

# New Certified-Business-Analyst Exam Notes - Pdf Certified-Business-Analyst Braindumps

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**Salesforce Certified Business Analyst Exam Sample Questions (Q181-Q186):**

**NEW QUESTION # 181**  
The business analyst at Northern Trust Outfitters is writing user stories about a Core credit application system. Some of the user stories include: "As a customer, I want to be able to add a new account history that is being serviced in the current period." The BA is working with the technical team to identify metadata dependencies between features to prevent inconsistency before the release. What should the BA do?  
A. Change Sets  
B. Version control  
C. Setup Audit Trail

**Answer: B**

**NEW QUESTION # 182**  
Universal Contractors is about to roll out a new Salesforce implementation, integrating both sales and service to take into the platform. It is to be used to manage Accounts and Contacts in their own way. The main requirements of a Contact are: Name and Address. The BA has provided the following requirements about what should be found in Salesforce:  
Which groups should be created an object with to give that alignment on a continuous progress model?  
A. Financials, IT, Marketing, and media management  
B. Executive, partners, IT, leadership, and end users  
C. Business leaders, media management, and end users

**Answer: A**

**NEW QUESTION # 183**  
The business analyst that is preparing for a user acceptance testing (UAT) for Northern Trust Outfitters' new Service Cloud implementation. The BA selected the test cases for the testing environment, wrote test cases, and created a process to track and manage reported bugs. Which addition is still required during the UAT planning process?

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## Salesforce Certified Business Analyst Exam Sample Questions (Q294-Q299):

### NEW QUESTION # 294

The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than 20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

Which acceptance criteria is the most effective for this scenario?

- A. A sales manager wants to be notified when a contract has been submitted with a discount greater than 20% so the manager can approve or decline a discounted price.
- B. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 2G% or more.
- C. A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%

### Answer: A

Explanation:

Explanation

This is an example of good acceptance criteria for this scenario because it defines what must be done (be notified when a contract has been submitted with a discount greater than 20%) without specifying how it must be done (by email, by notification, etc.) or why it must be done (to ensure profitability, to comply with policies, etc.). It also defines the expected outcome (approve or decline a discounted price) and the condition for testing (a discount greater than 20%). References:

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-acceptance-criteria>

### NEW QUESTION # 295

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked 'C Customer' mean?

- A. The customer should be responsible.
- B. The customer should be informed.
- C. The customer should be consulted.

### Answer: C

Explanation:

Explanation

This answer explains that an activity box marked "C Customer" means that the customer should be consulted.

In a process map that uses Universal Process Notation (UPN), an activity box is a symbol that represents a task or an action that is performed in a business process. An activity box can be marked with a letter to indicate the role or the resource that is responsible for performing the task or action. The letter C stands for consult, which means that the resource should be asked for input or advice before or during the task or action.

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

### NEW QUESTION # 296

Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:

\* All logins must use multi-factor authentication (MFA).

\* Portal pages should load within 2 seconds.

How should the BA document the items?

- A. Non-functional requirement
- B. User story
- C. functional requirement

**Answer: C**

#### **NEW QUESTION # 297**

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

- A. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.
- B. Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.
- C. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.

**Answer: A**

#### **NEW QUESTION # 298**

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

- A. Salesforce DX, Flow Builder, Rapid Application Development
- B. Change Set Development, Org Development, Package Development
- C. Rapid Application Development, Org Development Package Development

**Answer: B**

Explanation:

Explanation

The three development models that Salesforce supports as part of Application Lifecycle Management (ALM) process are Change Set Development, Org Development, and Package Development. Change Set Development is a model that uses change sets to deploy metadata changes from one org to another org. Org Development is a model that uses scratch orgs to create and test metadata changes in isolated environments before deploying them to other orgs. Package Development is a model that uses unlocked packages to bundle and distribute metadata changes across orgs as modular applications. Rapid Application Development, Flow Builder, and Salesforce DX are not development models supported by Salesforce as part of ALM process.

References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models>

#### **NEW QUESTION # 299**

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