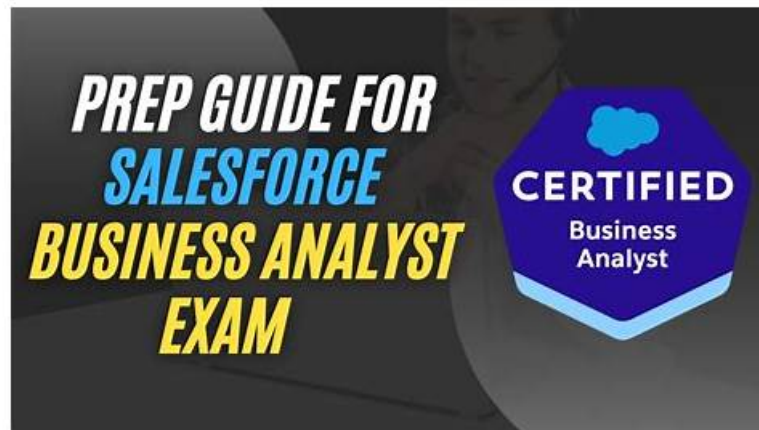


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Salesforce Certified Business Analyst Exam Sample Questions (Q228-Q233):

NEW QUESTION # 228

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

Answer: B

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 # 229

Universal Containers (UC) wants to overhaul its Service Cloud implementation and has hired a consulting company to help drive requirements. In an effort to gain more information about the project, the business analyst (BA) has begun to review UC's structure to understand the functions of each department, how departments interact, and who reports to whom within UC.

Which technique is the BA using?

- A. Strategy Analysis
- **B. Enterprise Analysis**
- C. Stakeholder Analysis

Answer: B

NEW QUESTION # 230

A business analyst (BA) at Universal Containers (UC) has been asked to improve the user experience (UX) of marketing employee who manages webinar data. The chief marketing officer (CMO) thinks the UX issues are related to standard Salesforce Campaign functionality that misaligns with UC's business requirements. The BA surveyed the marketing group about their pain points and was surprised to discover that their concerns differ from the CMO's theory about issues with the UX of Campaigns in Salesforce.

Which influencing style should the BA use when presenting their findings to the CMO and other stakeholders?

- A. Analytical
- **B. Collaborative**
- C. Assertive

Answer: B

Explanation:

Explanation

The influencing style that the BA should use when presenting their findings to the CMO and other stakeholders is collaborative. Collaborative is a style that seeks to build trust and rapport with the stakeholders, and work with them to find mutually beneficial solutions or outcomes. The BA should use a collaborative style by showing respect and appreciation for the CMO's theory, acknowledging the different perspectives and feedback from the marketing group, and inviting the CMO and other stakeholders to discuss and explore the best ways to improve the UX of Campaigns in Salesforce. The other options are either inappropriate or ineffective. Option B is inappropriate because it may come across as aggressive or confrontational, and damage the relationship with the CMO and other stakeholders. Option C is ineffective because it may not address the CMO's concerns or expectations, and fail to engage or persuade the CMO and other stakeholders.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/influence-s>

NEW QUESTION # 231

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- A. Configuration leverages multiple programming languages.
- B. Configuration allows for any level of complexity.
- **C. Configuration provides faster speed to market.**

Answer: C

NEW QUESTION # 232

The project manager for Universal Container tells the business analyst (BA) that the developers on the team are having trouble understanding what to build because the acceptance criteria for the Sales Cloud user stories are confusing. How should the BA respond to the feedback effectively?

- A. Recommend additional training resources.
- B. Confirm that best practices are being followed.
- C. Ask for specific examples to review.

Answer: C

Explanation:

Explanation

This answer states that asking for specific examples to review is how the BA should respond to feedback from UC's project manager who tells the BA that the developers on the team are having trouble understanding what to build because the acceptance criteria for the Sales Cloud user stories are confusing. Asking for specific examples to review means that the BA requests the project manager or the developers to provide concrete instances or scenarios of where and how the acceptance criteria for the Sales Cloud user stories are confusing, such as ambiguous, inconsistent, or incomplete acceptance criteria. Asking for specific examples to review is how the BA should respond to feedback from UC's project manager because it helps the BA to clarify and verify the feedback, and to revise and update the acceptance criteria accordingly.

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

NEW QUESTION # 233

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