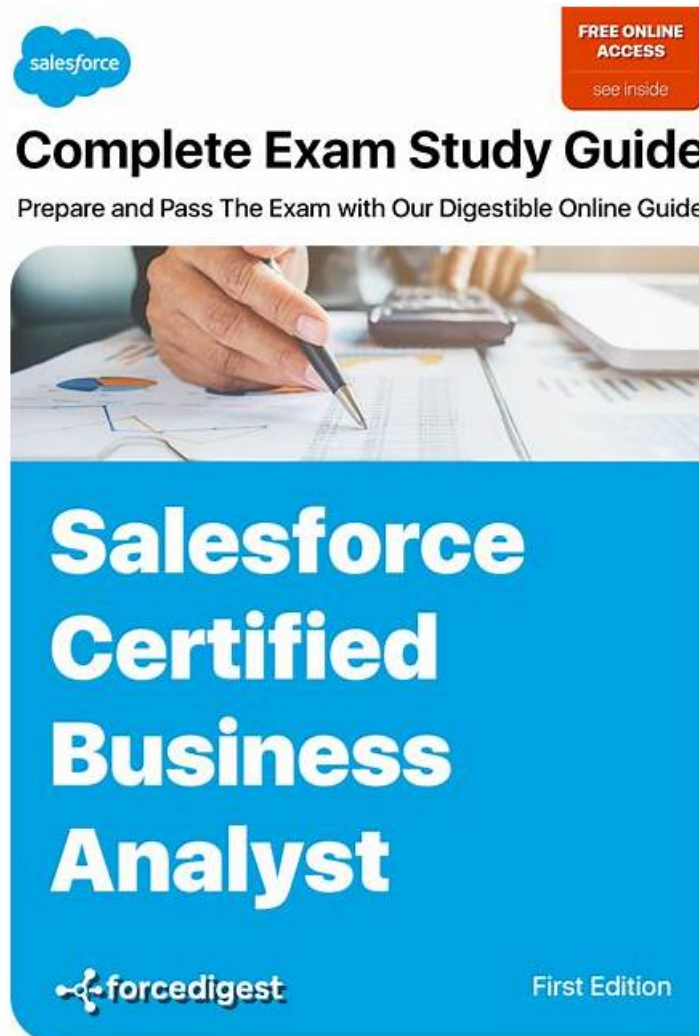


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The Salesforce Certified-Business-Analyst Exam consists of 60 multiple-choice questions that need to be answered in 105 minutes. A passing score of 63% or higher is required to earn the certification. Certified-Business-Analyst exam is administered by Salesforce and can be taken online or in-person at a testing center. Once certified, professionals can showcase their expertise in Salesforce technology and gain recognition in the industry. Salesforce Certified Business Analyst Exam certification is valid for two years and can be renewed by passing the recertification exam or completing specific continuing education requirements.

To become a certified Salesforce Business Analyst, candidates must have a thorough understanding of the Salesforce platform and its various features. They must also have experience in translating business requirements into technical specifications and working closely with stakeholders to deliver effective solutions. Preparing for the certification exam involves a combination of hands-on experience, self-study, and training courses offered by Salesforce and its partners.

Salesforce Certified Business Analyst Exam Sample Questions (Q202-Q207):

NEW QUESTION # 202

Northern Trail Outfitters is undergoing a Service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint. Which step should the BA take next?

- A. De-prioritize some user stories and add the change request to the current sprint.
- **B. Begin working on the change request as soon as the team has capacity.**
- C. Add the change request to the backlog to be prioritized for the next sprint.

Answer: B

Explanation:

Explanation

The step that business analyst should take next after receiving urgent high-priority change request middle sprint add change request backlog prioritized next sprint backlog list user stories features enhancements bugs fixes need done project backlog prioritized based importance urgency value risk etc adding change request backlog prioritized next sprint helps maintain scope integrity current sprint avoid disrupting ongoing work respect sprint goal commitment.

De-prioritizing some user stories and adding change request current sprint not step that business analyst should take next after receiving urgent high-priority change request middle sprint de-prioritizing some user stories adding change request current sprint helps accommodate new requirement but compromises existing work disrupts sprint goal commitment de-prioritizing some user stories adding change request current sprint should only done exceptional cases after consulting whole team stakeholders sponsors. Beginning working change request soon team has capacity not step that business analyst should take next after receiving urgent high-priority change request middle sprint beginning working change request soon team has capacity helps address new requirement but compromises existing work disrupts sprint goal commitment beginning working change request soon team has capacity should only done exceptional cases after consulting whole team stakeholders sponsors.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/agile-project-management/agile-project-management-s>

NEW QUESTION # 203

The business analyst (BA) At universal Containers is writing user stories for its Salesforce Field Service implementation. What should the BA evaluate to understand the understand the risk level of the user stories?

- A. Scope, resource, and documentation impact
- **B. Technical, operational, and regulatory impact**
- C. Team, budget, and timeline impact

Answer: B

Explanation:

Explanation

A business analyst should evaluate the technical, operational, and regulatory impact of the user stories to understand the risk level of the Salesforce Field Service implementation. Technical impact refers to the complexity and feasibility of implementing the user stories

with Salesforce technology. Operational impact refers to the effect of the user stories on the existing business processes and workflows. Regulatory impact refers to the compliance of the user stories with the applicable laws and regulations.

References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-field-service-lightning-basics>

NEW QUESTION # 204

Universal Containers (UC) is working with an implementation partner to help it optimize Salesforce. A new business analyst (BA) from the partner was introduced to UC stakeholders a few weeks into the project. The BA is getting to know each of the stakeholders by their roles and contributions. However, the BA had one misstep and is slightly embarrassed.

What should the BA do to build trust with the stakeholders?

- A. Ask their supervisor for help immediately.
- B. Promise to work harder to avoid other mistakes.
- C. **Be vulnerable and own their mistake.**

Answer: C

NEW QUESTION # 205

The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint. The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

- A. Delete the definition of done
- B. **Identify dependent components.**
- C. Verify acceptance criteria.

Answer: B

NEW QUESTION # 206

An executive at Cloud Kicks has tasked the internal Salesforce staff with the optimization of a very manual process in its Salesforce org. What should the business analyst do first before a future state is proposed to key stakeholders?

- A. **Hold a kickoff meeting to set expectations with the project team.**
- B. Manage project integrations with the technical team.
- C. Discuss project trade-offs with the executive sponsor.

Answer: A

Explanation:

Explanation

The first thing that the business analyst should do before a future state is proposed to key stakeholders is to hold a kickoff meeting to set expectations with the project team. A kickoff meeting is an important step in initiating a Salesforce project, as it helps to establish the project vision, goals, scope, roles, responsibilities, communication plan, and success criteria. A kickoff meeting also helps to build rapport and trust among the project team members, as well as identify any potential risks or issues that may affect the project delivery.

References:

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

NEW QUESTION # 207

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