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## Salesforce Certified Business Analyst Exam Sample Questions (Q124-Q129):

### NEW QUESTION # 124

A business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp the case management process. The BA has gathered requirements and finished the first draft of user stories.

What should the BA use to assess the quality of a user story?

- A. Gap analysis document
- **B. INVEST checklist**
- C. Numerical framework

**Answer: B**

Explanation:

Explanation

This answer states that using the INVEST checklist is what the BA should use to assess the quality of a user story for developing a solution to help the marketing department manage leads in Sales Cloud at UC. The INVEST checklist is a set of criteria that helps to evaluate if a user story is well-written and well-defined. The INVEST checklist stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. Independent means that the user story can be developed and delivered without depending on or affecting other user stories.

Negotiable means that the user story can be modified or refined based on feedback or changes in requirements.

Valuable means that the user story provides a clear benefit or outcome to the user or the stakeholder.

Estimable means that the user story can be estimated in terms of time, effort, or resources needed to complete it. Small means that the user story can be delivered within a short time frame or iteration. Testable means that the user story can be verified or measured against acceptance criteria or tests. Using the INVEST checklist is what the BA should use to assess the quality of a user story because it helps the BA to ensure that the user story is clear, concise, consistent, and complete.

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

#### **NEW QUESTION # 125**

Northern Trail Outfitter is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the stakeholders has a tendency to dominate the conversation which takes the group off topic and interfaces with meeting the objective.

How should the business analyst collaborate with the key stakeholder's?

- **A. Conduct individual interviews to gather input.**
- B. Conduct a focus group to identify pain points.
- C. Conduct a group brainstorming session to generate ideas.

**Answer: A**

#### **NEW QUESTION # 126**

Universal Containers has just been notified by authorities that govern the shipping industry of new regulatory requirements. To comply, they are several existing processes built on Salesforce that will need to change. A business analyst (BA) will help describe the additional business needs imports by the new regulations.

Which type of document should the BA prepare?

- A. Current state analysis
- **B. Gap analysis**
- C. Audit log

**Answer: B**

#### **NEW QUESTION # 127**

The business analyst (BA) at Universal Containers is preparing for user acceptance testing (UAT) for an Experience Cloud implementation.

Which people should participate in UAT?

- **A. Business users, project manager, key stakeholders**
- B. BA, business users, key stakeholders
- C. BA, project manager, key stakeholders

**Answer: A**

Explanation:

This answer states that business users, project manager, and key stakeholders are the people who should participate in UAT for an Experience Cloud implementation. UAT is a phase of testing where the BA verifies that the solution meets the requirements and expectations of the end users or customers. Business users are the people who will use or benefit from the solution on a regular basis, and who can provide feedback on its functionality, usability, and value. Project manager is the person who oversees and coordinates the project activities, resources, and deliverables, and who can ensure that UAT is conducted according to the project plan and scope. Key stakeholders are the people who have a significant interest or influence in the project outcome, and who can approve or reject the solution based on UAT results

### NEW QUESTION # 128

The project team is building a Sales Cloud implementation. The business analyst (BA) wants to make sure the solution meets the needs of the business. The BA needs to identify where user testing should occur and who should participate.

Which approach should the BA follow?

- A. Create a scratch org and give the development team access to it.
- B. Create a partial sandbox and give the VP of sales access to it.
- C. Create a full copy sandbox and give power users access to it

Answer: C

Explanation:

A full copy sandbox is a copy of a production environment that includes all data and metadata. It is suitable for user testing because it provides a realistic and isolated environment where users can test changes without affecting live data or users. Power users are users who have extensive knowledge and experience with the business domain and processes. They can provide valuable feedback and insights on whether the solution meets their expectations and requirements. A scratch org is a temporary and lightweight environment that is suitable for development and testing of code-based changes, but not for user testing of declarative changes. A partial sandbox is a copy of a production environment that includes some data and all metadata. It is suitable for quality assurance testing, but not for user testing because it may not have enough data to cover all scenarios. References: 1

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/understand-what-application-lifecycle-management-is>

### NEW QUESTION # 129

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