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To take the Salesforce Certified Business Analyst certification exam, candidates must have at least two years of experience in

business analysis. They must also have a deep understanding of Salesforce and its functionalities. Certified-Business-Analyst Exam consists of 60 multiple-choice questions and lasts for 105 minutes. The passing score for the exam is 70%, and candidates who pass the exam receive a certificate that is valid for three years.

Salesforce Certified Business Analyst Exam Sample Questions (Q306-Q311):

NEW QUESTION # 306

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.

What is another important step the BA should take to identify the correct decision makers?

- A. Create a stakeholder wheel.
- **B. Prepare a RACI matrix.**
- C. Survey the business units.

Answer: B

Explanation:

Explanation

The important step that the business analyst should take to identify the correct decision makers is to prepare a RACI matrix. A RACI matrix is a tool that defines and assigns the roles and responsibilities of stakeholders or team members for each task or activity in a project or enhancement. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix helps to identify the correct decision makers by showing who has the authority or accountability for making decisions on each task or activity, as well as who needs to be consulted or informed about those decisions. A RACI matrix also helps to avoid confusion, duplication, or conflict among stakeholders or team members. References:

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

NEW QUESTION # 307

The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment. The BA wants to leverage Universal Process Notation (UPN) to document the current process.

What is one benefit of using UPN in this scenario?

- **A. A single activity box can answer Who, What, When, Why, and How.**
- B. Key parts of a process can be easily identified by using different shapes.
- C. Complex processes can be documented with 20 or more activity boxes.

Answer: A

NEW QUESTION # 308

A sales manager express frustration that the sales team is failing to enter calls in salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process, the sales manager reaches out to the business analyst (BA) for recommendation.

What should the BA do next?

- **A. Research third-party apps on the AppExchange.**
- B. Export a weekly report of user activity.
- C. Engage a developer to scope a custom solution.

Answer: A

NEW QUESTION # 309

During a sprint grooming session for the Sales Cloud implementation at Cloud Kicks, the development team mentions the step "Code Review by Technical Architect" listed within the acceptance criteria needs to be adjusted.

Which location should the business analyst move this item to?

- A. Project plan
- **B. Definition of done**

- C. Pull request template

Answer: B

NEW QUESTION # 310

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes. What should the BA do to prevent the session from being derailed?

- A. Ask the stakeholder to focus on the onboarding process.
- **B. Add the stakeholder's concerns to a "parking lot" for further discussion.**
- C. Shift the conversation from onboarding to the stakeholder's concerns.

Answer: B

Explanation:

Explanation

The best practice for preventing a session from being derailed by an off-topic stakeholder is to use a "parking lot" technique. A parking lot is a list of topics or issues that are not relevant to the current session but may need further discussion or resolution later. The BA should add the stakeholder's concerns to a parking lot for further discussion, and acknowledge that they are important but out of scope for the current session. This way, the BA can keep the session focused on the onboarding process and avoid wasting time or losing engagement from other stakeholders.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/plan-an>

NEW QUESTION # 311

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