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## Salesforce Certified Business Analyst Sample Questions (Q150-Q155):

### NEW QUESTION # 150

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

**Answer: A**

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 # 151

Cloud Kicks has assembled a new product team to launch a brand ambassador partner portal in Experience Cloud. The team is debating various ways to document the requirements. The business analyst recommends writing user stories within the Agile methodology.

What is the benefit of creating user stories when documenting project requirements?

- **A. User stories translate requirements in a way that shows a product's value to the end user.**
- B. User stories decrease the need for collaboration within a product team throughout the project.
- C. User stories provide specific details about a product early in the development lifecycle.

**Answer: A**

Explanation:

User stories are short descriptions of a feature or functionality from the perspective of an end user. They follow 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. User stories help translate requirements in a way that shows a product's value to the end user and helps prioritize and validate them. User stories do not provide specific details about a product early in the development lifecycle because they are usually high-level and flexible. User stories do not decrease the need for collaboration within a product team throughout the project because they require constant communication and feedback among stakeholders, developers, and testers. References: 1 <https://parquet.dev/a-guide-to-salesforce-user-acceptance-testing/>

#### NEW QUESTION # 152

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.
- B. Review future state distribution processes for CK.
- **C. Shadow an operations team member at the CK distribution facility.**

**Answer: C**

Explanation:

This answer suggests shadowing as the next step for the BA to uncover the issue and propose a business solution for CK's distribution challenge. Shadowing is a technique where the BA observes how a user performs their tasks in their natural environment. Shadowing helps to gain insights into the user's workflow, challenges, pain points, and opportunities for improvement. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-shadowing-to-understand-your-users>

#### NEW QUESTION # 153

Which step should a business analyst take to establish credibility and covert empathy with stakeholders during discovery sessions for a new Experience site?

- A. Ensure the workshop schedule consider time zone and language differences.
- **B. Describe work with other companies that has solved similar problem.**
- C. Reiterate the project objectives and the KPIs that will be tracked.

**Answer: B**

**Explanation:**

The best practice for establishing credibility and conveying empathy with stakeholders during discovery sessions is to ensure the workshop schedule considers time zone and language differences. This shows respect and sensitivity to the stakeholders' preferences and needs, and helps to avoid potential misunderstandings or conflicts. It also helps to build rapport and trust with the stakeholders, and encourages their participation and engagement. The other options are either irrelevant or ineffective. Option A does not address the stakeholders' needs or expectations, and may come across as boastful or arrogant. Option C does not convey empathy or understanding, and may be too repetitive or boring. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate-discovery-sessions>

**NEW QUESTION # 154**

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the discovery.2. Ask clarifying questions.3. Draft requirements.4. Share requirements with the technical so they can begin building.5. Create user acceptance criteria and test cases.
- **B. 1. Review information from the2. Ask clarifying questions.3. Draft requirements.4. Refine and confirm requirements.5. Prioritize which requirements will be included in the minimum viable product.**
- C. 1. Review information from the discovery.2. Draft requirements.3. Ask clarifying questions.4. Draft user stories.5. Share user stories with the technical team so they can begin building.

**Answer: B**

**Explanation:**

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

**NEW QUESTION # 155**

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