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Salesforce Certified Business Analyst Certification Exam is a well-recognized certification program for professionals seeking to validate their skills and knowledge in the field of business analysis. Salesforce Certified Business Analyst Exam certification is designed to equip professionals with the skills needed to analyze business requirements, design solutions, and effectively communicate them to stakeholders. Certified-Business-Analyst Exam covers a wide range of topics, including business process modeling, data modeling, and requirements gathering.

Salesforce Certified Business Analyst certification is a valuable credential for professionals who want to advance their careers in Salesforce implementation. It demonstrates to potential employers that the candidate has a deep understanding of the Salesforce

platform, its features and functionality, and how to use it to solve business problems. It also provides the candidate with the skills and knowledge they need to work as business analysts or project managers for Salesforce implementations.

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Salesforce Certified Business Analyst certification is for professionals who are responsible for analyzing business requirements and translating them into Salesforce solutions. Salesforce Certified Business Analyst Exam certification is designed for individuals who have experience in implementing and configuring Salesforce solutions and can demonstrate their skills in conducting business analysis. The Salesforce Certified Business Analyst certification exam is a great way to validate your skills and knowledge in Salesforce and take your career to the next level.

Salesforce Certified Business Analyst Exam Sample Questions (Q30-Q35):

NEW QUESTION # 30

Universal Containers is focused on an initiative to streamline its channel management processes. Due to the level of complexity, the business analyst (BA) will gather and document the key points in preparation to build a more detailed process map.

Which diagram should the BA use in this case?

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

Answer: B

Explanation:

Explanation

A SIPOC diagram is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. It can help identify the scope and boundaries of a process and the stakeholders involved. A capability model is a strategic tool that shows the high-level capabilities of an organization, but it does not show the details of a process. A value stream map is a detailed process map that shows the value-added and non-value-added activities, cycle times, wait times, and other metrics of a process, but it may be too complex for capturing key points. References: 1

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

NEW QUESTION # 31

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.

UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- **A. Entity Relationship Diagram (ERD)**
- B. Change request logs
- C. System requirements specification

Answer: A

Explanation:

Explanation

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or

system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers.

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

NEW QUESTION # 32

Northern Trail Outfitters is Updating Its customer portal built on Experience Cloud. The team has drafted a user story:

"As a customer, I want to be able to chat with a support agent and view my account, see my orders, and ask questions via the customer port.

What should a business analyst do to improve this user story?

- A. Adjust the goal of the user story to be independent.
- **B. Include specific information about potential Salesforce solutions.**
- C. Estimate how long it will take the technical team to complete the story.

Answer: B

NEW QUESTION # 33

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. Present the pros and cons of the decision by using logic and facts.
- C. Demonstrate the BA's expertise and clearly state the decision is final.

Answer: A

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-discovery>

[https://trailhead.](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders)

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NEW QUESTION # 34

When creating a new User how can the Admin make sure a temporary password is generated?

- A. This is a default feature, no setup required.
- **B. Select "Generate Passwords and notify the user via email."**
- C. There are no temporary passwords available for setup of new users in Salesforce.
- D. Select "Temporary Password and Confirmation Email Required"

Answer: B

Explanation:

Selecting "Generate Passwords and notify the user via email." is how the Admin can make sure a temporary password is generated when creating a new User. Selecting "Temporary Password and Confirmation Email Required" is not a valid option when creating a new User. There are temporary passwords available for setup of new users in Salesforce. This is a default feature, but it requires setup by selecting the correct option.

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

NEW QUESTION # 35

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