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Salesforce Certified Business Analyst Certification Exam is a multiple-choice exam that consists of 60 questions. You have 105 minutes to complete the exam, and you must score at least 63% to pass. To prepare for the exam, you can take a Salesforce-approved training course, study the exam guide, and practice with sample questions. Additionally, you can join online forums and communities to learn from other certified professionals and gain insights into the exam. With adequate preparation, you can increase your chances of passing the Salesforce Certified Business Analyst Certification Exam and advancing your career.

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Salesforce Certified Business Analyst exam is intended for professionals who have experience in business analysis and are looking to enhance their skills and knowledge to become more effective in their roles. Salesforce Certified Business Analyst Exam certification provides a comprehensive understanding of the Salesforce platform and its various components, including Sales Cloud, Service Cloud, Marketing Cloud, and Community Cloud. It also covers topics such as data modeling, process automation, and reporting and analytics.

### Salesforce Certified Business Analyst Exam Sample Questions (Q310-Q315):

#### NEW QUESTION # 310

Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time. The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?

- A. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.
- B. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.
- C. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.

**Answer: A**

#### NEW QUESTION # 311

What is the storage of the Developer Pro Sandbox?

- A. 2GB
- B. 300MB
- C. 200MB
- D. 1GB

**Answer: D**

Explanation:

Explanation

The storage of the Developer Pro Sandbox is 1GB. 300MB, 200MB, and 2GB are not valid storage sizes for the Developer Pro Sandbox.

References: [https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox\\_environments.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_environments.htm&type=5)

#### NEW QUESTION # 312

A sales manager expresses frustration that the sales team is failing to enter calls in Salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process, the sales manager reaches out to the business analyst (BA) for recommendation.

What should the BA do next?

- A. Export a weekly report of user activity.
- B. Research third-party apps on the AppExchange.

- C. Engage a developer to scope a custom solution.

**Answer: B**

#### NEW QUESTION # 313

Northern Trail Outfitters (NTO) is a rapidly growing company that hired a business analyst (BA) to help revamp its sales and support processes. The stakeholder at NTO wants to understand the value of Application Lifecycle Management (ALM). What are benefits of ALM that the BA should share with the stakeholder?

- A. ALM offers preview access to the three Salesforce Releases per year.
- **B. ALM provides processes and policies which help build apps more efficiently.**
- C. ALM allows features to remain static and reduces incremental changes.

**Answer: B**

Explanation:

One of the benefits of ALM that the BA should share with the stakeholder is that ALM provides processes and policies which help build apps more efficiently. ALM is a framework that defines and manages the stages and activities involved in developing, testing, deploying, and maintaining software applications. ALM helps to:

Build apps more efficiently: ALM helps to streamline and standardize the development process, reduce errors and rework, improve collaboration and communication among team members and stakeholders, and ensure quality and consistency of the applications.

Align with business goals and needs: ALM helps to ensure that the applications meet the requirements and expectations of the users and stakeholders, deliver value and benefits to the business, and support the business strategy and objectives.

Adapt to changes and challenges: ALM helps to enable continuous feedback and improvement, incorporate new features and functionalities, address issues and risks, and leverage new technologies and innovations. The other options are either incorrect or irrelevant. Option B is incorrect because ALM does not offer preview access to the three Salesforce releases per year, but rather requires maintenance exams or modules to keep up with the releases. Option C is incorrect because ALM does not allow features to remain static and reduce incremental changes, but rather encourages iterative and agile development that embraces changes and enhancements. References: <https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/understand-the-application-lifecycle>

#### NEW QUESTION # 314

Sprint 1 of 5 has been completed in a Sales Cloud implementation. The business analyst (BA) met with the stakeholders to prioritize the backlog for the next sprint. One of the stakeholders wants to include a medium-priority item. There is still a list of high-priority items that need to be addressed.

How should the BA communicate with the stakeholder?

- A. Q Schedule a meeting to discuss the importance of the item, then re-evaluate all of the items and their priority levels
- B. Q Support the stakeholder in this decision, move the medium-priority item to the next sprint, and inform the development team
- **C. Q Verify why the item is medium-priority, explain the reason, and determine if the item priority was misjudged compared to other items.**

**Answer: C**

Explanation:

In managing a project backlog, especially in an Agile environment like a Sales Cloud implementation, it's crucial to prioritize items based on their importance and impact on the project's success. When a stakeholder wants to include a medium-priority item over high-priority ones, the BA should first understand the reasoning behind the stakeholder's valuation of that item. This involves verifying the criteria used to assign priorities and ensuring that all items are assessed consistently. By engaging in this dialogue, the BA can clarify the importance of following the prioritized backlog to maximize project value and may also uncover new information that could lead to a re-evaluation of priority levels for all items.

#### NEW QUESTION # 315

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