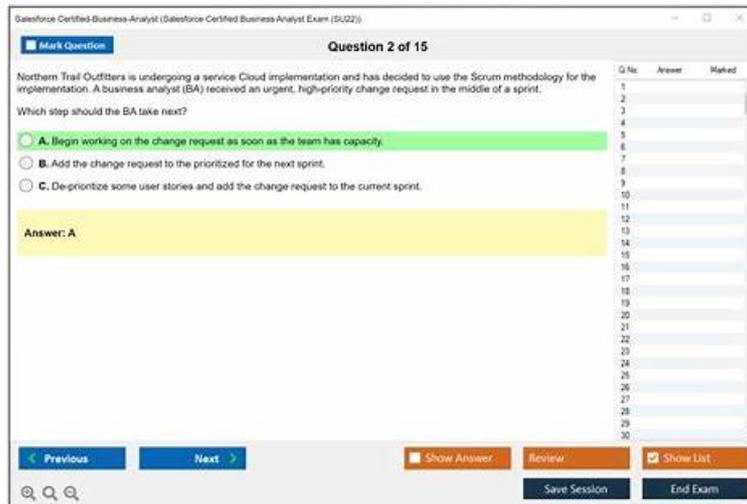# Certified-Business-Analyst Study Demo - Salesforce Certified Business Analyst Exam Realistic Exam Questions And Answers Free PDF Quiz



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## Salesforce Certified Business Analyst Exam Sample Questions (Q67-Q72):

**NEW QUESTION # 67**
A group of business analysts (BA) at Universal Containers have been working with different teams of stakeholders on eliciting requirements for a new Salesforce app. The BAs have gathered and documented all of the information in a central location. Upon review of the requirements, the BAs discovered that changes made to the documentation were overwritten by each other, and they will lose time recapturing them.

What should the BAs do differently to prevent this error from happening?

- A. Each BA should use their own separate documentation.
- B. Each BA should enter their business needs in a shared spreadsheet,
- C. Each BA should use a shared system that has version control.

**Answer: C**

Explanation:
The business analysts should use a shared system that has version control to prevent this error from happening. Version control is a feature that allows users to track and manage changes made to documents or files over time. Version control helps to avoid overwriting or losing previous versions of documents or files by creating backups or snapshots of each change. Version control also helps to compare different versions of documents or files and resolve any conflicts or discrepancies. References: https://trailhead.salesforce.com /content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders

**NEW QUESTION # 68**
The business analyst at Cloud Kicks is using a checklist to assess the quality of user stones for an upcoming Experience Cloud implementation.
Which characteristics make a user story successful?

- A. Actionable., Concise, Testable, Solution-oriented, Defined
- B. Independent, Negotiable, Valuable, Estimable. Small, Testable
- C. Clean Direct, Concise, Cross Functional, Configurable

**Answer: B**

Explanation:
these are the characteristics that make a user story successful, according to the INVEST acronym. A user story should be independent of other user stories, negotiable in terms of scope and details, valuable to the user or customer, estimable in terms of effort and time, small enough to fit in a sprint or iteration, and testable with clear acceptance criteria. References: https://trailhead.salesforce.com/content/learn/modules/user-story- creation/learn-about-user-stories

**NEW QUESTION # 69**
The delivery team at Cloud Kicks is getting ready to demonstrate some new Sales Cloud functionality for a project's stakeholders. The business analyst has prepared a demo script, created test data in the sandbox, and tested the new functionality.
Which additional activity is most likely to result in a successful sprint demo?

- A. Performing a code review
- B. Conducting multiple dry runs
- C. Exporting a backup copy of the demo data

**Answer: B**

Explanation:
This answer states that conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo for demonstrating some new Sales Cloud functionality for a project's stakeholders at Cloud Kicks. A dry run is a practice or a rehearsal of a presentation or a demonstration before the actual event.
Conducting multiple dry runs means that the BA performs and repeats the presentation or the demonstration of the new Sales Cloud functionality several times before showing it to the project's stakeholders. Conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo because it helps the BA to prepare and polish their presentation or demonstration skills, to identify and fix any errors or issues in the new Sales Cloud functionality, and to anticipate and address any questions or feedback from the project's stakeholders. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

**NEW QUESTION # 70**
Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around

project direction.
What should the business analyst do to help the team work together more effectively?

- A. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders
- B. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success
- C. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.

**Answer: B**

Explanation:
The best way for a business analyst to help the team work together more effectively is to lead them in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success. This will help them align on common goals, expectations, and norms, and resolve any conflicts or misunderstandings. Encouraging leadership to share their vision for the project and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders may create a top-down approach that ignores other stakeholder perspectives or needs. Limiting participation in key project discovery, requirements, and solutioning meetings to leadership and engaging the larger team to answer questions directly related to their roles when needed may create a siloed approach that reduces collaboration or buy-in. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

## NEW QUESTION # 71
The business analyst (BA) at Cloud Kicks (CK) has been tasked with optimizing CK's lead process. In the weekly sales meeting, the BA outlines the project and asks for input. A new entry-level employee reaches out multiple times with ideas and suggestions for improvements.
What should the BA do when responding to the new employee's input?

- A. Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.
- B. Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.
- C. Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.

**Answer: A**

Explanation:
This answer states that scheduling a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind is what the BA should do when responding to the new employee's input.
A beginner's mind is a mindset that is open, curious, and eager to learn, without any preconceptions or biases.
A beginner's mind can help the BA to discover new insights, ideas, or opportunities that might otherwise be overlooked or dismissed by more experienced or knowledgeable stakeholders. Scheduling a one-on-one meeting with the new employee can help the BA to listen to their input, understand their perspective, and appreciate their contribution. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

## NEW QUESTION # 72
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