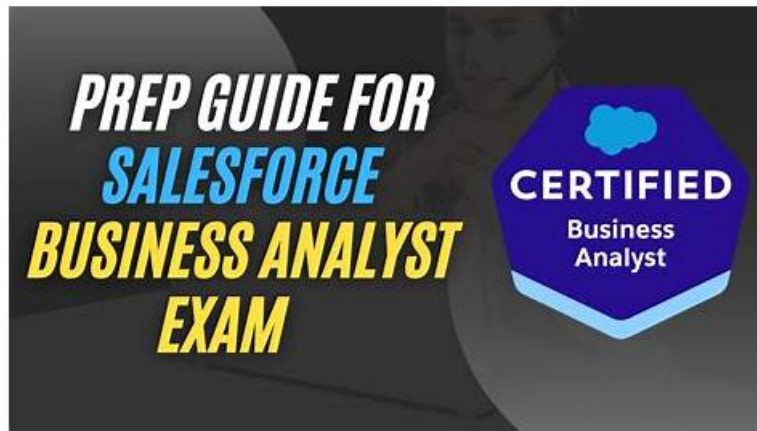


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Salesforce Certified Business Analyst Exam Sample Questions (Q250-Q255):

NEW QUESTION # 250

Which permission is required to create, delete, refresh or activate a Sandbox?

- A. System Administrator
- B. Manage Sandbox

- C. Environment Manager
- D. Sandbox Editor

Answer: B

NEW QUESTION # 251

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers. The business analyst (BA) 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:

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 Experience Cloud. 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-user-stories>

NEW QUESTION # 252

A business analyst (BA) at Northeren Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sale users in various locations have been identified to participate. Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. Demo prototype
- B. One-on-one meetings
- C. Virtual whiteboard

Answer: C

Explanation:

A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it. One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group.

References:

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

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

NEW QUESTION # 253

Which User access and sharing features would you use for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email.

- A. Email Proof
- B. Login Link
- C. Single Sign-On
- D. 2 FA

Answer: A

Explanation:

Email Proof is the User access and sharing feature that would be used for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email. Email Proof is a security feature that requires users to verify their email address when they log in for the first time or change their email address. 2 FA, Single Sign-On, and Login Link are not User access and sharing features that would be used for this use case. References: https://help.salesforce.com/s/articleView?id=sf.security_email_proof.htm&type=5

NEW QUESTION # 254

Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following User Story.

"As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction."

- * A manager can change the status of the request
- * A manager can send a comment to the employee about their request.
- * The solution must be intuitive.

Why does the BA need to make a change to improve the user story'?

- A. The acceptance criteria is too vague.
- B. The acceptance criteria should be solution focused.
- C. The user story is too large to test.

Answer: A

Explanation:

Explanation

This answer states that the acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story for Cloud Kicks who wants managers to be able to approve time-off requests in Salesforce. A user story is a statement that describes who, what, and why of a feature or a functionality from a user's perspective. A user story typically consists of a role, a goal, and a benefit. An acceptance criteria is 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. The acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how to measure if the solution is intuitive. The acceptance criteria should be more specific, measurable, achievable, relevant, and time-bound (SMART) to ensure that the user story is clear, concise, consistent, and complete.

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

NEW QUESTION # 255

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