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Salesforce Certified Business Analyst Sample Questions (Q211-Q216):

NEW QUESTION # 211

A business analyst has been tasked with leading prototype efforts for a Salesforce project.
What is a prototype?

- A. A first pass, simple sketch of an idea
- B. A model of a final proposed product
- C. A polished, proven solution

Answer: A

NEW QUESTION # 212

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.
Which level of detail should the BA use for the process map and why?

- A. Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.
- B. Very detailed-It should be prescriptive for new users following an unfamiliar process.
- C. Simple-A high-level overview of the process is sufficient to show a new user experience.

Answer: A

Explanation:

The level of detail that the business analyst should use for the process map and why is somewhat detailed.

This is because the process map should provide enough information to guide new users through the onboarding process, but not overwhelm them with too much detail that may be irrelevant or unnecessary.

Since the process will be repetitive, new users will learn and remember the details over time, and they can always refer back to the process map if needed. The process map should include the main steps, decisions, inputs, outputs, and roles involved in the onboarding process, as well as any exceptions or variations. The process map should also use clear and consistent terminology, symbols, and notation to ensure readability and understanding. References:

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

NEW QUESTION # 213

The business analyst (BA) at universal Containers is grooming user stories to add to the next sprint. The BA is having difficulty understanding the level of testing that's necessary for a particular story involving an update to an important trigger.

What should the BA do to address the need for user acceptance testing (UAT)?

- A. Gather testing requirements from the stakeholder.
- B. Run all Apex tests using change set validation.
- C. Perform testing on all objects in the trigger.

Answer: A

Explanation:

The business analyst should gather testing requirements from the stakeholder to address the need for user acceptance testing (UAT) for a particular story involving an update to an important trigger. UAT is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended and what was originally requested is actually being delivered. The business analyst should gather testing requirements from the stakeholder to understand what scenarios or cases need to be tested, what data or inputs need to be used, what outputs or results need to be expected, and what criteria or metrics need to be measured.

The business analyst should also document and communicate these testing requirements to the testers and developers involved in UAT. Running all Apex tests using change set validation is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Running all Apex tests using change set validation is a process that checks whether deploying a change set would succeed or fail in another org without actually deploying it. Running all Apex tests using change set validation helps ensure code quality and coverage but does not verify whether a project or enhancement meets user needs or expectations. Performing testing on all objects in the trigger is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Performing testing on all objects in the trigger is a process that checks whether the trigger works correctly and consistently for all objects that it affects. Performing testing on all objects in the trigger helps ensure functionality and performance but does not verify whether a project or enhancement meets user needs or expectations. References: <https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

NEW QUESTION # 214

The business analyst (BA) at Cloud Kicks (CK) has been tasked with optimizing CK's lead process. In the weekly sales meeting, the BA outlines the project and asks for input. A new entry-level employee reaches out multiple times with ideas and suggestions for improvements.

What should the BA do when responding to the new employee's input?

- A. Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.
- B. Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.
- C. Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.

Answer: C

Explanation:

This answer states that scheduling a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind is what the BA should do when responding to the new employee's input.

A beginner's mind is a mindset that is open, curious, and eager to learn, without any preconceptions or biases.

A beginner's mind can help the BA to discover new insights, ideas, or opportunities that might otherwise be overlooked or dismissed by more experienced or knowledgeable stakeholders. Scheduling a one-on-one meeting with the new employee can help the BA to

listen to their input, understand their perspective, and appreciate their contribution. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

NEW QUESTION # 215

The executive director of Universal Containers (UC) plans to purchase additional Salesforce Licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

- A. Storage capacity and license type
- B. Number of active users and license type
- C. Organization edition and license type

Answer: C

Explanation:

This answer states that organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs for purchasing additional Salesforce licenses. Organization edition is a version of Salesforce that provides a set of features and functionality based on the needs and size of an organization, such as Essentials, Professional, Enterprise, Unlimited, etc. License type is a category of user access that determines what features and functionality a user can access within an organization, such as Salesforce Platform, Salesforce, Customer Community Plus, etc. Organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs because they define the limits and capabilities of UC's Salesforce environment, and they affect the pricing and availability of additional licenses. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

NEW QUESTION # 216

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