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Salesforce Certified Business Analyst Exam Sample Questions (Q258-Q263):

NEW QUESTION # 258
Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet

their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.
Which type of document should the BA use to meet the requirement?

- A. Use case
- B. Gap analysis
- C. Change management

Answer: B

Explanation:
Explanation
A gap analysis is a document that compares the current state with the desired future state of a process or system, identifies what needs to change or improve, and recommends actions or solutions to bridge the gap. A gap analysis can help CK understand how to enhance its user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. A change management document is a document that outlines how changes will be planned, implemented, communicated, monitored, controlled, etc., during a project lifecycle

NEW QUESTION # 259
What are the business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle?

- A. Complete testing, build training materials, and elicit requirements for the next iteration.
- B. Gather business requirements; create process maps, and write user stories.
- C. Create a data dictionary, write end user documentation, and review test scripts.

Answer: B

Explanation:
The business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle are to gather business requirements, create process maps, and write user stories. These activities help the business analyst understand the current state, future state, and gaps of the business processes and translate them into clear and actionable requirements for the solution design and development teams. Completing testing, building training materials, and eliciting requirements for the next iteration are responsibilities during the validate phase of the Salesforce implementation lifecycle. Creating a data dictionary, writing end user documentation, and reviewing test scripts are responsibilities during the prepare phase of the Salesforce implementation lifecycle.
References:
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/understand-the-s
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/analyze-business

NEW QUESTION # 260
The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.
What should the BA do when they find it difficult to get a response?

- A. Escalate the concern to the SMEs' manager.
- B. Put extra effort into following up with the SMEs.
- C. Limit effort to contact the unresponsive SMEs.

Answer: A

Explanation:
Explanation
When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION # 261

A business analyst (BA) is preparing for user acceptance testing for case management scenarios in Service Cloud.
What should the BA do to help prevent gaps from being discovered after go live?

- A. Write test scripts that reflect real life and cover the requirements.
- B. Focus more on happy path testing and less on edge case testing.
- C. Streamline testing by limiting the number of testers involved.

Answer: A

Explanation:
The business analyst should write test scripts that reflect real life and cover the requirements to help prevent gaps from being discovered after go live. Test scripts are step-by-step instructions on how to execute a test scenario on a specific user or level of access using expected inputs and outputs. Test scripts should reflect real life situations that users may encounter when using the solution in production, such as creating cases, updating records, generating reports, etc. Test scripts should also cover all the requirements that were defined for the project or enhancement, as well as any exceptions or variations that may occur. Writing test scripts that reflect real life and cover the requirements can help ensure that the solution works as intended and meets stakeholder needs. References: https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing- video/create-test-scripts

NEW QUESTION # 262

A sales manager at Universal Containers (UC) customized all of their list views on the Account object to include a new field. Although they have multiple list views. The sales manager prefers to keep the recently viewed list as their default list. When the manager realize they are unable to modify the recently viewed list, they reach out to UC's Salesforce team for help?
What are the next steps the business analyst should take?

- A. Recommend that the user submit a ticket related to the field creation.
- B. Document the desired outcome and research the impact of making a change.
- C. Research AppExchange solution that offer customization options.

Answer: C

NEW QUESTION # 263

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