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Salesforce Certified Business Analyst Exam Sample Questions (Q129-Q134):

NEW QUESTION # 129

The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.

The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

- A. Verify acceptance criteria.
- B. Delete the definition of done
- **C. Identify dependent components.**

Answer: C

Explanation:

The business analyst should identify dependent components to help with prioritization of user stories to add to an sprint. Dependent components are components that rely on or affect other components in an application or system. Identifying dependent components can help determine which user stories are more critical, complex, risky, or interrelated than others and prioritize them accordingly. Identifying dependent components can also help avoid conflicts, errors, or delays caused by missing or incompatible components when developing or deploying user stories. Verifying acceptance criteria is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Verifying acceptance criteria is a process that checks whether a user story meets its conditions or requirements for being done or acceptable. Verifying acceptance criteria can help validate and test user stories but does not help prioritize them based on their importance or urgency. Deleting the definition of done is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Deleting the definition of done is a process that removes the criteria or standards that indicate when a user story is completed and ready for deployment.

Deleting the definition of done can reduce quality and consistency of user stories but does not help prioritize them based on their importance or urgency. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

NEW QUESTION # 130

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

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 # 131

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. Data modeling
- B. **Process mapping**

Value stream mapping

Answer: B

NEW QUESTION # 132

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "who" of the user story is well-defined.
- B. The "why" of the user story is focused on user needs.
- C. **The "what" of the acceptance criteria is negotiable.**

Answer: C

Explanation:

A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use use cases to document how users will interact with the system and what outcomes they expect from it. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/write-use-ca> This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation. Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences.

Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories>

NEW QUESTION # 133

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. **Give a perspective from a relatable persona that shows the development team can solve their business challenges.**
- B. Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.

- C. Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.

Answer: A

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/collaboration>

NEW QUESTION # 134

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