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As everybody knows, competitions appear ubiquitously in current society. In order to live a better live, people improve themselves by furthering their study, as well as increase their professional BA-201 skills. With so many methods can boost individual competitiveness, people may be confused, which can really bring them a glamorous work or brighter future? We are here to tell you that a BA-201 Certification definitively has everything to gain and nothing to lose for everyone.

Salesforce Certified Business Analyst Sample Questions (Q33-Q38):

NEW QUESTION # 33
The business analyst (BA) at Universal Containers (UC) wants to understand why UC failed to meet a deployment date for its product go live while following the Agile process. According to the BA's research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona. Which step should the BA take next?

- A. Create a SWOT (Strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.
- B. Move the deployment date out so the teams have more time to work.
- C. Review the user stories to ensure they are small, testable, and valuable.

Answer: C

Explanation:
The next step that the business analyst should take is to review the user stories to ensure they are small, testable, and valuable. User

stories are statements that capture a requirement or feature from an end user's perspective. They should be small enough to be completed within a sprint, testable enough to be verified by acceptance criteria, and valuable enough to deliver benefits or outcomes for end users. Reviewing user stories can help UC understand why development and testing took more time than expected, and how to improve them for future sprints.Creating a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to understand why development and testing took more time is not a good next step because it is a strategic tool that evaluates the internal and external factors affecting a project or initiative, not a tactical tool that evaluates the quality or effectiveness of user stories. Moving the deployment date out so the teams have more time to work is not a good next step because it does not address the root cause of why development and testing took more time, and it may affect the project scope or budget. References:
https://trailhead.salesforce.com/content
/learn/modules/salesforce-business-analyst-certification-prep/user-stories https://trailhead.salesforce.com
/content/learn/modules/salesforce-business-analyst-certification-prep/user-acceptance

NEW QUESTION # 34
Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.
Which document should the BA use for the presentation?

- A. A collection of use cases
- B. A persona journey map
- C. A business process model

Answer: C

Explanation:
A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process.
A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution.
References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification- prep/business-process-mapping https://trailhead.salesforce.com/content/learn/modules/salesforce-business- analyst-certification-prep/collaboration-with-stakeholders

NEW QUESTION # 35
The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.
Which diagramming notation should the BA use for the process map?

- A. Universal Process Notation (UPN)
- B. Business Process Modeling Notation (BPMN)
- C. Unified Modeling Language (UML)

Answer: A

Explanation:
This answer selects Universal Process Notation (UPN) as the diagramming notation that the BA should use for the process map. UPN is a simple and standardized way of creating process maps, using only four symbols: activity, decision, start/end, and annotation. UPN can help the BA create a process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce- business-analyst-quick-look/use-process-mapping-to-understand-your-business

NEW QUESTION # 36
When customers have had an issue making an online purchase on the Northern Trail Outfitters (NTO) website, they submitted feedback about the quality of the service provided by the support team. MTO has listened to its customers and wants to make improvements.
How should the business analyst guide the conversation with stakeholders to identify meaningful process improvements?

- A. Analyze CSAT numbers with stakeholders to identify major pain points.
- B. Facilitate workshops with stakeholders to understand priorities.
- C. Review support team feedback survey results with stakeholders.

Answer: B

Explanation:
Facilitating workshops is the best way to guide conversations and identify meaningful process improvements:
Stakeholder Engagement: Workshops bring together diverse perspectives, enabling stakeholders to share insights and prioritize issues based on their impact and feasibility.
Interactive Problem-Solving: Salesforce's business analysis methodology recommends workshops as an effective way to identify root causes and collaboratively develop solutions.
Prioritization: The collaborative format helps stakeholders focus on key pain points and align on process improvements that deliver the most significant value.

NEW QUESTION # 37

The business analyst at Cloud Kicks is beginning to write user stories for its Salesforce implementation.
Which three components should-be included when writing a user story?

- A. When, where, why
- B. Who, when, why
- C. Who, what, why

Answer: C

Explanation:
A user story is a short description of a feature or functionality from the perspective of an end user. It follows the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The what is the feature or functionality that the user wants or needs. The why is the benefit or value that the user will get from the feature or functionality. The when and where are not part of a user story format because they are usually captured in other documents or artifacts, such as acceptance criteria or wireframes. References: 1 https://trailhead.salesforce.com/en/content/learn/modules /salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION # 38

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