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Salesforce Certified Business Analyst Exam Sample Questions (Q309-Q314):

NEW QUESTION # 309

The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.

What should the BA do when they find it difficult to get a response?

- A. Limit effort to contact the unresponsive SMEs.
- B. Put extra effort into following up with the SMEs.
- C. Escalate the concern to the SMEs' manager.

Answer: C

Explanation:

Explanation

When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks. References:

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

NEW QUESTION # 310

What are the business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle?

- A. Create a data dictionary, write end user documentation, and review test scripts.
- B. Complete testing, build training materials, and elicit requirements for the next iteration.
- C. Gather business requirements, create process maps, and write user stories.

Answer: C

NEW QUESTION # 311

A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

- A. Assign the test case to another tester.
- B. Assign a bug to the development team.
- C. Attempt to reproduce the issue.

Answer: C

Explanation:

The next thing that the business analyst should do after reviewing the details of the failed test case is to attempt to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc.

Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes.

References:

<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-resolve-issues>

NEW QUESTION # 312

The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.

Which type of requirement documentation is the BA using in this scenario?

- A. Value stream mapping
- **B. Process mapping**
- C. Data modeling

Answer: B

Explanation:

The type of requirement documentation that the business analyst is using in this scenario is process mapping.

Process mapping is a technique that involves creating a visual diagram of the steps or activities involved in completing a business process or workflow. Process mapping helps to document how users perform their daily work in Salesforce, what inputs and outputs they use or produce, what decisions they make, and what roles or systems they interact with. Process mapping also helps to identify any inefficiencies, bottlenecks, redundancies, or risks in the existing process, as well as opportunities for improvement or optimization.

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

NEW QUESTION # 313

Northern Trail Outfitters has gone through significant growth, moved several business units into Salesforce, and added hundreds of users.

Which key principle should a business analyst follow to help prioritize feature requests from various business units?

- A. Find and install a backlog grooming app from AppExchange.
- B. Give priority to the earliest requested dates.
- **C. Define roles, responsibilities, and processes.**

Answer: C

Explanation:

The business analyst should define roles, responsibilities, and processes to help prioritize feature requests from various business units. This will help to establish clear expectations, communication channels, and decision-making criteria for the project. The business analyst should not give priority to the earliest requested dates, as this may not reflect the business value, urgency, or feasibility of the feature requests. The business analyst should also not find and install a backlog grooming app from AppExchange, as this may not address the root cause of the prioritization problem, and may introduce additional complexity and cost to the project. References: Collaboration with Stakeholders, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

NEW QUESTION # 314

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