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Salesforce Certified Business Analyst Sample Questions (Q211-Q216):

NEW QUESTION # 211
Over the past month, a business analyst (BA) has worked with various stakeholders at Cloud Kicks to document requirements for an upcoming Tableau implementation. A stakeholder suggested a revision to the requirements. The BA sent the updated requirements to the stakeholders and they signed off.
Where should the BA track this milestone?

- A. Statement of work
- B. Change log
- C. Sprint plan

Answer: A

NEW QUESTION # 212
A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.
What are the top three benefits of creating a process map?

- A. Engages stakeholders, identifies improvements, and starts the change process
- B. Identifies improvements, decreases project costs, and starts the change process
- C. Builds accountability, increases revenue, and decreases overall time spent on requirements

Answer: A

Explanation:
A process map is a visual representation of a business process that helps to engage stakeholders, identify improvements, and start the change process. By creating a process map, the business analyst can understand the current state of the process, identify pain points and opportunities for improvement, and communicate the findings and recommendations to the stakeholders. A process map also helps to initiate the change process by providing a baseline for measuring the impact of the proposed solutions. References: https://trailhead.
salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping

NEW QUESTION # 213
The business analyst at Cloud Kicks is beginning to write user stories for its Salesforce implementation.
Which three components should-be included when writing a user story?

- A. Who, when, why
- B. Who, what, why
- C. When, where, why

Answer: B

Explanation:
A user story is a short description of a feature or functionality from the perspective of an end user. It follows the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The what is the feature or functionality that the user wants or needs. The why is the benefit or value that the user will get from the feature or functionality. The when and where are not part of a user story format because they are usually captured in other documents or artifacts, such as acceptance criteria or wireframes. References: 1 https://trailhead.salesforce.com/en/content/learn/modules /salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION # 214
The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).
What is a business analyst's role during UAT?

- A. Document user stories and clarify business needs so IT can deliver results based on the requirements.
- B. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

Answer: C

Explanation:
The business analyst's role during UAT is to coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live. The business analyst is responsible for facilitating UAT by ensuring that all stakeholders are involved and engaged in testing the solution according to their roles and responsibilities. The business analyst is also responsible for monitoring and reporting on UAT progress and results by tracking any issues or bugs that are detected during testing and communicating them to the IT team for resolution. The business analyst's role during UAT is to ensure that the solution meets the

requirements and expectations of all stakeholders before it is deployed to production. References: https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user- acceptance-testing

NEW QUESTION # 215
At the start of a new Agile development project, the Universal Containers' product owner asked the business analyst (BA) to clearly define the intended results of the work based on stakeholder needs. The development and implementation teams will use the intended results to plan product decisions. The definition should avoid assumptions and focus on stakeholder value.
Which element should the BA choose to define the intended results?

- A. User stories
- B. Epics
- C. Requirements

Answer: A

Explanation:
This answer chooses user stories as the element that the BA should use to define the intended results of the work based on stakeholder needs. User stories are short and simple descriptions of a feature or a functionality from the perspective of an end user or a stakeholder. User stories can help the BA define what stakeholders want to accomplish, why they want to accomplish it, and how they will measure success. User stories can also help the development and implementation teams to plan product decisions based on stakeholder value.
References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look /use-user-stories-to-capture-requirements

NEW QUESTION # 216
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