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Salesforce Certified-Business-Analyst (Salesforce Certified Business Analyst) certification exam is a highly coveted certification in the business analysis field. It is designed for individuals who have a deep understanding of Salesforce products and services and are capable of analyzing business requirements and translating them into Salesforce solutions. Salesforce Certified Business Analyst Exam certification exam is intended for professionals who work with Salesforce on a day-to-day basis and are responsible for managing and implementing Salesforce solutions.

Salesforce Certified Business Analyst exam is designed to test a candidate's knowledge and skills in the areas of Salesforce functionality, business process analysis, requirements gathering and documentation, solution design, and change management. Certified-Business-Analyst Exam consists of 60 multiple-choice questions and is timed at 105 minutes. Candidates must achieve a passing score of 63% or higher to earn the certification.

Salesforce Certified Business Analyst Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105
Cloud Kicks is implementing cases to handle its growing volume of customer inquiries. The Business analyst (BA) on the implementation has 2 years of experience with Service Cloud. This is one of the user stories the BA wrote for the implementation:
A customer service representative wants to use Salesforce Macros to update notes and change the case stats to close to reduce the time spent on each case.
Which mistake did the BA make when writing this user story?

- A. The incorrect persona was used in the story.
- B. The story included feature- specific language.
- C. The story explained the value to the user.

Answer: B

NEW QUESTION # 106
Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.
Which management process should the business analyst suggest to help the teams align on their competing priorities?

- A. Integrated Definition for Process Description Capture Method (IDEF3)
- B. Business Process Modeling Notation (BPMN)
- C. Vision, Values, Methods, Obstacles, and Measures (V2MOM)

Answer: C

Explanation:
The management process that the business analyst should suggest to help the teams align on their competing priorities is Vision, Values, Methods, Obstacles, and Measures (V2MOM). V2MOM is a framework that helps to define and communicate a shared vision and strategy for a project or organization. V2MOM stands for Vision (what you want to achieve), Values (what's important to you), Methods (how you will get it done), Obstacles (what might stand in your way), and Measures (how you will know when you're successful).
V2MOM helps to align teams on their common goals and priorities, as well as track their progress and results.
References:
https://trailhead.salesforce.com/content/learn/modules/v2mom-align-your-vision-and-values/v2mom-introduction

NEW QUESTION # 107
Northern Trail Outfitters is getting ready to enter the user acceptance testing (UAT) phase of its latest Salesforce project. The business analyst (BA) plans to solicit and document sign-offs from the business as part of the UAT process.
Which sign-offs should the BA seek?

- A. Test cases to implement, user stories, and final go live date
- B. Test cases to implement, individual test case functionality, and final go live date
- C. Functional requirements, individual test case functionality, and final go live date

Answer: C

Explanation:

Explanation
The business analyst should seek sign-offs from the business for the functional requirements, individual test case functionality, and final go live date. The functional requirements are the statements that describe what the solution must do or provide to meet user needs or business objectives. The individual test case functionality is the verification that each test case meets the acceptance criteria for the corresponding user story or requirement. The final go live date is the date when the solution will be released to production and available for users or customers. These sign-offs help to ensure that the solution is complete, satisfactory, and ready for launch.

NEW QUESTION # 108

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction.

What should the business analyst do to help the team work together more effectively?

- A. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
- B. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders
- C. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success

Answer: C

Explanation:
Explanation
The best way for a business analyst to help the team work together more effectively is to lead them in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success. This will help them align on common goals, expectations, and norms, and resolve any conflicts or misunderstandings. Encouraging leadership to share their vision for the project and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders may create a top-down approach that ignores other stakeholder perspectives or needs. Limiting participation in key project discovery, requirements, and solutioning meetings to leadership and engaging the larger team to answer questions directly related to their roles when needed may create a siloed approach that reduces collaboration or buy-in.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION # 109

The sales teams at Universal Containers (UC) want to add a custom field to a page layout. The IT manager reminds the business analyst (BA) that UC uses the Application Lifecycle Management (ALM) process. The addition of the custom field and subsequent release to everyone in the organization must follow this process.
What is the first step in the ALM process that should be taken?

- A. Obtain a change order from the customer.
- B. Add a custom field to a page layout in a sandbox.
- C. Gather requirements and analyze them.

Answer: C

Explanation:
Explanation
This answer states that gathering requirements and analyzing them is the first step in the Application Lifecycle Management (ALM) process that should be taken for adding a custom field to a page layout in a sandbox for Universal Containers. ALM is a framework that defines and manages the stages involved in developing, testing, deploying, and maintaining a software application. ALM typically consists of these steps: gather requirements and analyze them, design and build solutions, test solutions, deploy solutions, and maintain solutions. Gathering requirements and analyzing them means that the BA identifies and understands the business needs and expectations of the stakeholders or users, and defines what the solution must do or have to meet them.
References:https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-mod

NEW QUESTION # 110

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