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Salesforce Certified Business Analyst Exam Sample Questions (Q235-Q240):

NEW QUESTION # 235

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes.

What should the BA do to prevent the session from being derailed?

- A. Ask the stakeholder to focus on the onboarding process.

- B. Add the stakeholder's concerns to a "parking lot" for further discussion.
- C. Shift the conversation from onboarding to the stakeholder's concerns.

Answer: B

NEW QUESTION # 236

The quality assurance (QA) team at Cloud Kicks is reviewing user stories to write test scripts. The QA team is having difficulty with a specific story where a modification to an existing flow is needed for a custom object.

The QA team is unable to discern what needs to be tested as a result of the updated flow.

What should the business analyst review and revise to provide more clarity to the QA team?

- A. The who, what, and why of the user story
- B. The acceptance criteria of the user story
- C. The definition of done of the user story

Answer: A

NEW QUESTION # 237

The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation.

In which order should the BA arrange the three components of a user story?

- A. As a <xyz>, I want <xyz>, so that <xyz>
- B. I want <xyz>, as a <xyz>, so that <xyz>
- C. I want <xyz>, so that <xyz>, for a <xyz>

Answer: A

Explanation:

Explanation

This is the correct order for arranging the three components of a user story. The first component is "As a <xyz>", which specifies the role or persona of the user who will benefit from the user story. The second component is "I want <xyz>", which describes the goal or feature that the user wants to achieve or use. The third component is "so that <xyz>", which explains the reason or value behind the goal or feature for the user.

References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

NEW QUESTION # 238

Which permission is required to create, delete, refresh or activate a Sandbox?

- A. Manage Sandbox
- B. System Administrator
- C. Environment Manager
- D. Sandbox Editor

Answer: A

Explanation:

Explanation

The Manage Sandbox permission is required to create, delete, refresh or activate a Sandbox. Sandbox Editor, Environment Manager, and System Administrator are not valid permissions in Salesforce. References:

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

NEW QUESTION # 239

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- Answer: B**

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