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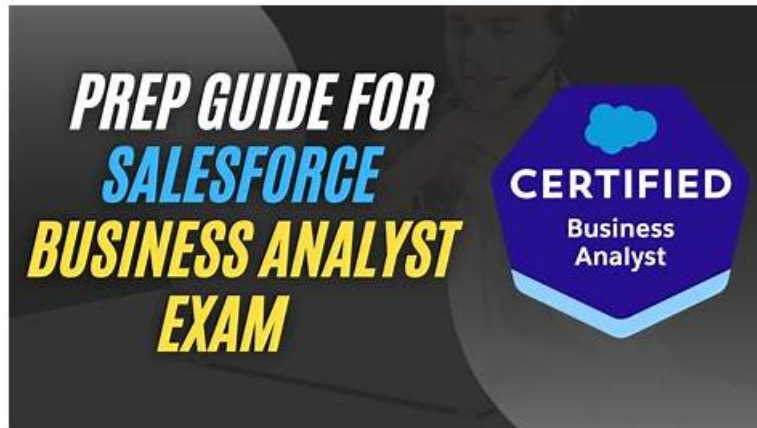
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To earn the Salesforce Certified Business Analyst certification, candidates must pass a rigorous exam that covers a wide range of topics, including business analysis and requirements gathering, data modeling and management, Salesforce configuration and customization, and project management methodologies. Certified-Business-Analyst exam is designed to test the candidate's knowledge and skills in all areas of Salesforce implementation, from initial planning to post-implementation support.

Salesforce Certified Business Analyst exam covers a variety of topics including business analysis fundamentals, Salesforce platform basics, requirements gathering, process mapping, data modeling, testing, and user adoption. Candidates should have a good understanding of these topics before attempting the exam. There are no prerequisites for this certification, but Salesforce recommends that candidates have at least one year of experience working in a Salesforce environment.

Salesforce Certified Business Analyst exam is a certification that demonstrates an individual's expertise in analyzing business requirements and designing solutions on the Salesforce platform. It is one of the most sought-after certifications in the field of Salesforce and is recognized globally by employers and professionals alike. Certified-Business-Analyst Exam covers a wide range of topics, from understanding business processes to designing data models and visualizing reports and dashboards.

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Salesforce Certified Business Analyst Exam Sample Questions (Q56-Q61):

NEW QUESTION # 56
Cloud Kicks uses declarative change set development to deliver its Salesforce customizations. The business analyst (BA) works with the technical leas on the project to track changes that require manual migration.
Which resources should the BA use to determine which changes must be made manually in each environment?

- A. Setup Audit Trail
- B. Object Schema Builder
- C. Metadata coverage report

Answer: C

NEW QUESTION # 57
Cloud Kicks has moved into the quality assurance (QA) phase of Salesforce product configuration and extension. The QA team is now trying to confirm it has delivered value to stakeholders based on business requirements. The team is asking questions such as, "Did we build the right product?" and "Did we build the product right?" Which element should the business analyst use to help the QA team validate that the product fulfilled the requirements without ambiguity?

- A. Acceptance criteria
- B. Process maps
- C. User stories

Answer: A

Explanation:
Explanation
The element that the business analyst should use to help the QA team validate that the product fulfilled the requirements without ambiguity is acceptance criteria. Acceptance criteria are statements that define the conditions that a product or feature must meet in order to be accepted by stakeholders or end users. They can help the QA team test the functionality based on specific scenarios or outcomes, and verify that it meets the expectations or needs of stakeholders or end users. Process maps are diagrams that show how a business process flows from start to end. They can help the QA team understand how a product or feature works in relation to a process, but not how to validate it without ambiguity. User stories are statements that capture a requirement or feature from an end user's perspective. They can help the QA team understand what needs to be done and why it matters, but not how to validate it without ambiguity. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta

NEW QUESTION # 58
A Cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have indicated they access existing systems with only a username and password.
How should the BA resolve the issue?

- A. Ask executive leadership to make the decision.
- B. Ask the security team to confirm company policy.
- C. Determine the most commonly used process.

Answer: B

Explanation:
When resolving conflicting user practices, consulting the security team ensures compliance with organizational and regulatory standards:
* Policy Confirmation: Salesforce emphasizes the importance of aligning system configurations, such as multi-factor authentication (MFA), with the company's security policies.
* Consistency and Compliance: By confirming with the security team, the BA ensures the Salesforce implementation adheres to company-wide requirements and prevents unauthorized access or deviations from compliance mandates like GDPR or HIPAA.
* Best Practices: Relying on established company policies avoids arbitrary decisions and ensures uniformity across user authentication processes.

NEW QUESTION # 59
Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each other's changes.
What should JC use to prevent this from happening in the future?

- A. Version control system
- B. Code review sessions
- C. Change set deployments

Answer: A

Explanation:
The tool that Universal Containers should use to prevent teams from overwriting each other's changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each other's changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members.
References:
https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work-with-the-git-hub-workflow

NEW QUESTION # 60
As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented.
What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce implementation?

- A. Setup Audit Trail
- B. Reports and Dashboards
- C. Salesforce Optimizer

Answer: C

Explanation:
Explanation
The tool that the business analyst should use to help uncover any technical constraints or potential problems in a Salesforce implementation is Salesforce Optimizer. Salesforce Optimizer is a feature that analyzes a Salesforce org and provides recommendations for improving its performance, security, usability, and maintenance. It can help the business analyst identify any issues or risks in a Salesforce implementation such as unused features or components, complex configurations or customizations, low adoption rates or user satisfaction scores, etc.Setup Audit Trail is a tool that monitors and logs changes made by administrators in Setup. It can help the business analyst track who made what changes and when, but not uncover any technical constraints or potential problems in a Salesforce implementation. Reports and Dashboards are tools that display data or metrics in visual formats such as charts or tables.

NEW QUESTION # 61
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