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Salesforce Certified Business Analyst Exam Sample Questions (Q83-Q88):

NEW QUESTION # 83

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. Requirements
- B. Epics
- C. User stories

Answer: C

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

NEW QUESTION # 84

A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps.

What should the BA do to close the gaps or confirm the process steps?

- A. Review the documentation to ensure that information gathered about the process is correct.
- B. Conduct elimination with stakeholders regarding their parts of the process.
- C. Using strategy analysis, define models of how gaps in the business process can be resolved.

Answer: C

Explanation:

This answer states that conducting elicitation with stakeholders regarding their parts of the process is what the BA should do to close the gaps or confirm the process steps after conducting a group workshop with stakeholders to understand and document in-scope business processes. Elicitation is a technique that involves asking questions, gathering information, or observing behaviors to understand the needs, expectations, and goals of the stakeholders or users. Conducting elicitation with stakeholders can help the BA to clarify any ambiguities, resolve any conflicts, verify any assumptions, and validate any information regarding their parts of the process. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business- analyst-quick-look/use-stakeholder-engagement-skills

NEW QUESTION # 85

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items.

The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible.

Which work items should the BA prioritize with the remaining 16 hours of development capacity?

- A. US-4007 and US-4009
- B. US-4008 and US-4009
- C. US-4009 and US-4010

Answer: A

Explanation:

Explanation

The business analyst should prioritize US-4007 and US-4009 because they are the most critical work items.

US-4007 is the work item that will allow customers to submit support tickets, and US-4009 is the work item that will allow customer service representatives to view and respond to support tickets. These two work items are essential for the MVP to be functional.

US-4008 is a less critical work item because it will allow customers to track the status of their support tickets.

This work item is important, but it is not essential for the MVP to be functional.

US-4010 is the least critical work item because it will allow customers to rate the quality of customer service.

This work item is important, but it is not essential for the MVP to be functional.

In conclusion, the business analyst should prioritize US-4007 and US-4009 because they are the most critical work items. These two work items are essential for the MVP to be functional.

NEW QUESTION # 86

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction.

What should the business analyst do to help the team work together more effectively?

- A. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
- B. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success
- C. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders

Answer: B

Explanation:
Explanation
The best way for a business analyst to help the team work together more effectively is to lead them in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success. This will help them align on common goals, expectations, and norms, and resolve any conflicts or misunderstandings. Encouraging leadership to share their vision for the project and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders may create a top-down approach that ignores other stakeholder perspectives or needs. Limiting participation in key project discovery, requirements, and solutioning meetings to leadership and engaging the larger team to answer questions directly related to their roles when needed may create a siloed approach that reduces collaboration or buy-in.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION # 87

Universal Containers is in the planning phase of a Salesforce project that will transform its retail locations.

The implementation team has had a difficult time determining the priorities and requirements of previous projects from people who would be directly impacted by the solution under consideration.

Which type of analysis should the business analyst recommend to ensure the implementation team avoids this challenge on the current project?

- A. Stakeholder analysis
- B. Enterprise analysis
- C. Persona analysis

Answer: A

NEW QUESTION # 88

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