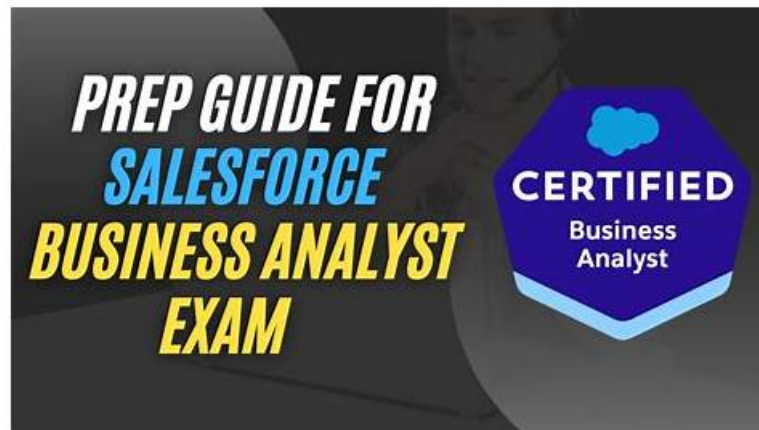


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### Salesforce Certified Business Analyst Sample Questions (Q22-Q27):

#### NEW QUESTION # 22

Northern Trail Outfitters has gone through significant growth, moved several business units into Salesforce, and added hundreds of users.

Which key principle should a business analyst follow to help prioritize feature requests from various business units?

- A. Give priority to the earliest requested dates.
- **B. Define roles, responsibilities, and processes.**
- C. Find and install a backlog grooming app from AppExchange.

**Answer: B**

Explanation:

The business analyst should define roles, responsibilities, and processes to help prioritize feature requests from various business units. This will help to establish clear expectations, communication channels, and decision-making criteria for the project. The business analyst should not give priority to the earliest requested dates, as this may not reflect the business value, urgency, or feasibility of the feature requests. The business analyst should also not find and install a backlog grooming app from AppExchange, as this may not

address the root cause of the prioritization problem, and may introduce additional complexity and cost to the project. References: Collaboration with Stakeholders, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

### NEW QUESTION # 23

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

**Answer: C**

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/collaboration-with-stakeholders) <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

### NEW QUESTION # 24

The business analyst (BA) working with the contract renewal team at Cloud Kicks has mapped out its current renewal process, the BA has noted where representatives are inputting contract information from PDF documents which is introducing errors and inaccurate data into Salesforce.

Which type of inefficiency is happening during this step in the process?

- A. Manual effort
- B. Duplication
- C. Avoidance

**Answer: A**

Explanation:

The type of inefficiency that is happening during this step in the process is manual effort. Manual effort is a type of inefficiency that occurs when a task or activity requires human intervention or input that could be automated or eliminated. Manual effort can lead to errors, delays, inconsistencies, or redundancies in the process. In this case, the representatives are inputting contract information from PDF documents into Salesforce manually, which introduces errors and inaccurate data into Salesforce. References:

[https://trailhead.](https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiencies-in-a-process)

[salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiencies-in-a-process](https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiencies-in-a-process)

### NEW QUESTION # 25

A Cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have indicated they access existing systems with only a username and password.

How should the BA resolve the issue?

- A. Ask executive leadership to make the decision.
- B. Ask the security team to confirm company policy.

- C. Determine the most commonly used process.

**Answer: B**

Explanation:

When resolving conflicting user practices, consulting the security team ensures compliance with organizational and regulatory standards:

Policy Confirmation: Salesforce emphasizes the importance of aligning system configurations, such as multi- factor authentication (MFA), with the company's security policies.

Consistency and Compliance: By confirming with the security team, the BA ensures the Salesforce implementation adheres to company-wide requirements and prevents unauthorized access or deviations from compliance mandates like GDPR or HIPAA.

Best Practices: Relying on established company policies avoids arbitrary decisions and ensures uniformity across user authentication processes.

### NEW QUESTION # 26

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.

What is another important step the BA should take to identify the correct decision makers?

- **A. Prepare a RACI matrix.**
- B. Create a stakeholder wheel.
- C. Survey the business units.

**Answer: A**

Explanation:

The important step that the business analyst should take to identify the correct decision makers is to prepare a RACI matrix. A RACI matrix is a tool that defines and assigns the roles and responsibilities of stakeholders or team members for each task or activity in a project or enhancement. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix helps to identify the correct decision makers by showing who has the authority or accountability for making decisions on each task or activity, as well as who needs to be consulted or informed about those decisions. A RACI matrix also helps to avoid confusion, duplication, or conflict among stakeholders or team members. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management>

### NEW QUESTION # 27

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