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Salesforce Certified Business Analyst Exam Sample Questions (Q92-Q97):

NEW QUESTION # 92

A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps.

What should the BA do to close the gaps or confirm the process steps?

- A. Using strategy analysis, define models of how gaps in the business process can be resolved.
- B. Review the documentation to ensure that information gathered about the process is correct.
- C. Conduct elimination with stakeholders regarding their parts of the process.

Answer: C

Explanation:

Explanation

This answer states that conducting elicitation with stakeholders regarding their parts of the process is what the BA should do to close the gaps or confirm the process steps after conducting a group workshop with stakeholders to understand and document in-scope business processes. Elicitation is a technique that involves asking questions, gathering information, or observing behaviors to understand the needs, expectations, and goals of the stakeholders or users. Conducting elicitation with stakeholders can help the BA to clarify any ambiguities, resolve any conflicts, verify any assumptions, and validate any information regarding their parts of the process. References:

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

NEW QUESTION # 93

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers.

The business analyst (6A) leading this project needs to validate that the requirements meet the goal.

What should the BA do to ensure alignment?

- A. Survey customers to confirm whether the new site meets their requirements.
- B. Conduct a white boarding session to ensure the requirements are accurate.
- C. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.

Answer: C

Explanation:

Explanation

This answer states that circulating the requirements to stakeholders, incorporating feedback, and obtaining sign-off is what the BA should do to ensure alignment on goals and strategies across NTO's organization for creating an engaging site for its customers using ExperienceCloud. Circulating the requirements to stakeholders means that the BA shares the written statements that describe what the solution must do or have to meet the goals and strategies of NTO's organization with the people who have a significant interest or influence in the project outcome. Incorporating feedback means that the BA revises and updates the requirements based on the comments or suggestions from the stakeholders. Obtaining sign-off means that the BA gets a formal approval or confirmation from the stakeholders that they agree with and accept the requirements.

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

NEW QUESTION # 94

Cloud Kicks leadership wants to improve the new customer onboarding experience. There are a number of complex handoffs between teams. Service managers have been tasked with working with the operating team to improve the handoff between salesforce and internal systems. The business (BA) wants to break down the onboarding processing and sub-processes into simpler steps.

What should the BA create to engage stakeholders?

- A. Value Stream Map
- B. Universal Process Notation
- C. Capability Model

Answer: A

Explanation:

This answer states that creating a value stream map is what the BA should do to engage stakeholders for improving the new customer onboarding experience at Cloud Kicks which involves complex handoffs between teams. A value stream map is a type of process map that shows how value flows from a customer request to a product or service delivery across different teams or departments. Creating a value stream map means that the BA works with stakeholders from different teams or departments to identify and visualize their inputs, outputs, activities, roles, etc. related to customer onboarding. Creating a value stream map is what the BA should do to engage stakeholders for improving customer onboarding because it helps them to collaborate and communicate their perspectives and expectations, and to discover and eliminate waste or inefficiencies in customer onboarding. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

NEW QUESTION # 95

The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud site. Management wants to identify key external stakeholders to assist with determining project priorities. Which external stakeholders should the business analyst recommend?

- **A. Buyers and customers**
- B. Governing bodies
- C. Third-party vendors

Answer: A

Explanation:

For a project like developing a new inventory forecasting application on an Experience Cloud site, identifying key external stakeholders is critical for ensuring that the solution meets the end-users' needs. Buyers and customers are the primary users of such a platform and are directly impacted by its functionality and performance. Involving them in determining project priorities helps to align the development efforts with the actual market demand and user expectations, leading to a more successful and user-centric solution.

NEW QUESTION # 96

The quality assurance (QA) team at Cloud Kicks is reviewing user stories to write test scripts. The QA team is having difficulty with a specific story where a modification to an existing flow is needed for a custom object.

The QA team is unable to discern what needs to be tested as a result of the updated flow.

What should the business analyst review and revise to provide more clarity to the QA team?

- **A. The acceptance criteria of the user story**
- B. The who, what, and why of the user story
- C. The definition of done of the user story

Answer: A

Explanation:

This answer states that the acceptance criteria of the user story is what the BA should review and revise to provide more clarity to the QA team who is having difficulty with a specific story where a modification to an existing flow is needed for a custom object at Cloud Kicks. Acceptance criteria are a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery.

Reviewing and revising the acceptance criteria of the user story means that the BA checks and updates the acceptance criteria to make sure that they are clear, concise, consistent, and complete. Reviewing and revising the acceptance criteria of the user story is what the BA should do to provide more clarity to the QA team because it helps the QA team to understand what needs to be tested as a result of the updated flow, and how to verify or measure its success. References:

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

NEW QUESTION # 97

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