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Salesforce Certified-Business-Analyst (Salesforce Certified Business Analyst) Exam is a professional certification program offered by Salesforce.com. Certified-Business-Analyst exam is designed for professionals who are interested in validating their skills and knowledge in Salesforce business analysis. Salesforce Certified Business Analyst Exam certification program is highly recognized in the industry and is a great way to showcase your expertise in Salesforce.

To prepare for the Salesforce Certified Business Analyst exam, candidates can take online training courses offered by Salesforce or third-party providers. Candidates can also join study groups, attend webinars, and read books and blogs on the subject. Salesforce also offers practice exams that can help candidates assess their readiness for the exam.

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Salesforce Certified-Business-Analyst (Salesforce Certified Business Analyst) certification exam is a highly coveted certification in the business analysis field. It is designed for individuals who have a deep understanding of Salesforce products and services and are capable of analyzing business requirements and translating them into Salesforce solutions. Salesforce Certified Business Analyst Exam certification exam is intended for professionals who work with Salesforce on a day-to-day basis and are responsible for managing and implementing Salesforce solutions.

Salesforce Certified Business Analyst Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops .. an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. Detailed Process Map
- **B. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map**
- C. Value Stream Map

Answer: B

Explanation:

Explanation

The documentation that is most beneficial for the business analyst to define the scope of the project is a SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Map. A SIPOC Map is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. A SIPOC Map can help define the scope and boundaries of a project by identifying what triggers the process, what are the inputs and outputs of the process, who are involved in or affected by the process, and what are the expectations or requirements of the process. A SIPOC Map can also help communicate and validate the scope with stakeholders and sponsors. A detailed process map is not documentation that is most beneficial for the business analyst to define the scope of the project. A detailed process map is a diagram that shows the steps, activities, and decisions involved in a process. A detailed process map can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project, but it does not help define the scope or boundaries of the project. A value stream map is not documentation that is most beneficial for the business analyst to define the scope of the project. A value stream map is a diagram that shows the flow of materials and information, the value-added and non-value-added activities, and the cycle times and wait times involved in a process. A value stream map can help identify waste, inefficiencies, and opportunities for improvement within a process, but it does not help define the scope or boundaries of the project.

References:https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-t

NEW QUESTION # 21

The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.

Which user story meets this requirement?

- **A. As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.**
- B. As a user, I need to see case queue to monitor my team's work.
- C. As a CRM manager, I need a record-triggered flow to view my team's work queues so I can monitor their open tickets.

Answer: A

Explanation:

The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets". A user story is a statement that describes what a user or stakeholder needs or wants from a system or solution in order to achieve a specific goal or outcome. A user story follows the format

"As a [role], I want to [action], so that I can [outcome]". A user story helps to capture and communicate the business value and benefit of a requirement or feature. The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets" because it specifies the role (CRM manager), the action (see my team's work queues), and the outcome (monitor their open tickets). The other user stories are either too vague or too specific (A) to meet the requirement.

References:

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

NEW QUESTION # 22

A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an named UserStories_v37_final_final_final.docx.

Which best practice should the BA train the employee on first?

- **A. Use a version control repository.**
- B. Use standard naming conventions.
- C. Use acceptance criteria to define success.

Answer: A

Explanation:

This answer states that using standard naming conventions is the best practice that the BA should train the employee on for sending a document named UserStories_v37_final_final_final.docx. A standard naming convention is a set of rules or guidelines that define

how to name or label a document or a file in a consistent and meaningful way. A standard naming convention typically includes elements such as project name, document type, version number, date, author, etc. Using standard naming conventions is the best practice that the BA should train the employee on for sending a document because it helps the BA to organize and manage documents or files more efficiently and effectively, and to avoid confusion or duplication among them.

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

NEW QUESTION # 23

A business analyst (BA) for Northern Trail Outfitters (NTO) is reviewing the business backlog and determines that many of the requirements would require custom code that is expensive and hard to maintain.

The BA knows that the backlog should be prioritized by people who have knowledge of the features and functionality of the Salesforce Platform.

Who should own the process of prioritizing the business backlog?

- **A. The business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features**
- B. The project manager, with support from the third-party implementation and business teams who understand both platform and business priorities.
- C. The third-party implementation team, with support from the internal technology teams affected by the project who understand NTO's vision and strategy

Answer: A

Explanation:

The process of prioritizing the business backlog should be owned by the business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features. The business backlog is a list of requirements or user stories that describe the features or functionality that the business needs or wants from a project or enhancement. The business backlog should be prioritized by the business teams affected because they are the ones who have the most knowledge and interest in the business value and impact of each requirement or user story. The business backlog should also be supported by the internal technology teams who understand ways to maximize Salesforce's declarative features because they are the ones who have the most knowledge and expertise in the technical feasibility and complexity of each requirement or user story. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management>

NEW QUESTION # 24

The product development team at Northern Trail Outfitters is creating a process within Salesforce to onboard new retail employees. The business analyst (BA) creates a current state process map by interviewing a few members of the onboarding team using email questionnaires. After presenting the process map to the entire onboarding team, the BA receives feedback that it is incorrect. What should the BA do to provide the product development team with more accurate information about the onboarding team's process?

- A. Review survey feedback again to better understand pain points in the existing onboarding process.
- **B. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.**
- C. Conduct individual interviews with each team member to gather more information about the existing onboarding process.

Answer: B

NEW QUESTION # 25

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