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Salesforce Certified Business Analyst Sample Questions (Q258-Q263):

NEW QUESTION # 258

The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.

Which type of requirement documentation is the BA using in this scenario?

- A. Process mapping
- B. Data modeling
- C. Value stream mapping

Answer: A

Explanation:

The type of requirement documentation that the business analyst is using in this scenario is process mapping. Process mapping is a technique that involves creating a visual diagram of the steps or activities involved in completing a business process or workflow. Process mapping helps to document how users perform their daily work in Salesforce, what inputs and outputs they use or produce, what decisions they make, and what roles or systems they interact with. Process mapping also helps to identify any inefficiencies, bottlenecks, redundancies, or risks in the existing process, as well as opportunities for improvement or optimization.

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

NEW QUESTION # 259

Northern Trail Outfitters (NTO) wants to discuss an enhancement to Campaigns with the engineering, marketing, and sales teams. The changes involve detailed integration between systems that will be used by WTO's customers. The business analyst (BA) needs to complete the org impact analysis.

Which reference should the BA consult to understand the integration pattern?

- A. Salesforce Solution Kits
- **B. Solution Architecture Diagram**
- C. Business Requirements Document

Answer: B

Explanation:

The reference that the business analyst should consult to understand the integration pattern is a Solution Architecture Diagram. A Solution Architecture Diagram is a diagram that shows the high-level design and components of a system or solution. A Solution Architecture Diagram helps to understand the integration pattern by showing how different systems or applications are connected and interact with each other, as well as what data or information is exchanged between them. A Solution Architecture Diagram also helps to identify the scope, requirements, dependencies, and risks of an integration project or enhancement.

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

NEW QUESTION # 260

Northern Trail Outfitters has gone through significant growth, moved several business units into Salesforce, and added hundreds of users.

Which key principle should a business analyst follow to help prioritize feature requests from various business units?

- A. Find and install a backlog grooming app from AppExchange.
- **B. Define roles, responsibilities, and processes.**
- C. Give priority to the earliest requested dates.

Answer: B

Explanation:

The business analyst should define roles, responsibilities, and processes to help prioritize feature requests from various business units. This will help to establish clear expectations, communication channels, and decision-making criteria for the project. The business analyst should not give priority to the earliest requested dates, as this may not reflect the business value, urgency, or feasibility of the feature requests. The business analyst should also not find and install a backlog grooming app from AppExchange, as this may not address the root cause of the prioritization problem, and may introduce additional complexity and cost to the project. References: Collaboration with Stakeholders, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

NEW QUESTION # 261

Cloud Kicks (CK) needs to implement an event management system within Salesforce. After researching potential solutions, a managed package meets the majority of CK's business requirements. However, the CRM director has expressed a desire to heavily customize an open source solution.

Which benefit of using a managed package versus an open source solution should the business analyst share to help the CRM director make a decision?

- **A. Each version of a managed package on the AppExchange undergoes a security review.**
- B. Managed packages are easily customizable to meet CK's exact requirements.
- C. Managed packages are updated automatically with each Salesforce Release.

Answer: A

Explanation:

This answer states that each version of a managed package on the AppExchange undergoes a security review as a benefit of using a

managed package versus an open source solution for implementing an event management system within Salesforce for Cloud Kicks. A managed package is a collection of application components that are developed, tested, and distributed by a provider as a single entity on the AppExchange.

An open source solution is a software application that is developed, modified, and distributed by anyone who has access to its source code. A security review is a process that evaluates and verifies that an application meets the security standards and best practices of Salesforce. Each version of a managed package on the AppExchange undergoes a security review as a benefit of using a managed package versus an open source solution because it ensures that the application is safe, reliable, and trustworthy for Cloud Kicks. References:

https://trailhead.salesforce.com/en/content/learn/modules/appexchange_basics/appexchange_basics_intro

NEW QUESTION # 262

Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each other's changes.

What should JC use to prevent this from happening in the future?

- A. Change set deployments
- **B. Version control system**
- C. Code review sessions

Answer: B

Explanation:

The tool that Universal Containers should use to prevent teams from overwriting each other's changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each other's changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members. References:

<https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work-with-the-git-hub-workflow>

NEW QUESTION # 263

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