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Salesforce Certified Business Analyst Sample Questions (Q193-Q198):

NEW QUESTION # 193

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

- A. Rapid Application Development, Org Development Package Development
- **B. Change Set Development, Org Development, Package Development**
- C. Salesforce DX, Flow Builder, Rapid Application Development

Answer: B

Explanation:

The three development models that Salesforce supports as part of Application Lifecycle Management (ALM) process are Change Set Development, Org Development, and Package Development. Change Set Development is a model that uses change sets to deploy metadata changes from one org to another org. Org Development is a model that uses scratch orgs to create and test metadata changes in isolated environments before deploying them to other orgs. Package Development is a model that uses unlocked packages to bundle and distribute metadata changes across orgs as modular applications. Rapid Application Development,

Flow Builder, and Salesforce DX are not development models supported by Salesforce as part of ALM process.

References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-acceptance>
<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models>

NEW QUESTION # 194

Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During onboarding, the project manager shared the following process maps with the business analyst (BA):

Case Creation

* Case Triage

* Case Assignment

* Case Management

* Case Closure

Which key attributes should the BA look for when reviewing the process maps?

- A. Audiences, scope, inputs, outputs, and resources
- B. Cost, timeline, risks, requirements, and opportunities
- C. Case sources, types, volumes, priorities, and reasons

Answer: A

Explanation:

This answer lists audiences, scope, inputs, outputs, and resources as the key attributes that the BA should look for when reviewing the process maps. These attributes help to define and understand a business process, and identify its purpose, boundaries, stakeholders, data, and resources. These attributes also help to evaluate the effectiveness and efficiency of a business process, and identify areas for improvement or optimization.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

NEW QUESTION # 195

A business analyst (BA) discovers that Universal Containers automated case assignments in Service Cloud.

UC uses case assignment rules to route cases to predefined team. The UC leadership team wants to improve how cases are routed.

What should the BA recommend to help resolve a common obstacle?

- A. Minimize case escalations to reduce time to resolution.
- B. Document the current case assignment process.
- C. Migrate from case assignment rules to Omni-Channel.

Answer: B

Explanation:

This answer states that migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing a recent group of complaints from UC's service team about automated case assignments in Service Cloud. Case assignment rules are a feature that allows an organization to automatically assign cases to predefined queues or users based on certain criteria, such as case origin, case type, case priority, etc. Omni-Channel is a feature that allows an organization to automatically route work items (such as cases, leads, chats, etc.) to available agents based on their capacity, skills, availability, etc. Migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing complaints about automated case assignments in Service Cloud because it helps UC to improve how cases are routed by matching them with the most qualified and available agents, rather than relying on manual intervention or predefined rules.

References: <https://trailhead.salesforce.com/en/content/learn/modules/service-cloud-agent-productivity/service-cloud-agent-productivity-omni-channel>

NEW QUESTION # 196

Cloud Kicks is implementing cases to handle its growing volume of customer inquiries. The Business analyst (BA) on the implementation has 2 years of experience with Service Cloud. This is one of the user stories the BA wrote for the implementation:

A customer service representative wants to use Salesforce Macros to update notes and change the case stats to close to reduce the time spent on each case.

Which mistake did the BA make when writing this user story?

- A. The story included feature- specific language.
- B. The incorrect persona was used in the story.
- C. The story explained the value to the user.

Answer: A

NEW QUESTION # 197

Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.

Which type of document should the BA use to meet the requirement?

- A. Change management
- B. Use case
- C. Gap analysis

Answer: C

Explanation:

A gap analysis is a document that compares the current state with the desired future state of a process or system, identifies what needs to change or improve, and recommends actions or solutions to bridge the gap. A gap analysis can help CK understand how to enhance its user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. A change management document is a document that outlines how changes will be planned, implemented, communicated, monitored, controlled, etc., during a project lifecycle.

NEW QUESTION # 198

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