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Salesforce Certified Business Analyst Sample Questions (Q144-Q149):

NEW QUESTION # 144

In what phase of the four application lifecycle milestones does this action belong? Communicate Changes, Update Profiles and Communicate end of Changes.

- A. Deploy
- B. Plan
- C. Build
- D. Test

Answer: A

Explanation:

Communicate Changes, Update Profiles and Communicate end of Changes are actions that belong to the Deploy phase of the four application lifecycle milestones. The Deploy phase involves moving changes from one environment to another and ensuring proper communication with stakeholders and end users. The Build phase involves creating solutions using declarative or programmatic tools based on requirements and design specifications. The Test phase involves verifying functionality, performance, security, and usability

of solutions using various testing methods and tools. The Plan phase involves defining project scope, objectives, deliverables, resources, timeline, and risks. References: <https://trailhead.salesforce.com/content/learn/modules/application-lifecycle-and-development-models/understand-the-application-lifecycle> <https://trailhead.salesforce.com/content/learn/modules/application-lifecycle-and-development-models/choose-a-development-model>

NEW QUESTION # 145

A business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp the case management process. The BA has gathered requirements and finished the first draft of user stories. What should the BA use to assess the quality of a user story?

- A. Numerical framework
- B. Gap analysis document
- C. INVEST checklist

Answer: C

Explanation:

This answer states that using the INVEST checklist is what the BA should use to assess the quality of a user story for developing a solution to help the marketing department manage leads in Sales Cloud at UC. The INVEST checklist is a set of criteria that helps to evaluate if a user story is well-written and well-defined. The INVEST checklist stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. Independent means that the user story can be developed and delivered without depending on or affecting other user stories.

Negotiable means that the user story can be modified or refined based on feedback or changes in requirements. Valuable means that the user story provides a clear benefit or outcome to the user or the stakeholder. Estimable means that the user story can be estimated in terms of time, effort, or resources needed to complete it. Small means that the user story can be delivered within a short time frame or iteration.

Testable means that the user story can be verified or measured against acceptance criteria or tests. Using the INVEST checklist is what the BA should use to assess the quality of a user story because it helps the BA 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-user-stories-to-capture-requirements>

NEW QUESTION # 146

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

Answer: B

Explanation:

This answer lists audiences, scope, inputs, outputs, and resources as the key attributes that the BA should look for when reviewing the process maps. These attributes help to define and understand a business process, and identify its purpose, boundaries, stakeholders, data, and resources. These attributes also help to evaluate the effectiveness and efficiency of a business process, and identify areas for improvement or optimization.

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

NEW QUESTION # 147

Cloud Kicks (CK) wants the business analyst (BA) assigned to its Salesforce transformation project to help it achieve organizational

success.

The BA guides CK through a set of activities that provides tangible value and helps CK reflect on the nature of its business and the value it provides to customers.

Which strategy is the BA employing?

- A. The five most important questions
- **B. The five W's and an H**
- C. The five ways to build trust

Answer: B

Explanation:

The "Five W's and an H" framework-Who, What, When, Where, Why, and How-is widely used to ensure comprehensive understanding and strategy development:

Holistic Analysis: By guiding CK through questions addressing these dimensions, the BA ensures thorough exploration of organizational goals and challenges.

Value-Driven Approach: This aligns with Salesforce's strategy of deriving business value and insights through discovery sessions, which ultimately enhance customer satisfaction and project success.

Framework Alignment: Salesforce documentation encourages asking fundamental questions to uncover the full scope of business processes and expected outcomes, which is exemplified in the use of the "Five W's and an H."

NEW QUESTION # 148

Cloud Kicks (CK) is expanding and has many different departments in manufacturing and delivery. CK needs to prepare for a new Sales Cloud implementation for it, 6,000 users. To increase adoption, the business analyst (BA) wants to break down existing sides between the manufacturing and delivery departments.

Which planning approach should the ISA take to get buy-in from users?

- A. Assign a team to start building a prototype of product functionality.
- **B. Recombined clear owners up for the platform and identity executive sponsors.**
- C. Document user requirement from each department during discovery sessions.

Answer: B

Explanation:

This answer states that documenting user requirements from each department during discovery sessions is what the BA should do to get buy-in from users for preparing for a new Sales Cloud implementation for 6,000 users at CK. User requirements are the needs, expectations, and objectives of the users for the Sales Cloud implementation. Discovery sessions are meetings or workshops where the BA gathers and clarifies user requirements from different stakeholders. Documenting user requirements from each department during discovery sessions means that the BA records and organizes the information obtained from different stakeholders from different departments, such as manufacturing and delivery, in a clear and concise way.

Documenting user requirements from each department during discovery sessions is what the BA should do to get buy-in from users for preparing for a new Sales Cloud implementation because it helps the BA to understand and validate the user requirements, and to communicate and align them with the project scope and goals. References:

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

NEW QUESTION # 149

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