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Salesforce Certified Business Analyst Exam Sample Questions (Q119-Q124):

NEW QUESTION # 119

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 located they access existing systems with only username and password.

- A. verify the requirement with the security team.
- **B. Bring the requirement to the product owner's attention.**
- C. Select the requirement used by the majority of the support team.

Answer: B

Explanation:

This answer states that bringing the requirement to the product owner's attention is what the BA should do after discovering that several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems while other users indicate they access existing systems with only username and password for conducting user interviews with the support team as part of a migration to Salesforce at Cloud Kicks. A product owner is a person who represents the voice of the customer or the stakeholder, and who is responsible for defining and prioritizing the requirements for a product or a project. Bringing the requirement to the product owner's attention means that the BA informs and discusses with the product owner about the different preferences or expectations of users regarding MFA for logging in to Salesforce. Bringing the requirement to the product owner's attention is what the BA should do after discovering this difference among users because it helps the BA to align and validate the requirement with the product owner, and to determine and propose a solution or an alternative for MFA for logging in to Salesforce. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder>

NEW QUESTION # 120

A business analyst has been asked to evaluate all of the reporting tools that Universal Containers (UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality. Which tool would help UC understand the existing functionality.

- **A. Value stream map**
- B. Capability model
- C. Process map

Answer: A

NEW QUESTION # 121

A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session. Which issue should concern the BA most?

- A. The support organization still needs to be trained on how to use Sales Cloud.
- **B. The system admins note a fair amount of technical debt without having the time or expertise to address it.**
- C. The previous implementation partner neglected to do a knowledge transfer of the final solution.

Answer: B

Explanation:

The issue that should concern the business analyst most is that the system admins note a fair amount of technical debt without having

the time or expertise to address it. Technical debt is the accumulated cost or consequence of suboptimal design, development, or maintenance decisions on a software system. Technical debt can negatively affect the performance, security, usability, and maintainability of a software system, as well as increase the complexity and risk of future changes or enhancements. Technical debt can also reduce user satisfaction and adoption, as well as business value and return on investment. Therefore, the business analyst should be concerned about the technical debt in the Sales Cloud implementation and work with the system admins and other stakeholders to identify, prioritize, and resolve it. References:

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

NEW QUESTION # 122

The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation. When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

- **A. Value Stream Map**
- B. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
- C. Detailed Process Map

Answer: A

NEW QUESTION # 123

Universal Containers is developing a new case management solution in Salesforce. The business analyst has started writing user stories to capture feature needs. One user story is: "The customer care representative wants to take ownership of new cases and communicate with customers so they can provide high-touch customer experiences."

Which component of the user story is "provide high-touch customer experiences?"

- A. Assumption
- B. Where
- **C. Why**

Answer: C

NEW QUESTION # 124

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