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Salesforce Certified Business Analyst Sample Questions (Q174-Q179):

NEW QUESTION # 174
Northern Trail Outfitters is Updating Its customer portal built on Experience Cloud. The team has drafted a user story:
"As a customer, I want to be able to chat with a support agent and view my account, see my orders, and ask questions via the customer port.
What should a business analyst do to improve this user story?

- A. Include specific information about potential Salesforce solutions.
- B. Adjust the goal of the user story to be independent.
- C. Estimate how long it will take the technical team to complete the story.

Answer: B

Explanation:
This answer suggests adjusting the goal of the user story to be independent as a way to improve this user story for updating its customer portal built on Experience Cloud. The goal of a user story is what the user or stakeholder wants to accomplish, why they want to accomplish it, and how they will measure success. The goal of a user story should be independent, meaning that it does not depend on or overlap with other user stories. This user story has a goal that is too broad and complex, as it includes multiple features or functionalities (chat with a support agent, view account, see orders, ask questions) in one user story. Adjusting the goal of the user story to be independent can help to break down this user story into smaller and simpler user stories that can be completed in one sprint. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements

NEW QUESTION # 175
The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.
Which approach should a business analyst take to begin this process?

- A. Schedule a meeting with stakeholders and create a journey map.
- B. Partner with Salesforce account executives to complete discovery.
- C. Develop the project plan and finalize the release date.

Answer: A

Explanation:
The approach that the business analyst should take to begin this process is to schedule a meeting with stakeholders and create a journey map. A journey map is a tool that creates a visual representation of the steps or stages that a user goes through when interacting with a system or solution. A journey map helps to understand and document the user's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. A journey map also helps to identify any gaps or opportunities for improvement or innovation in the user journey. The business analyst should schedule a meeting with stakeholders and create a journey map by asking questions, collecting feedback, drawing diagrams, and validating information.
Scheduling a meeting with stakeholders and creating a journey map helps to begin this process by engaging and involving them in defining and designing the new client onboarding process. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery

NEW QUESTION # 176
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 are outside of the Salesforce framework.
- B. The previous VP's requirements may differ from those of the new executive.
- C. The previous VP's requirements fail to meet current formatting standards.

Answer: B

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-to-capture-requirements

NEW QUESTION # 177

The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).
What is a business analyst's role during UAT?

- A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- B. Document user stories and clarify business needs so IT can deliver results based on the requirements.
- C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

Answer: C

Explanation:
The business analyst's role during UAT is to coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live. The business analyst is responsible for facilitating UAT by ensuring that all stakeholders are involved and engaged in testing the solution according to their roles and responsibilities. The business analyst is also responsible for monitoring and reporting on UAT progress and results by tracking any issues or bugs that are detected during testing and communicating them to the IT team for resolution. The business analyst's role during UAT is to ensure that the solution meets the requirements and expectations of all stakeholders before it is deployed to production. References: https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user- acceptance-testing

NEW QUESTION # 178

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.
What should the BA include in these requirements?

- A. High-level description of required functionality
- B. Detailed documentation of technical solution
- C. Test scripts to validate requirements

Answer: A

Explanation:
The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high- level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management

NEW QUESTION # 179

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