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Salesforce Certified Business Analyst Exam Sample Questions (Q123-Q128):

NEW QUESTION # 123
A business analyst at Universal Containers has begun user acceptance testing for a new Experience Cloud implementation with the project team. A major gap for one of the personas was identified in the documented scenarios.
What went wrong?

- A. Failure to validate the application against the functional requirements
- B. Failure to perform thorough unit testing during the development process
- C. Failure to include all stakeholders in the requirements gathering process

Answer: C

Explanation:
Explanation
The area of user acceptance testing (UAT) that was overlooked was failure to include all stakeholders in the requirements gathering process. UAT is an end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. UAT involves testing various scenarios on different users and levels of access to demonstrate that the solution works as expected in all situations. UAT requires input and feedback from all stakeholders who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Failure to include all stakeholders in the requirements gathering process may result in missing or inaccurate requirements, misaligned expectations, unmet needs, or unidentified issues that may affect the project success. References: https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance

NEW QUESTION # 124
The business analyst (BA) at Cloud Kicks is managing a project to build a recruiting app for the management and human resources (HR) teams. The HR director wants the app to help the team navigate the hiring process more efficiently. The BA designs a Stakeholder Wheel to better understand all of the people with an interest m the project.
Which level of influence should the BA place the MR Director on the stakeholder wheel?

- A. The project
- B. The Enterprise
- C. The Sponsor

Answer: B

NEW QUESTION # 125
A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.
How should the BA approach the project?

- A. Analyze, build, deliver, operate
- B. Analyze, build, operate, deliver
- C. Analyze, operate, build, deliver

Answer: B

NEW QUESTION # 126
Which Information should the BA gather during the initial discovery meeting?

- A. Limitations of the current support process
- B. Employee review cycle for the support team
- C. A Contact information for key stakeholders

Answer: A

Explanation:
Explanation
The information that the business analyst should gather during the initial discovery meeting is the limitations of the current support process. The initial discovery meeting is a meeting where the business analyst meets with the key stakeholders and sponsors of a project to understand their needs, expectations, goals, challenges, and pain points. The business analyst should gather information about the limitations of the current support process to identify the gaps, issues, or opportunities for improvement that the project aims to address. The business analyst should also gather information about the scope, budget, timeline, deliverables, roles and responsibilities, and success criteria for the project. The employee review cycle for the support team is not information that the business analyst should gather during the initial discovery meeting. The employee review cycle is a process that evaluates the performance and development of employees on a regular basis. It is not relevant to the project scope or objectives and does not help identify the limitations of the current support process. The contact information for key stakeholders is not information that the business analyst should gather during the initial discovery meeting. The contact information for key stakeholders is a detail that can be obtained before or after the meeting, but it does not help understand the needs or expectations of the stakeholders or the limitations of the current support process. References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION # 127
A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.
Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

- A. Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.
- B. Give a perspective from a relatable persona that shows the development team can solve their business challenges.
- C. Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.

Answer: B

Explanation:
Explanation
A business analyst should use storytelling to communicate the vision for a Salesforce solution to business stakeholders by giving a perspective from a relatable persona that shows how the development team can solve their business challenges. This will help them empathize with the user's needs and goals, and see how the solution will benefit them. Highlighting a perspective from testing feedback that identifies bugs and pain points in their business challenges may be discouraging or demotivating for the stakeholders. Describing a perspective from the business requirements document that addresses architectural concerns based on their business challenges may be too technical or abstract for the stakeholders.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION # 128
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