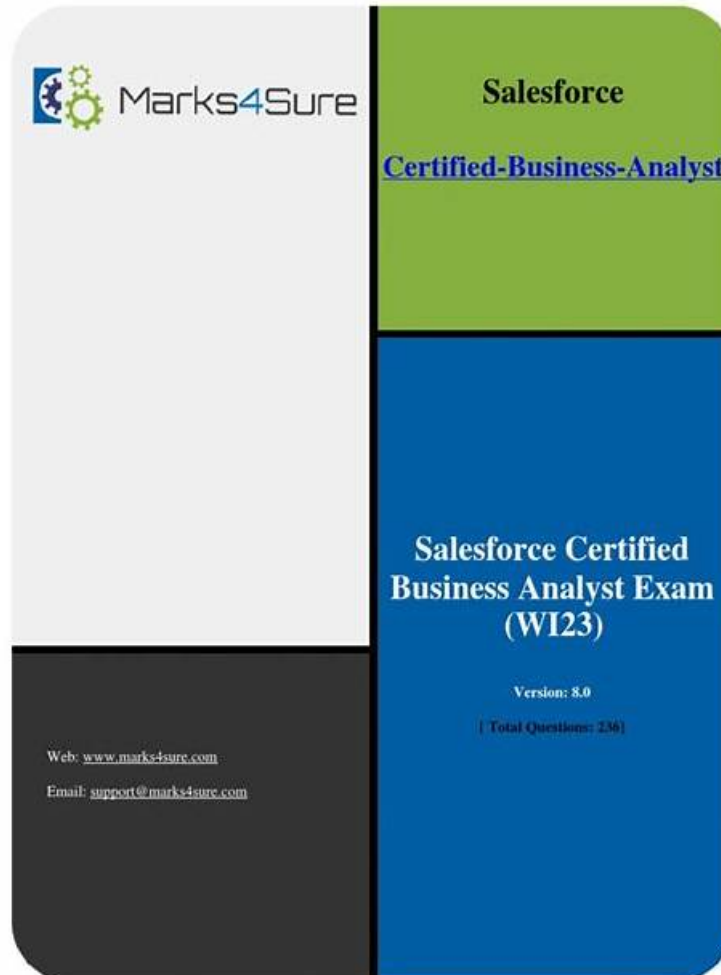


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### Salesforce Certified Business Analyst Exam Sample Questions (Q108-Q113):

#### NEW QUESTION # 108

The executive director of Universal Containers (UC) plans to purchase additional Salesforce Licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

- A. Number of active users and license type
- **B. Organization edition and license type**
- C. Storage capacity and license type

**Answer: B**

Explanation:

This answer states that organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs for purchasing additional Salesforce licenses. Organization edition is a version of Salesforce that provides a set of features and functionality based on the needs and size of an organization, such as Essentials, Professional, Enterprise, Unlimited, etc. License type is a category of user access that determines what features and functionality a user can access within an organization, such as Salesforce Platform, Salesforce, Customer Community Plus, etc. Organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs because they define the limits and capabilities of UC's Salesforce environment, and they affect the pricing and availability of additional licenses. References:

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

#### NEW QUESTION # 109

Universal Containers has planned an initiative to assess its Salesforce org to identify areas of risk and has asked the business analyst (BA) to provide an analysis of its current state. The BA will utilize Salesforce Optimizer for the assessment.

How should the BA use the output from the tool?

- A. Verify Lightning page loading time.
- B. Understand the project scope.
- **C. Identify top project priorities.**

**Answer: C**

Explanation:

Explanation

The business analyst should use the output from the Salesforce Optimizer tool to identify top project priorities.

Salesforce Optimizer is a tool that analyzes a Salesforce org and provides recommendations and best practices for improving performance, security, usability, and maintenance. Salesforce Optimizer generates a report that highlights any issues or risks in the org, such as unused fields, inactive users, complex sharing rules, etc., as well as suggests actions for resolving them. The business analyst should use the output from the Salesforce Optimizer tool to identify top project priorities by reviewing the report and ranking or ordering the issues or risks based on their impact, urgency, dependency, or value. The business analyst should also communicate and align with the stakeholders on the project priorities and scope. References:

<https://help.salesforce.com/s/articleView?id=sf.optimizer.htm&type=5>

### NEW QUESTION # 110

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sales Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options. What is one of the BA's strongest arguments for using configuration over code?

- A. Configuration allows for any level of complexity.
- B. Configuration leverages multiple programming languages.
- C. Configuration provides faster speed to market.

**Answer: A**

Explanation:

One of the BA's strongest arguments for using configuration over code is that configuration provides faster speed to market. Speed to market is the time it takes to deliver a product or service from conception to launch.

Speed to market is important for gaining competitive advantage, meeting customer demand, and maximizing revenue potential.

Configuration provides faster speed to market than code because it allows for creating and modifying functionality in Salesforce without writing code or deploying changes. Configuration can be done by using point-and-click tools such as App Builder, Process Builder, Flow Builder, Lightning Web Components Builder, etc., which are easy to use and require less technical skills than coding. Configuration also reduces the risk of errors or bugs that may occur with code and require more testing or debugging time.

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

### NEW QUESTION # 111

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

**Answer: B**

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 # 112

Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA).

The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.

Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?

- A. Build
- B. Test
- C. Plan

**Answer: C**

Explanation:

The step of the application lifecycle management (ALM) cycle that requires the business analyst to study current business processes, gather requirements, and analyze them is plan. ALM is a process that helps manage changes to an application from planning to deployment and beyond. ALM has six steps: plan, develop, test, build release, test release, and release. The plan step is where the business analyst studies current business processes, gathers requirements, and analyzes them to understand what needs to be

changed or improved in an application. The plan step also involves defining objectives, scope, budget, timeline, deliverables, roles and responsibilities for a project. The develop step is where developers create or modify code or declarative components based on the requirements gathered in the plan step. The test step is where testers verify that the code or declarative components work as expected and meet quality standards using various testing techniques and tools. The build release step is where developers package all code or declarative components into a release that can be deployed to other environments using various deployment techniques and tools. The test release step is where end users test the release in a sandbox or test environment to verify that it works as intended, and what was originally requested is actually being delivered. The release step is where the release is deployed to production and made available to end users. References:

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/understand-what-application-lifecycle-management-is>

## NEW QUESTION # 113

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