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Salesforce Certified Business Analyst Exam Sample Questions (Q189-Q194):

NEW QUESTION # 189

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. Develop the project plan and finalize the release date.
- C. Partner with Salesforce account executives to complete discovery.

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 # 190

The Cloud Kicks business analyst (BA) is frustrated because the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. The development team has recommended that the BA use a DevOps tool as an alternative. What are the benefits of using a DevOps tool in this situation?

- A. Tracks changes for the testing team and provides access to user stories
- **B. Tracks changes in real time and provides a single source of truth**
- C. Tracks changes on a daily basis and provides a history of changes

Answer: B

Explanation:

This answer states that using a DevOps tool can help to track changes in real time and provide a single source of truth as the benefits of using a DevOps tool in this situation where the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. A DevOps tool is a software application that supports the collaboration and automation of development and operations teams, such as Git, Jira, or Azure DevOps. A DevOps tool can help to track changes in real time by synchronizing the code changes, user stories, tasks, and bugs across different environments and branches. A DevOps tool can also help to provide a single source of truth by storing and managing all the project artifacts, such as requirements, code, tests, and documentation, in one centralized location that is accessible and visible to all project team members.

References: <https://trailhead.salesforce.com/en/content/learn/modules/git-and-git-hub-basics/work-with-teams>

NEW QUESTION # 191

What is the storage of the Developer Pro Sandbox?

- **A. 1GB**
- B. 300MB
- C. 2GB
- D. 200MB

Answer: A

Explanation:

Explanation

The storage of the Developer Pro Sandbox is 1GB. 300MB, 200MB, and 2GB are not valid storage sizes for the Developer Pro Sandbox.

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

NEW QUESTION # 192

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

Answer: A

NEW QUESTION # 193

The sales team at Universal Containers (UC) has been using multiple tools to track opportunities, leading to inaccurate forecasting and an unclear picture of UC's sales pipeline. UC has appointed a project team to implement Sales Cloud to help resolve these issues. The sales team doubts the new tool will meet their needs and is concerned it will be difficult to use. The business analyst (BA) assigned to the project knows the stakes are high to get the right solution in place. Using their influence, what should the BA do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements?

- A. Ask questions to understand their needs and focus on shared goals.
- B. Demonstrate the BA's expertise and clearly state the decision is final.
- C. Present the pros and cons of the decision by using logic and facts.

Answer: A

Explanation:

Explanation

The business analyst should do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements is to ask questions to understand their needs and focus on shared goals.

Asking questions is an elicitation technique that allows the business analyst to gather information, clarify assumptions, or validate understanding from stakeholders. It can help the business analyst understand the sales team's doubts or concerns about the new tool, and address them with empathy or evidence. Focusing on shared goals is a collaboration technique that aligns stakeholders on a common vision or outcome for a project or initiative. It can help the business analyst show how the new tool will benefit the sales team and meet their expectations or needs. Presenting the pros and cons of the decision by using logic and facts may not be an effective way to gain buy-in and support from the sales team because it may not address their emotional or psychological barriers or resistance to change. Demonstrating expertise and clearly stating the decision is final may not be an effective way to gain buy-in and support from the sales team because it may not involve them in the decision-making process or respect their opinions or feedback.

References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di>

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NEW QUESTION # 194

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