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Salesforce Certified Business Analyst certification is a valuable credential that demonstrates a professional's expertise in analyzing and documenting business processes and requirements in the Salesforce environment. Salesforce Certified Business Analyst Exam certification is designed for professionals who work with stakeholders to identify business needs, gather and analyze requirements, design solutions, and implement changes in Salesforce.

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Salesforce Certified Business Analyst Exam Sample Questions (Q237-Q242):

NEW QUESTION # 237

The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.

What should the BA do when they find it difficult to get a response?

- A. Put extra effort into following up with the SMEs.
- B. Limit effort to contact the unresponsive SMEs.
- C. Escalate the concern to the SMEs' manager.

Answer: C

Explanation:

Explanation

When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks.

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

NEW QUESTION # 238

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Associate each set of metadata -changes to the corresponding user story.
- B. Involve the stakeholders in the business requirements gathering sessions.
- C. Provide detailed test cases to validate the functional requirements

Answer: A

Explanation:

This answer states that associating each set of metadata changes to the corresponding user story is what the BA should do to resolve these challenges with the release team. Metadata changes are modifications to the configuration or customization of Salesforce, such as fields, objects, layouts, workflows, or apex code.

Associating each set of metadata changes to the corresponding user story can help to track and manage the changes, and link them to the business requirements and acceptance criteria. This can also help to improve the communication and collaboration between the BA, the admin, and the QA team, and avoid any confusion or errors during deployment and testing. References:

<https://trailhead.salesforce.com/en/content/learn/modules>

/application-lifecycle-and-development-models

NEW QUESTION # 239

The finance team is rolling out a new sales process in Sales Cloud for opportunities that are Closed/Won. After meeting with the team, a business analyst (BA) realizes that several requirements for the new process will need further refinement.

What should the BA use to keep track of changes to the process documents?

- A. Communication template
- B. Business backlog
- **C. Version control**

Answer: C

Explanation:

Explanation

The best practice for keeping track of changes to the process documents is to use version control. Version control is a method that tracks and records changes made to a document over time, and allows users to access, compare, restore, or merge different versions of the document as needed. Version control helps to ensure that all team members are working on the latest version of the document, avoid confusion or conflicts among different versions, and maintain a history of changes for reference or audit purposes.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-documentation/manage-documentati>

NEW QUESTION # 240

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.

What should the BA do next?

- A. Proceed with the sales team's project as planned.
- **B. Include the operations team during discovery.**
- C. Start project work for the operations team.

Answer: B

Explanation:

Explanation

When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise.

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

NEW QUESTION # 241

The business analyst (BA) at Universal Containers is preparing for user acceptance testing (UAT) for an Experience Cloud implementation.

Which people should participate in UAT?

- A. BA, business users, key stakeholders
- B. BA, project manager, key stakeholders
- **C. Business users, project manager, key stakeholders**

Answer: C

Explanation:

This answer states that business users, project manager, and key stakeholders are the people who should participate in UAT for an Experience Cloud implementation. UAT is a phase of testing where the BA verifies that the solution meets the requirements and expectations of the end users or customers. Business users are the people who will use or benefit from the solution on a regular basis, and who can provide feedback on its functionality, usability, and value. Project manager is the person who oversees and coordinates the project activities, resources, and deliverables, and who can ensure that UAT is conducted according to the project plan and scope. Key stakeholders are the people who have a significant interest or influence in the project outcome, and who can approve or reject the solution based on UAT results.

NEW QUESTION # 242

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