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Salesforce Certified Business Analyst Exam Sample Questions (Q45-Q50):

NEW QUESTION # 45

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "who" of the user story is well-defined.
- **B. The "why" of the user story is focused on user needs.**
- C. The "what" of the acceptance criteria is negotiable.

Answer: B

NEW QUESTION # 46

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience.

Which strategy should the BA use to accomplish the goal?

- **A. Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.**
- B. Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.
- C. Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.

Answer: A

Explanation:

Explanation

This answer describes the steps involved in creating a customer journey map, which is a tool to visualize and improve the customer experience. A customer journey map helps to identify pain points, gaps, and opportunities for improvement in the current state, and design a future state that aligns with the business objectives and customer needs.

References: <https://trailhead.salesforce.com/en/content/learn/modules/customer-journey-basics/create-a-customer>

NEW QUESTION # 47

The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.

The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

- A. Delete the definition of done
- B. Verify acceptance criteria.
- **C. Identify dependent components.**

Answer: C

NEW QUESTION # 48

Of the following Locale Settings, select which one CANNOT be selected when creating a new user.

- A. Working Hours
- B. Time Zone
- C. Locale
- D. Language

Answer: A

Explanation:

Explanation

Working Hours is not a Locale Setting that can be selected when creating a new user. Working Hours are set at the organization level or at the resource level for scheduling purposes. Time Zone, Language, and Locale are Locale Settings that can be selected when creating a new user. References:

https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION # 49

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "I" component of the INVEST checklist to make a good user story from this requirement?

- A. As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.
- B. As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.
- C. As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.

Answer: B

Explanation:

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability.

The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION # 50

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