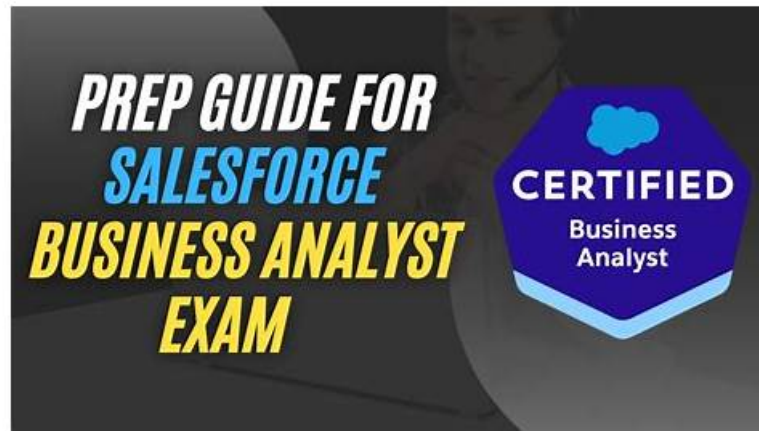# New Certified-Business-Analyst Braindumps - Pass Guaranteed First-grade Certified-Business-Analyst - New Salesforce Certified Business Analyst Exam Dumps Pdf

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Salesforce Certified Business Analyst Exam Sample Questions (Q139-Q144):

NEW QUESTION # 139
Universal Containers wants to streamline a complex business process. The business analyst (BA) assigned to the Service Cloud project is creating a business process map of the existing process. The BA is having difficulty documenting the process because there is disagreement among the stakeholders about the steps that are being followed.
Which recommendation should the BA make to help the stakeholders reach agreement about the process?

- A. Focus on the inputs and outcomes of the current process
- B. Refer to the Responsible, Accountable, Consulted, Informed (RACI) chart to determine who is accountable.
- C. Brainstorm ideas to make the process more efficient.

Answer: A

Explanation:

Explanation

The recommendation that the business analyst should make to help the stakeholders reach agreement about the process is to focus on the inputs and outcomes of the current process. Inputs are the resources or data that are required for a process to start or continue. Outcomes are the results or outputs that are produced by a process.

Focusing on the inputs and outcomes of the current process helps to define and measure the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Focusing on the inputs and outcomes of the current process also helps to avoid getting bogged down by unnecessary details or variations that may cause disagreement or confusion among stakeholders.

References:

https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION # 140

The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation. When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

- A. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
- B. Detailed Process Map
- C. Value Stream Map

Answer: C

Explanation:

Explanation

The type of diagram that business analyst should use to identify waste within and between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation is value stream map.

A value stream map is diagram that shows flow of materials information value-added non-value-added activities cycle times wait times involved in process value stream map can help identify waste inefficiencies opportunities improvement within between processes by highlighting where time resources being wasted where value being added where bottlenecks occurring etc.

A Suppliers Inputs Process Outputs Customers (SIPOC) Map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation SIPOC Map high-level process map shows key elements process such suppliers inputs outputs customers SIPOC Map can help define scope boundaries project identifying what triggers process what are inputs outputs process who are involved affected by process what are expectations requirements process SIPOC Map does not help identify waste within between processes detail.

A detailed process map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation detailed process map diagram shows steps activities decisions involved in process detailed process map can help document existing processes clear concise way can easily understood anyone involved project but does not help identify waste within between processes detail.

References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION # 141

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

Answer: B

Explanation:

Explanation
A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use use cases to document how users will interact with the system and what outcomes they expect from it. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/write-use-ca

NEW QUESTION # 142
The service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA).
Which task should be assigned to the BA?

- A. Create user training materials.
- B. Conduct user training.
- C. Set up users for training.

Answer: A

Explanation:
A business analyst is responsible for creating user training materials that explain how to use the new case management solution. The training materials should include screenshots, videos, diagrams, and step-by-step instructions that cover the key features and functionalities of the solution. The business analyst should also ensure that the training materials are aligned with the user stories and requirements.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/create- user-training-materials
https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics/trailhead-basics-trails

NEW QUESTION # 143
Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During onboarding, the project manager shared the following process maps with the business analyst (BA):
Case Creation
* Case Triage
* Case Assignment
* Case Management
* Case Closure
Which key attributes should the BA look for when reviewing the process maps?

- A. Audiences, scope, inputs, outputs, and resources
- B. Case sources, types, volumes, priorities, and reasons
- C. Cost, timeline, risks, requirements, and opportunities

Answer: B

NEW QUESTION # 144
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