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## Salesforce Certified Business Analyst Exam Sample Questions (Q297-Q302):

### NEW QUESTION # 297

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "IF" component of the INVEST checklist to make a good user story from this requirement?

- A. As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.
- B. As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.
- C. As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.

**Answer: C**

Explanation:

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories.

Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

**NEW QUESTION # 298**

Universal Containers (UC) needs a Quip template to create Account plans. UC's business analyst has been tasked with documenting requirements for this initiative. During one of the business requirements gathering sessions, a sales manager notes that it's important the new template is user-friendly and only accessible to the account team.

Which option captures this requirement?

- A. The sales manager can make the template user-friendly.
- B. Accessible by members of the account team.
- **C. Make the template user-friendly and accessible only by members of the account team.**

**Answer: C**

Explanation:

Explanation

The option that captures this requirement is "Make the template user-friendly and accessible only by members of the account team." This option clearly states what needs to be done (make the template user-friendly and accessible) and who it is for (members of the account team). The other options are either incomplete or irrelevant. Option B does not specify what needs to be done or who it is for. Option C does not specify what needs to be done or why it is important.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-requirements/understand>

**NEW QUESTION # 299**

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A collection of use cases
- B. A persona journey map
- **C. A business process model**

**Answer: C**

Explanation:

Explanation

A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process.

A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro>  
<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio>

**NEW QUESTION # 300**

The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud see. Management wants key external stakeholders to assist with determining project priorities.

Which external stakeholders to assist with determining project recommend?

- A. Partners and customers
- B. Third-party vendors
- C. Governing bodies

**Answer: A**

Explanation:

This answer states that partners and customers are external stakeholders that should assist with determining project priorities for developing a new inventory forecasting application available on its Experience Cloud site at UC. Partners are external entities or organizations that have a business relationship or an agreement with UC, such as suppliers, distributors, resellers, etc. Customers are external entities or organizations that purchase or use UC's products or services. Partners and customers are external stakeholders that should assist with determining project priorities for developing a new inventory forecasting application because they have an interest or an influence on UC's business performance and outcomes, and they can provide valuable feedback or insights on UC's inventory forecasting needs and expectations. References:

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

### **NEW QUESTION # 301**

At Universal Containers, a business analyst (BA)r solution architect, lead developer, quality assurance lead, and other team members need access to user stories as part of the Agile lifecycle of enhancements to a Marketing Cloud integration project. What should the BA do to give all team members access and visibility to the most recent user stories as the project is in motion?

- A. Define a common repository to hold all user stories and track changes over time.
- B. Allow each team member to merge all user stories at the end of user acceptance testing.
- C. Send emails to stakeholders with all of the changes to the user stories.

**Answer: A**

Explanation:

The best practice for giving all team members access and visibility to the most recent user stories as the project is in motion is to define a common repository to hold all user stories and track changes over time. A common repository is a centralized location where all user stories are stored and managed. It allows all team members to access, view, edit, comment, prioritize, assign, and update user stories as needed. It also tracks changes over time and provides version control and history of user stories. A common repository can be a tool such as Jira, Trello, Asana, or Salesforce Agile Accelerator. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/manage-user-stories>

### **NEW QUESTION # 302**

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