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Salesforce Certified Business Analyst Exam Sample Questions (Q189-Q194):

NEW QUESTION # 189

A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements.

Which document should the BA use?

- A. User stories
- B. RACI chart
- C. Stakeholder analysis

Answer: C

Explanation:

The document that the business analyst should use to identify the people who can describe the business problem and provide detailed requirements is stakeholder analysis. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc. A RACI chart is a document that defines and clarifies the roles and responsibilities of different stakeholders in relation to specific tasks or deliverables. It can help the business analyst manage stakeholder expectations and avoid confusion or conflicts. A user story is a document that captures a requirement or feature from an end user's perspective. It can help the business analyst communicate what needs to be done and why it matters. References:

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

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

NEW QUESTION # 190

The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation. When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

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

Answer: B

Explanation:

Explanation

The type of diagram that business analyst should use to identify waste within and between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation is value stream map.

A value stream map is diagram that shows flow of materials information value-added non-value-added activities cycle times wait times involved in process value stream map can help identify waste inefficiencies opportunities improvement within between processes by highlighting where time resources being wasted where value being added where bottlenecks occurring etc.

A Suppliers Inputs Process Outputs Customers (SIPOC) Map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation SIPOC Map high-level process map shows key elements process such suppliers inputs outputs customers SIPOC Map can help define scope boundaries project identifying what triggers process what are inputs outputs process who are involved affected by process what are expectations requirements process SIPOC Map does not help identify waste within between processes detail.

A detailed process map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation detailed process map diagram shows steps activities decisions involved in process detailed process map can help document existing processes clear concise way can easily understood anyone involved project but does not help identify waste within between processes detail.

References:

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

NEW QUESTION # 191

The business analyst at Universal Containers is writing users stories to support the Salesforce implementation for the sales operations division.

There is a request for visibility into sales rep' pipeline so that can see their revenue.

Which missing component is necessary to finish this user story?

- A. Who
- B. When
- C. Why

Answer: C

Explanation:

The missing component necessary to finish this user story is why because it describes the benefit or value that sales reps will get from having visibility into their pipeline revenue (such as forecasting sales performance or identifying opportunities). The who part of this user story is "sales reps" because it describes the user role or persona who will benefit from this feature or functionality. The what part of this user story is "visibility into sales rep' pipeline" because it describes the feature or functionality that sales reps want or need.

NEW QUESTION # 192

The Salesforce development team is strictly following scrum to govern its releases. An executive trying to plan a vacation wants to know when work on the feature will begin so they can be available for additional implementation questions. After consulting with the product owner, the business analyst (BA) learns the team has decided to adopt Kanban instead for all future releases.

What should the BA tell the executive?

- A. Work will begin when capacity becomes available
- B. Work will begin after executive approval is given.
- C. Work will begin in the next sprint.

Answer: A

NEW QUESTION # 193

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops for 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. Value Stream Map
- C. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

Answer: C

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-techniques-information-discovery

NEW QUESTION # 194

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