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To become a Salesforce Certified-Business-Analyst, candidates need to pass a 60-question, multiple-choice exam in 105 minutes. Certified-Business-Analyst Exam Fee is \$200, and candidates can take the exam either online or in-person at a testing center. Salesforce Certified Business Analyst Exam certification is valid for two years, and candidates need to maintain their certification by completing the maintenance requirements. Salesforce Certified Business Analyst Exam certification exam is designed to evaluate the candidate's understanding of Salesforce functionality, best practices, and industry standards. A Salesforce Certified-Business-Analyst certification can help professionals advance their career in the Salesforce ecosystem and demonstrate their expertise to potential employers.

>> **New Soft Salesforce Certified-Business-Analyst Simulations** <<

Salesforce New Soft Certified-Business-Analyst Simulations: Salesforce Certified Business Analyst Exam - ExamsLabs Useful Tips & Questions for you

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Salesforce Certified Business Analyst Exam Sample Questions (Q209-Q214):

NEW QUESTION # 209

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. Virtual whiteboard
- B. One-on-one meetings
- C. Demo prototype

Answer: A

Explanation:

A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it. One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group.

References:

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

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

NEW QUESTION # 210

A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent I want Salesforce Macros to complete repetitive tasks faster." What should the business analyst change to improve the user story?

- A. Replace the specific feature with a goal.
- B. Change the user story to the sales manager persona.
- C. Add a quantifiable reason why the feature is needed.

Answer: C

Explanation:

The user story should include a quantifiable reason why the feature is needed. This helps to define the value or benefit that the user expects from the feature, and provides a basis for prioritizing, testing, and accepting the user story. A quantifiable reason should be specific, measurable, achievable, realistic, and time-bound. For example, "As a service agent I want Salesforce Macros to complete repetitive tasks faster so that I can reduce my average case resolution time by 10%." The other options are either irrelevant or incorrect. Option A does not improve the user story, but rather makes it vaguer and ambiguous. Option B does not improve the user story, but rather changes the user role and perspective. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION # 211

The Service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA).

Which task should be assigned to the BA?

- A. Conduct user training.
- B. Set up users for training.
- C. Create user training materials.

Answer: C

Explanation:

A business analyst is responsible for creating user training materials that explain how to use the new case management solution. The training materials should include screenshots, videos, diagrams, and step-by-step instructions that cover the key features and functionalities of the solution. The business analyst should also ensure that the training materials are aligned with the user stories and

requirements.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/create-user-training-materials>

https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics/trailhead-basics-trails

NEW QUESTION # 212

Universal Containers (UC) wants to overhaul its Service Cloud implementation and has hired a consulting company to help drive requirements. In an effort to gain more information about the project, the business analyst (BA) has begun to review UC's structure to understand the functions of each department, how departments interact, and who reports to whom within UC.

Which technique is the BA using?

- A. Strategy Analysis
- **B. Stakeholder Analysis**
- C. Enterprise Analysis

Answer: B

Explanation:

The technique that the business analyst is using to understand UC's structure is stakeholder analysis.

Stakeholder analysis is a technique that involves identifying, analyzing, and engaging the individuals or groups who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Stakeholder analysis helps to understand the functions, interactions, and reporting relationships of each stakeholder group, as well as their needs, expectations, priorities, and concerns. Stakeholder analysis also helps to plan how to communicate, collaborate, and manage the stakeholders throughout the project lifecycle. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management>

NEW QUESTION # 213

A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps.

What should the BA do to close the gaps or confirm the process steps?

- A. Conduct elimination with stakeholders regarding their parts of the process.
- B. Review the documentation to ensure that information gathered about the process is correct.
- **C. Using strategy analysis, define models of how gaps in the business process can be resolved.**

Answer: C

Explanation:

This answer states that conducting elicitation with stakeholders regarding their parts of the process is what the BA should do to close the gaps or confirm the process steps after conducting a group workshop with stakeholders to understand and document in-scope business processes. Elicitation is a technique that involves asking questions, gathering information, or observing behaviors to understand the needs, expectations, and goals of the stakeholders or users. Conducting elicitation with stakeholders can help the BA to clarify any ambiguities, resolve any conflicts, verify any assumptions, and validate any information regarding their parts of the process. References:

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

NEW QUESTION # 214

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Unfortunately, many candidates don't pass the Certified-Business-Analyst exam because they rely on outdated Salesforce Certified Business Analyst Exam exam preparation material. Failure leads to anxiety and money loss. You can avoid this situation with ExamsLabs that provides you with the most reliable and actual Salesforce Certified-Business-Analyst Dumps with their real answers for Certified-Business-Analyst exam preparation. This Certified-Business-Analyst exam material contains all kinds of actual Salesforce Certified Business Analyst Exam exam questions and practice tests to help you to ace your exam on the first attempt.

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