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## Salesforce Certified Business Analyst Exam Sample Questions (Q173-Q178):

### NEW QUESTION # 173

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the discovery.  
2. Ask clarifying questions.  
3. Draft requirements.  
4. Share requirements with the technical so they can begin building.  
5. Create user acceptance criteria and test cases.
- B. 1. Review information from the discovery.  
2. Draft requirements.  
3. Ask clarifying questions.  
4. Draft user stories.  
5. Share user stories with the technical team so they can begin building.
- C. 1. Review information from the discovery.  
2. Ask clarifying questions.  
3. Draft requirements.  
4. Refine and confirm requirements.  
5. Prioritize which requirements will be included in the minimum viable product.

### Answer: C

Explanation:

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:

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

### NEW QUESTION # 174

The business analyst (BA) at Cloud Kicks is managing a project to build a recruiting app for the management and human resources (HR) teams. The HR director wants the app to help the team navigate the hiring process more efficiently. The BA designs a Stakeholder Wheel to better understand all of the people with an interest in the project.

Which level of influence should the BA place the MR Director on the stakeholder wheel?

- A. The Enterprise
- B. The Sponsor
- C. The project

### Answer: C

Explanation:

The level influence that business analyst should place HR Director stakeholder wheel project stakeholder wheel tool identifies understands needs expectations interests influence power stakeholders involved project stakeholder wheel has four levels influence sponsor project enterprise environment sponsor highest level influence project second highest level influence enterprise third highest level influence environment lowest level influence HR Director should placed project level influence stakeholder wheel HR Director makes decisions determines priorities requirements project HR Director also directly affected outcome project.

The sponsor is not level influence that business analyst should place HR Director stakeholder wheel sponsor highest level influence stakeholder wheel sponsor provides funding resources support project sponsor also defines vision objectives success criteria project HR Director not sponsor project unless also provides funding resources support project.

The enterprise is not level influence that business analyst should place HR Director stakeholder wheel enterprise third highest level

influence stakeholder wheel enterprise includes internal individuals teams groups affected outcome project but not actively contribute project enterprise also includes policies procedures standards guidelines govern project HR Director not enterprise unless also affected outcome project but not actively contribute project.

References: [https://trailhead.salesforce.com/en/content/learn/modules/business-analyst\\_skills-strategies/explore-techniques-information-discovery](https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-information-discovery)

### NEW QUESTION # 175

Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract?

- A. Capability model
- B. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
- C. Value stream map

**Answer: A**

### NEW QUESTION # 176

Cloud Kicks is preparing for User Acceptance testing (UAT) related to an upcoming major release. To which environment should a business analyst recommend that users log in to complete their assigned testing?

- A. Full Sandbox
- B. Developer
- C. Production

**Answer: A**

Explanation:

This answer states that a full sandbox is what users should log in to complete their assigned testing for preparing for UAT related to an upcoming major release at Cloud Kicks. A full sandbox is a type of sandbox that copies all data and metadata from an organization's production environment into an isolated environment for development, testing, or training purposes. A full sandbox is what users should log in to complete their assigned testing because it provides a realistic and accurate representation of how the new functionality would work in production, and it allows users to test without affecting live data or operations. References: <https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/applications>

### NEW QUESTION # 177

Universal Container (UC) is implementing Sales Cloud. The business analyst (BA) assigned to the project wants to become a trusted advisor to UC stakeholders.

What are some communication best practices a BA should follow to help achieve this goal?

What are some communication best practices a BA should follow to help achieve this goal?

- A. Outline previous project experience, record and take notes for every meeting, and limit communication to weekly updates.
- B. Ask questions and document the answers, make suggestions based on previous project success, and provide a meeting agenda prior to each session
- C. Ask each project team member to complete a survey, create a project plan, and delegate roles and responsibilities to stakeholders.

**Answer: B**

Explanation:

Explanation

Some communication best practices that a BA should follow to become a trusted advisor to UC stakeholders are:

Ask questions and document the answers: This helps to understand the stakeholders' needs, expectations, pain points, goals, and priorities. It also shows interest and curiosity in their perspectives and opinions, and helps to clarify any assumptions or ambiguities. Make suggestions based on previous project success: This helps to demonstrate expertise and experience in Salesforce implementations, and provide valuable insights and recommendations for UC stakeholders.

It also shows confidence and credibility in delivering solutions that meet their needs.

Provide a meeting agenda prior to each session: This helps to set clear expectations and objectives for each meeting, and ensure that all relevant topics are covered. It also shows respect for the stakeholders' time and availability, and helps to keep the meeting

focused and productive. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/comm>

## NEW QUESTION # 178

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