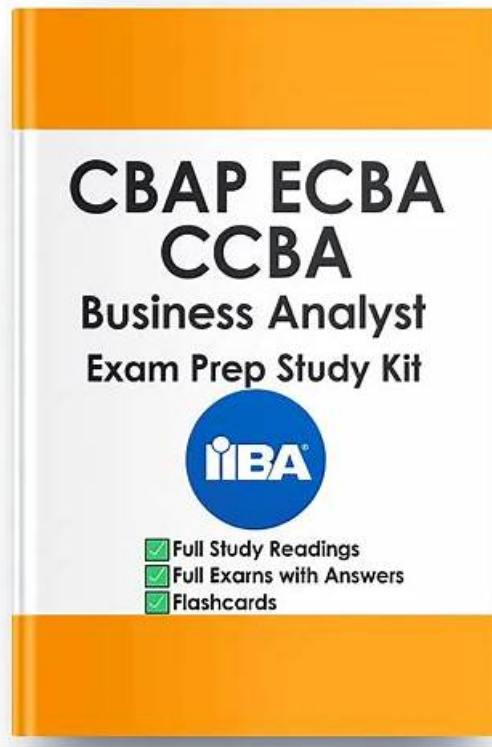


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Salesforce Certified Business Analyst Exam Sample Questions (Q48-Q53):

NEW QUESTION # 48

Universal Containers is rolling out Sales Cloud for the contract renewals team. The team has expressed resistance to learning another platform and changing their processes. The business analyst (BA) shows them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%.

Which influencing style is the BA using?

- A. **inspiring**
- B. Accommodating
- C. Collaborative

Answer: A

Explanation:

The influencing style that the BA is using is inspiring. Inspiring is a style that appeals to the emotions and values of the stakeholders, and motivates them to achieve a shared vision or goal. The BA is using an inspiring style by showing them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%. This helps to create a positive and aspirational image of what Sales Cloud can do for them, and encourages them to overcome their resistance and embrace the change. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/influence-s>

NEW QUESTION # 49

The technical team at Cloud Kicks is trying to deliver one of its Salesforce customizations. The business analyst (BA) has been asked to put assignments, test plans, decisions, and milestones in writing and share this document with stakeholders so there is less potential for confusion.

Which tactical document should the BA use to capture features?

- A. **Release plan**
- B. Business analysis plan
- C. User Acceptance Test plan

Answer: A

Explanation:

The tactical document that the business analyst should use to capture features is a release plan. A release plan is a document that outlines the scope, schedule, resources, and deliverables of a project or enhancement that will be released to production. A release plan helps to communicate and align with stakeholders on what features will be delivered, when they will be delivered, how they will be delivered, and who will be involved in delivering them. A release plan also helps to manage expectations, risks, dependencies, and changes throughout the project lifecycle. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-planning>

NEW QUESTION # 50

The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

What should the business analyst recommend to the project team to increase understanding when documenting requirements, process and potential solutions?

- A. Use industry terminology and language.
- B. **Use Salesforce terminology and language.**
- C. Use customer terminology and language.

Answer: B

Explanation:

This answer states that using Salesforce terminology and language is what the BA should recommend to the project team to increase

understanding when documenting requirements, process and potential solutions for reviewing the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields. Salesforce terminology and language are the words and phrases that are commonly used in the Salesforce ecosystem, such as objects, fields, records, apps, tabs, profiles, roles, etc. Using Salesforce terminology and language can help the BA to communicate and document the requirements, process and potential solutions in a consistent and accurate way, and avoid confusion or misunderstanding among the project team members who are familiar with Salesforce.

References:

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

NEW QUESTION # 51

Cloud Kicks needs to revamp its support process to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:

□ What should the BA do?

- A. Proceed with the workshop as scheduled with the stakeholders who are available.
- B. Hold a one-on-one diagram session with each stakeholder before the workshop.
- C. Cancel the workshop and reschedule it to a date when all stakeholders are available.

Answer: A

NEW QUESTION # 52

A business analyst (BA) is reviewing the risks associated with a proposed solution leveraging Cases and Support Queues, and the effect that those risks might have on the project timeline.

Which type of analysis is the BA performing?

- A. Strategy Analysis
- B. Enterprise Analysis
- C. Stakeholder Analysis

Answer: A

Explanation:

Strategy analysis is the process of identifying and evaluating the risks and benefits of a proposed solution, as well as its alignment with the business goals and objectives. A business analyst performs strategy analysis to understand the impact of a solution on the project timeline, budget, scope, quality, and stakeholders.

References:

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

* <https://www.iba.org/standards-and-resources/babok/strategy-analysis/>

NEW QUESTION # 53

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