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Salesforce Certified Business Analyst Sample Questions (Q10-Q15):

NEW QUESTION # 10
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 prioritized for the next sprint.

Answer: C

Explanation:
The best practice for handling an urgent, high-priority change request in Scrum is to add it to the prioritized backlog for the next sprint. This way, the change request can be reviewed by the product owner and estimated by the development team before being added to a sprint. Adding a change request to an ongoing sprint would disrupt the planned scope and schedule of work.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep
/manage-change-requests
https://www.scrum.org/resources/blog/how-handle-change-request-scrum

NEW QUESTION # 11
Universal Containers wants to build a simple activity capture process for leads. One of the objectives is to minimize technical debt and inherit new features of the Salesforce Platform in future releases.
What should the business analyst recommend to meet the requirements'

- A. Standard object for activity capture, custom Lightning Web Component user interface
- B. Custom object for activity capture, custom Lightning web component user interface
- C. Standard object for activity capture, screen Flow user interface

Answer: C

Explanation:
The recommendation that the BA should make to meet the requirements is to use a standard object for activity capture, screen Flow user interface. This recommendation helps to:
Minimize technical debt: Technical debt is the cost or consequence of choosing a quick or easy solution over a better or more sustainable one. Using a standard object for activity capture helps to minimize technical debt because it leverages the existing functionality and features of Salesforce, reduces the need for custom development or maintenance, and inherits new updates and enhancements from Salesforce releases. Using a screen Flow user interface also helps to minimize technical debt because it allows for creating and modifying screens and logic without writing code, using point-and-click tools such as Flow Builder.
Inherit new features of the Salesforce Platform in future releases: Using a standard object for activity capture helps to inherit new features of the Salesforce Platform in future releases because it enables the use of native Salesforce components and integrations, such as Lightning Experience, Einstein Activity Capture, Lightning Dialer, etc., that can enhance the activity capture process and user experience. Using a screen Flow user interface also helps to inherit new features of the Salesforce Platform in future releases because it supports the use of Lightning Web Components and other UI elements that can improve the look and feel of the screens and provide more functionality and customization options. The other options are either incorrect or irrelevant.
Option B is incorrect because using a custom Lightning Web Component user interface does not minimize technical debt or inherit new features of the Salesforce Platform in future releases, but rather increases technical debt and maintenance costs, and requires custom development and testing to keep up with Salesforce updates and changes. Option C is incorrect because using a custom object for activity capture does not minimize technical debt or inherit new features of the Salesforce Platform in future releases, but rather increases technical debt and maintenance costs, and limits the use of native Salesforce components and integrations for activity capture. References: https://trailhead.salesforce.com/en/content/learn/modules
/business-analysis-functional-requirements/evaluate-solution-options

NEW QUESTION # 12
Universal Containers is working to improve Salesforce adoption. Customer reps are utilizing many Salesforce features in the org, but sales reps are still relying on their personal spreadsheets.
What should the business analyst do to better understand the sales reps process in order increase Salesforce adoption?

- A. Host Focus group, conduct surveys, and shadow the sales reps to observe the tools they use and how the use them.
- B. Run reports based on usage to see where the sales reps are spending the majority of their time in Salesforce.
- C. Arrange for the sales reps to collaborate with customer service reps to learn service reps interact with Salesforce.

Answer: A

Explanation:
The best practice for understanding the sales reps process in order to increase Salesforce adoption is to host focus groups, conduct

surveys, and shadow the sales reps to observe the tools they use and how they use them. These methods help to elicit feedback and insights from the sales reps, understand their pain points and needs, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of using Salesforce. The other options are either insufficient or irrelevant. Option B does not capture the sales reps' perspectives or preferences, and may not reflect their actual usage of Salesforce. Option C does not address the sales reps' process or challenges, and may not be applicable or effective for them. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate- discovery-sessions

NEW QUESTION # 13

A business analysis (BA) is creating a business flowchart to review with a customer service team that is using service team that is using Service Cloud. The team is organized by the products and the regions they support.
Which step should the BA include e in the business flowchart?

- A. Capture decision steps and different outcomes.
- B. Set limits to the scope that will be documented.
- C. Illustrate which fields are integrated with an external system.

Answer: A

Explanation:
The step that the BA should include in the business flowchart is to capture decision steps and different outcomes. Decision steps are points in the process where a choice or condition needs to be evaluated, and different outcomes are possible depending on the result of the evaluation. Capturing decision steps and different outcomes helps to show the logic and flow of the process, and account for different scenarios or exceptions that may occur. The other options are either irrelevant or incomplete. Option B does not relate to the business flowchart, but rather to the data model or integration design. Option C does not specify what limits to set or how to document them. References: https://trailhead.salesforce.com/en/content/learn/modules /business-analysis-process-mapping/create-a-process-map

NEW QUESTION # 14

After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to mate adjustments to the original requirements around Sales Cloud opportunity management.
What should the business analyst do to manage the requested changes?

- A. Update the gap analysis document and scope statement specification.
- B. Update the change request log and draft a new user story.
- C. Update the change management document and user acceptance testing plans.

Answer: B

Explanation:
The best practice for managing requested changes to the original requirements is to use a change request log and user stories. A change request log is a document that tracks and records any changes that are requested by stakeholders or identified by the project team during the project lifecycle. A user story is a concise statement that describes what a user wants to do and why they want to do it in Salesforce. The BA should update the change request log with the details of the requested change, such as the description, source, priority, impact, status, and approval. The BA should also draft a new user story that captures the requested change in terms of who, what, and why, and add it to the backlog for prioritization and development. References: https://trailhead. salesforce.com/en/content/learn/modules/business-analysis-change-management/manage-change-requests https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION # 15

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