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certification program offers a comprehensive curriculum that covers all aspects of Salesforce business analysis, ensuring that the candidate is well-equipped to handle any business analysis challenges that may arise in their work. Overall, the Salesforce Certified-Business-Analyst (Salesforce Certified Business Analyst) Exam is an excellent opportunity for professionals to demonstrate their expertise and advance their careers in the Salesforce ecosystem.

Salesforce Certified Business Analyst Exam Sample Questions (Q83-Q88):

NEW QUESTION # 83

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- A. The previous VP's requirements may differ from those of the new executive.
- B. The previous VP's requirements are outside of the Salesforce framework.
- C. The previous VP's requirements fail to meet current formatting standards.

Answer: A

Explanation:

This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation.

Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories>

NEW QUESTION # 84

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Provide detailed test cases to validate the functional requirements
- B. Associate each set of metadata -changes to the corresponding user story.
- C. Involve the stakeholders in the business requirements gathering sessions.

Answer: B

NEW QUESTION # 85

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- A. Observation and interviewing
- B. focus groups and workshops
- C. Brainstorming and prototyping

Answer: A

Explanation:

Explanation

Observation and interviewing are methods that a business analyst can use to collect data about the sales team's performance and behavior. Observation can help the business analyst see how the sales reps use the Sales Cloud solution and identify any unnecessary steps or issues. Interviewing can help the business analyst understand the sales reps' opinions, challenges, and needs. Brainstorming and prototyping are methods that are more suitable for generating ideas or testing solutions. Focus groups and

workshops are methods that are more suitable for gathering feedback or consensus from a group of stakeholders. References:
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di>
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

NEW QUESTION # 86

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

Answer: B

Explanation:

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>

NEW QUESTION # 87

At Universal Containers, a business analyst (BA), solution architect, lead developer, quality assurance lead, and other team members need access to user stories as part of the Agile lifecycle of enhancements to a Marketing Cloud integration project.

What should the BA do to give all team members access and visibility to the most recent user stories as the project is in motion?

- A. Allow each team member to merge all user stories at the end of user acceptance testing.
- B. Send emails to stakeholders with all of the changes to the user stories.
- **C. Define a common repository to hold all user stories and track changes over time.**

Answer: C

Explanation:

Explanation

The best practice for giving all team members access and visibility to the most recent user stories as the project is in motion is to define a common repository to hold all user stories and track changes over time. A common repository is a centralized location where all user stories are stored and managed. It allows all team members to access, view, edit, comment, prioritize, assign, and update user stories as needed. It also tracks changes over time and provides version control and history of user stories. A common repository can be a tool such as Jira, Trello, Asana, or Salesforce Agile Accelerator.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/manage-user>

NEW QUESTION # 88

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