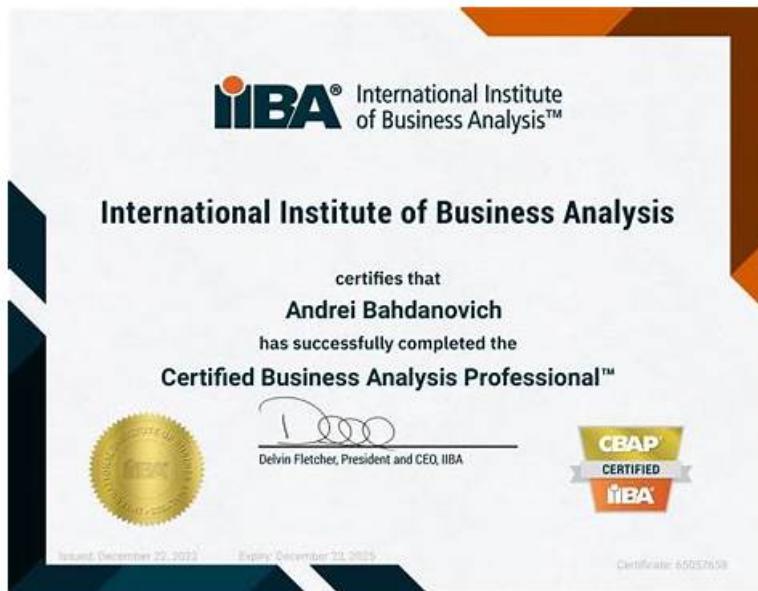


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Salesforce Certified Business Analyst Exam Sample Questions (Q97-Q102):

NEW QUESTION # 97

The business analyst (BA) working with the contract renewal team at Cloud kicks has mapped out its current renewal process, the BA has noted where representatives are inputting contract information from PDF document which is introducing errors and inaccurate date into Salesforce.

Which type of inefficiency is happening during this step in the process?

- A. Avoidance
- B. Duplication

- C. Manual effort

Answer: C

NEW QUESTION # 98

A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively. What should the BA confirm about the user stories when completing this review?

- A. They are dependent on related acceptance criteria and overlap with other use cases.
- B. **They can be easily prioritized and are small enough to estimate accurately.**
- C. They contain substantial details and focus on technical elements.

Answer: B

Explanation:

Explanation

The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team.

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

NEW QUESTION # 99

Cloud Kicks has completed the user acceptance testing (UAT) phase of a major update to Sales Cloud for its EMEA sales team. How should the business analyst help the EMEA sales team learn the new features?

- A. **Build tooltips and discoverable content in the new console layouts.**
- B. Document key changes and gather feedback to update the backlog.
- C. Organize user groups by permission set and train each team.

Answer: A

Explanation:

This answer states that building tooltips and discoverable content in the new console layouts is how the BA should help the EMEA sales team learn the new features after completing the user acceptance testing phase of a major update to Sales Cloud. Tooltips are small pop-up windows that provide brief explanations or instructions for a feature or a functionality when a user hovers over or clicks on an element. Discoverable content is content that is hidden until a user interacts with a trigger, such as a button, a link, or an icon.

Building tooltips and discoverable content in the new console layouts can help the BA to provide contextual and on-demand guidance and information to the EMEA sales team, and help them learn the new features at their own pace and convenience.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

NEW QUESTION # 100

After the first round of user acceptance testing for a Sales Cloud project, the business analyst discovered that a high number of test cases failed.

What is a possible reason why the test cases failed?

- A. Missing test org access details
- B. Missing test result details
- C. **Missing test script details**

Answer: C

Explanation:

Explanation

A possible reason why the test cases failed is missing test script details. Test scripts are step-by-step instructions on how to execute each test case. They should include the expected inputs, outputs, and results for each step. Missing test script details could lead to confusion, errors, or inconsistencies among testers, resulting in failed test cases. Missing test org access details is not a likely reason why the test cases failed because it would prevent testers from accessing the sandbox or test environment, not from executing the test cases.

Missing test result details is not a likely reason why the test cases failed because it would affect the reporting or documentation of testing outcomes, not the execution of test cases. References: 1

<https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept>

NEW QUESTION # 101

A business analyst (BA) at Universal Containers had a meeting with sales and service reps to gather requirements around contact management for a new Salesforce implementation. A sales rep wants a place to capture the names of the contact's spouse and children to help build the relationship. The BA writes the following user story.

"As a user, I need to be able to record a contact's title and role as separate data points so I know who to address for various needs of the account." Who should be listed as the persona?

- A. Sales rep
- B. Service rep
- C. Contact

Answer: B

NEW QUESTION # 102

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