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Salesforce Certified Business Analyst Exam Sample Questions (Q272-Q277):

NEW QUESTION # 272

The Service Center at Universal Containers (UC) uses Service Cloud and Experience Cloud to manage its customer case lifecycle. UC wants to limit the number of interactions a customer has during the lifecycle. The project leader has asked the business analyst (BA) to visually illustrate the lifecycle.

Which document should the BA create?

- A. Heat Map
- B. Journey Map
- C. Process Map

Answer: B

Explanation:

This answer identifies a journey map as the document that the BA should create to visually illustrate the customer case lifecycle for UC. A journey map is a tool that shows how customers interact with a business across different touchpoints, channels, and stages. A journey map helps to understand and improve the customer experience, identify pain points and opportunities, and align business goals with customer needs.

References: <https://trailhead.salesforce.com/en/content/learn/modules/customer-journey-basics/create-a-customer-journey-map>

NEW QUESTION # 273

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.

What is another important step the BA should take to identify the correct decision makers?

- A. Create a stakeholder wheel.
- **B. Prepare a RACI matrix.**
- C. Survey the business units.

Answer: B

Explanation:

The important step that the business analyst should take to identify the correct decision makers is to prepare a RACI matrix. A RACI matrix is a tool that defines and assigns the roles and responsibilities of stakeholders or team members for each task or activity in a project or enhancement. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix helps to identify the correct decision makers by showing who has the authority or accountability for making decisions on each task or activity, as well as who needs to be consulted or informed about those decisions. A RACI matrix also helps to avoid confusion, duplication, or conflict among stakeholders or team members. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management>

NEW QUESTION # 274

Cloud Kicks is creating a new lead conversion process in Sales Cloud. During a recent sprint, the business analyst created user stories related to the Opportunity object. Test scripts were created for the lead conversion process. All of the test scripts passed and the new functionality was deployed. After deployment, end users reported error messages when manually creating new Opportunities.

Which area of user acceptance testing (UAT) was overlooked?"

- A. Several teams should be part of UAT to represent multiple viewpoints.
- B. End users who are experts in that functionality should participate in UAT.
- **C. Functionality on interconnected objects should be part of UAT.**

Answer: C

NEW QUESTION # 275

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. SSO License
- B. Salesforce License
- **C. Identity Only**
- D. Lightning Platform

Answer: C

Explanation:

Explanation

Identity Only is the Salesforce standard license that can be given to someone who need access only identity services, such as single sign-on (SSO). Lightning Platform, SSO License, and Salesforce License are not valid standard licenses in Salesforce.

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

NEW QUESTION # 276

Universal Containers (UC) uses a Salesforce org. UC is merging with a sister company that uses a different CRM. The incoming sales team is reluctant to change to a different process. The business analyst (BA) has been asked to help reach consensus and drive adoption.

Which group is well positioned to help the BA secure alignment for the initiative?

- A. Power users and top sales earners
- B. Executive sponsors and sales leadership
- C. System admin and project manager

Answer: A

NEW QUESTION # 277

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