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## Salesforce Certified Business Analyst Exam Sample Questions (Q296-Q301):

### NEW QUESTION # 296

Universal Container wants to build a Salesforce application to manage its recruitment lifecycle. The project lead wants to identify the key recruitment steps and stakeholders in a visual format.

What should the business analyst do to meet the requirement?

- A. Map the business process.

- B. Review department procedures and consult the org chart.
- C. Create an entity relationship diagram.

**Answer: A**

#### NEW QUESTION # 297

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- A. The previous VP's requirements are outside of the Salesforce framework.
- B. The previous VP's requirements fail to meet current formatting standards.
- C. The previous VP's requirements may differ from those of the new executive.

**Answer: C**

Explanation:

Explanation

This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation.

Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition.

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

#### NEW QUESTION # 298

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. Escalate the concern to the SMEs' manager.
- C. Limit effort to contact the unresponsive SMEs.

**Answer: B**

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/collaboratio>

#### NEW QUESTION # 299

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.

UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- A. System requirements specification
- B. Change request logs
- C. Entity Relationship Diagram (ERD)

**Answer: C**

Explanation:

Explanation

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers.

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

### NEW QUESTION # 300

Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract"?

- **A. Capability model**
- B. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
- C. Value stream map

**Answer: A**

Explanation:

Explanation

The type of process diagram that the business analyst should use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract" is a capability model. A capability model is a visual representation of the core capabilities or functions that an organization performs or delivers to achieve its strategic objectives. A capability model helps to identify and organize high-level process areas that span across different departments or teams, as well as highlight any gaps or overlaps in functionality. A capability model can also help to prioritize and scope Salesforce projects based on business value and impact.

References:

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

### NEW QUESTION # 301

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