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## Salesforce Certified Business Analyst Sample Questions (Q157-Q162):

### NEW QUESTION # 157

The technical team at Cloud Kicks is trying to deliver one of its Salesforce customizations. The business analyst (BA) has been asked to put assignments, test plans, decisions, and milestones in writing and share this document with stakeholders so there is less

potential for confusion.

Which tactical document should the BA use to capture features?

- A. Release plan
- B. User Acceptance Test plan
- C. Business analysis plan

**Answer: A**

Explanation:

The tactical document that the business analyst should use to capture features is a release plan. A release plan is a document that outlines the scope, schedule, resources, and deliverables of a project or enhancement that will be released to production. A release plan helps to communicate and align with stakeholders on what features will be delivered, when they will be delivered, how they will be delivered, and who will be involved in delivering them. A release plan also helps to manage expectations, risks, dependencies, and changes throughout the project lifecycle. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-planning>

#### **NEW QUESTION # 158**

Cloud Kicks (CK) recently decided to transition its business from spreadsheets to a Salesforce solution. CK leaders are excited about the capabilities of Salesforce. Each leader has different ideas about how the platform should be implemented. CK has hired a business analyst (BA) to help define and manage the implementation.

What should the BA do in the first discovery meeting with stakeholders?

- A. Collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision.
- B. Discuss and document specific pain points in existing processes to inform future project requirements.
- C. Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the direction of the project.

**Answer: A**

Explanation:

The business analyst should do in the first discovery meeting with stakeholders is to collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision. Discovery is a phase of a Salesforce project that aims to understand the current state of a business, identify its problems or needs, and define its goals or desired outcomes. In the first discovery meeting, the business analyst should work with stakeholders to establish a common understanding of CK's business context, such as its mission, vision, values, customers, competitors, performance indicators, etc. This can help the business analyst align stakeholders on a shared vision and strategy for the Salesforce implementation. Discussing and documenting specific pain points in existing processes may be part of discovery, but not in the first meeting. The business analyst should first understand the big picture of CK's business before diving into the details of its processes. Previewing potential Salesforce solutions and collecting feedback from stakeholders may be part of discovery, but not in the first meeting. The business analyst should first understand the problems or needs of CK's business before proposing any solutions. References:

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

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

#### **NEW QUESTION # 159**

The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud see. Management wants key external stakeholders to assist with determining project priorities.

Which external stakeholders to assist with determining project recommend?

- A. Governing bodies
- B. Partners and customers
- C. Third-party vendors

**Answer: B**

Explanation:

This answer states that partners and customers are external stakeholders that should assist with determining project priorities for

developing a new inventory forecasting application available on its Experience Cloud site at UC. Partners are external entities or organizations that have a business relationship or an agreement with UC, such as suppliers, distributors, resellers, etc. Customers are external entities or organizations that purchase or use UC's products or services. Partners and customers are external stakeholders that should assist with determining project priorities for developing a new inventory forecasting application because they have an interest or an influence on UC's business performance and outcomes, and they can provide valuable feedback or insights on UC's inventory forecasting needs and expectations. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

### NEW QUESTION # 160

Northern Trail Outfitters has gone through significant growth, moved several business units into Salesforce, and added hundreds of users.

Which key principle should a business analyst follow to help prioritize feature requests from various business units?

- A. Find and install a backlog grooming app from AppExchange.
- B. Give priority to the earliest requested dates.
- C. Define roles, responsibilities, and processes.

**Answer: C**

Explanation:

The business analyst should define roles, responsibilities, and processes to help prioritize feature requests from various business units. This will help to establish clear expectations, communication channels, and decision-making criteria for the project. The business analyst should not give priority to the earliest requested dates, as this may not reflect the business value, urgency, or feasibility of the feature requests. The business analyst should also not find and install a backlog grooming app from AppExchange, as this may not address the root cause of the prioritization problem, and may introduce additional complexity and cost to the project. References: Collaboration with Stakeholders, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

### NEW QUESTION # 161

During a discovery session with several stakeholders from universal Container (UC) services team, the business analyst (BA) learned that UC recently implemented as Experience Site that allows customers to view Knowledge article and submit cases. The stakeholders have asked for suggestions to determine if the current solution is adding value to the business.

What should the BA recommend?

- A. Review user stories on the services team's development backlog.
- B. Review the services team's goal initiatives, strategies, and obstacles.
- C. Review the Einstein Article Recommendations feature in the services team's org.

**Answer: B**

Explanation:

This answer states that reviewing the services team's goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution of implementing an Experience Site that allows customers to view Knowledge articles and submit cases is adding value to UC's business. Goals are what the services team wants to achieve or accomplish in terms of business outcomes or benefits. Initiatives are what the services team plans to do or implement to achieve their goals. Strategies are how the services team executes or delivers their initiatives. Obstacles are what prevents or hinders the services team from achieving their goals, implementing their initiatives, or executing their strategies. Reviewing the services team's goals, initiatives, strategies, and obstacles means that the BA analyzes and documents these elements related to implementing an Experience Site that allows customers to view Knowledge articles and submit cases.

Reviewing the services team's goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution is adding value to UC's business because it helps the BA to measure and evaluate the performance and impact of the current solution against these elements. References:

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

### NEW QUESTION # 162

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