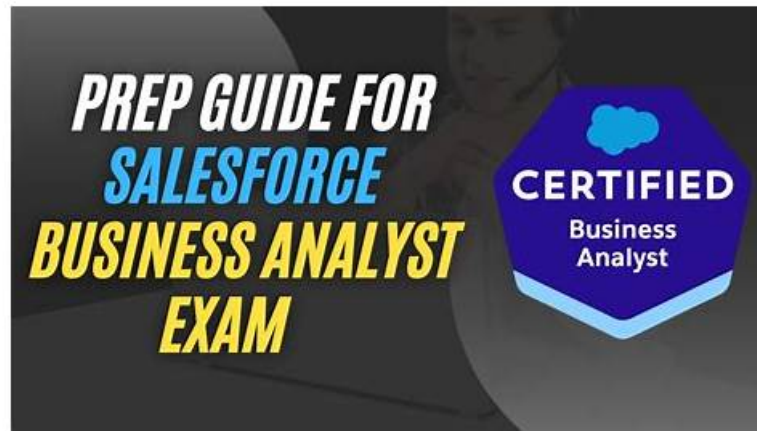


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Salesforce Certified Business Analyst Sample Questions (Q172-Q177):

NEW QUESTION # 172

The sales team at Universal Containers has concerns that the process for distributing new leads is too slow.

The VP of sales has engaged a business analyst (BA) to help map out a process to distribute new leads quickly. The BA sets up a meeting with stakeholders and learns a stakeholder already has a solution in mind.

What should the BA do next?

- **A. Gather requirements and then note the proposal solution.**
- B. Ask the stakeholder to demo their solution to the project team.
- C. Implement the solution now to save time in the planning phase.

Answer: A

NEW QUESTION # 173

Northern Trail Outfitters (NTO) wants to address a recent group of complaints it received from the service team. The NTO Salesforce team was alerted that the current routing process is preventing cases from reaching the correct service team without manual intervention.

Which action should the business analyst take to best understand and document the current state and recommend a future state?

- A. Organize a brainstorming session with service team leadership.
- B. Review individual surveys and questionnaires from the service team.
- **C. Engage in a live process modeling exercise with the service team.**

Answer: C

Explanation:

This answer states that engaging in a live process modeling exercise with the service team is what the BA should do to best understand and document the current state and recommend a future state for addressing a recent group of complaints from UC's service team about automated case assignments in Service Cloud. A live process modeling exercise is an activity where the BA works with the service team members to create and validate a visual representation of how they perform their tasks or activities related to case assignments in Service Cloud. A live process modeling exercise can help the BA to best understand and document the current state by capturing and verifying the inputs, outputs, steps, decisions, roles, etc. of case assignments in Service Cloud from different perspectives and sources of information. A live process modeling exercise can also help the BA to recommend a future state by identifying and prioritizing the gaps or issues in case assignments in Service Cloud, and by proposing and evaluating possible improvements or solutions for them. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

NEW QUESTION # 174

The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.

What should the BA use?

- A. Setup Audit Trail
- B. Change Sets
- **C. Version control**

Answer: C

NEW QUESTION # 175

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. One-on-one meetings
- B. Demo prototype
- **C. Virtual whiteboard**

Answer: C

Explanation:

A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it.

One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group.

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

NEW QUESTION # 176

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

Answer: C

Explanation:

The technique that the business analyst is using to understand UC's structure is stakeholder analysis.

Stakeholder analysis is a technique that involves identifying, analyzing, and engaging the individuals or groups who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Stakeholder analysis helps to understand the functions, interactions, and reporting relationships of each stakeholder group, as well as their needs, expectations, priorities, and concerns. Stakeholder analysis also helps to plan how to communicate, collaborate, and manage the stakeholders throughout the project lifecycle. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management>

NEW QUESTION # 177

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