenarios or steps that verify or validate if a feature or a functionality meets the acceptance criteria or requirements. Passed test cases are test cases that meet or pass the acceptance criteria or requirements. Total number of test cases are all test cases that are executed or performed for UAT. Number of passed test cases divided by total number of test cases is how the success rate is calculated because it measures how many test cases meet or pass the acceptance criteria or requirements out of all test cases executed or performed for UAT.

References: <https://trailhead.salesforce.com/en/content/learn/modules>

[/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements](https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements)

NEW QUESTION # 252

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- A. Configuration provides faster speed to market.
- **B. Configuration allows for any level of complexity.**
- C. Configuration leverages multiple programming languages.

Answer: B

Explanation:

One of the BA's strongest arguments for using configuration over code is that configuration provides faster speed to market. Speed to market is the time it takes to deliver a product or service from conception to launch.

Speed to market is important for gaining competitive advantage, meeting customer demand, and maximizing revenue potential.

Configuration provides faster speed to market than code because it allows for creating and modifying functionality in Salesforce without writing code or deploying changes. Configuration can be done by using point-and-click tools such as App Builder, Process Builder, Flow Builder, Lightning Web Components Builder, etc., which are easy to use and require less technical skills than coding. Configuration also reduces the risk of errors or bugs that may occur with code and require more testing or debugging time.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-s>

NEW QUESTION # 253

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "why" of the user story is focused on user needs.
- B. The "who" of the user story is well-defined.
- **C. The "what" of the acceptance criteria is negotiable.**

Answer: C

Explanation:

A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use use cases to document how users will interact with the system and what outcomes they expect from it. References:

<https://trailhead.salesforce.com>

</en/content/learn/modules/business-analysis-functional-requirements/write-use-cases> This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation. Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION # 254

A business analyst (BA) is preparing for user acceptance testing for case management scenarios in Service Cloud. What should the BA do to help prevent gaps from being discovered after go live?

- A. Focus more on happy path testing and less on edge case testing.
- **B. Write test scripts that reflect real life and cover the requirements.**
- C. Streamline testing by limiting the number of testers involved.

Answer: B

Explanation:

The business analyst should write test scripts that reflect real life and cover the requirements to help prevent gaps from being discovered after go live. Test scripts are step-by-step instructions on how to execute a test scenario on a specific user or level of access using expected inputs and outputs. Test scripts should reflect real life situations that users may encounter when using the solution in production, such as creating cases, updating records, generating reports, etc. Test scripts should also cover all the requirements that were defined for the project or enhancement, as well as any exceptions or variations that may occur. Writing test scripts that reflect real life and cover the requirements can help ensure that the solution works as intended and meets stakeholder needs. References: <https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/create-test-scripts>

NEW QUESTION # 255

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