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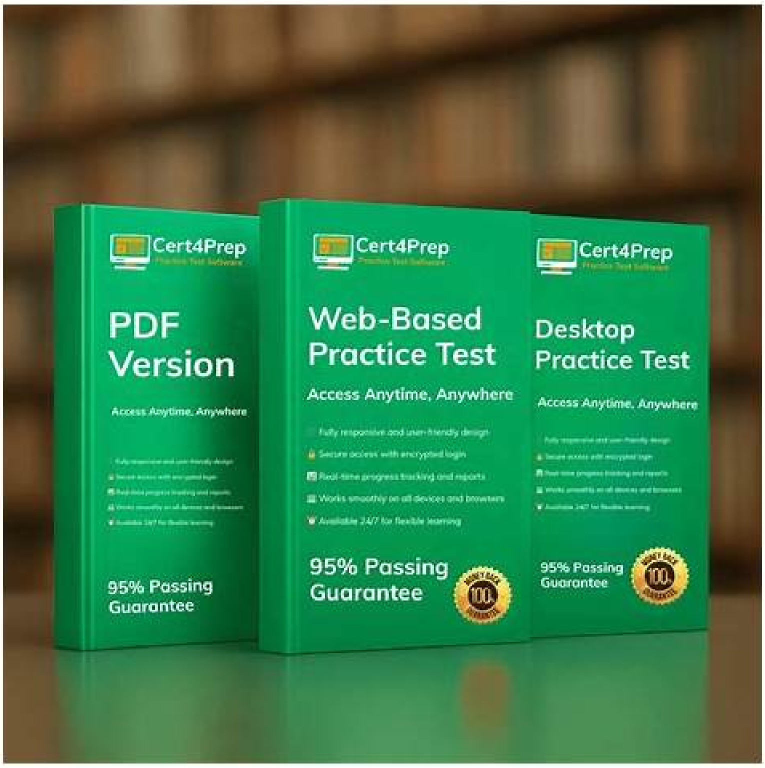

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Salesforce Certified Business Analyst is a highly recognized certification in the field of Salesforce. It is designed for professionals who have experience in business analysis and want to specialize in Salesforce. Salesforce Certified Business Analyst Exam certification validates the skills and knowledge required to work as a business analyst in a Salesforce environment. Salesforce Certified Business Analyst Exam certification exam is conducted by Salesforce and is known as the Salesforce Certified Business Analyst exam.

To earn the SCBA credential, individuals must pass an exam that focuses on their knowledge of Salesforce's functionalities, including automating business processes, creating customizable reports and dashboards, managing security and access, and using Salesforce's knowledge base capabilities. Certified-Business-Analyst Exam also tests the candidate's application of best practices for business analysis related to the Salesforce platform.

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Salesforce Certified Business Analyst exam is intended for professionals who have experience in business analysis and are looking to enhance their skills and knowledge to become more effective in their roles. Salesforce Certified Business Analyst Exam certification provides a comprehensive understanding of the Salesforce platform and its various components, including Sales Cloud, Service Cloud, Marketing Cloud, and Community Cloud. It also covers topics such as data modeling, process automation, and reporting and analytics.

Salesforce Certified Business Analyst Exam Sample Questions (Q278-Q283):

NEW QUESTION # 278
Universal Container (UC) is implementing Sales Cloud. The business analyst (BA) assigned to the project wants 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 period 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:
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 # 279
Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:
* Custom apps
* Active Salesforce Sites
* Active flows
* Custom tabs
* Visualforce pages
A Which path should the BA take to find this information?

- A. Read business process documentation
- B. Conduct stakeholder interviews.
- C. Review configuration settings.

Answer: C

Explanation:
Explanation
The path that the business analyst should take to find information about custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages is to review configuration settings. Configuration settings are options or preferences that can be customized or modified in Setup. They can help the business analyst understand how Salesforce was implemented and what features

or components were enabled or disabled.
Custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages are examples of configuration settings that can be accessed or changed in Setup.Conducting stakeholder interviews may be a useful way to gather information about business needs, expectations, or feedback, but not about technical details or configuration settings. Reading business process documentation may be a useful way to understand how a business process works or flows, but not about technical details or configuration settings.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION # 280
Over the past month, a business analyst (BA) has worked with various stakeholders at Cloud Kicks to document requirements for an upcoming Tableau implementation. A stakeholder suggested a revision to the requirements. The BA sent the updated requirements to the stakeholders and they signed off.
Where should the BA track this milestone?

- A. Sprint plan
- B. Change log
- C. Statement of work

Answer: B

Explanation:
Explanation
The document that the BA should use to track this milestone is a change log. A change log is a document that records and tracks any changes made to a project or its deliverables over time. It typically includes information such as the date, description, reason, impact, priority, status, and approval of each change. A change log helps to ensure that all changes are documented and communicated, avoid confusion or conflicts among different versions or stakeholders, and maintain a history of changes for reference or audit purposes. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-documentation/manage-documentati

NEW QUESTION # 281
A business analyst (BA) at Universal Containers had a meeting with sales and service reps to gather requirements around contact management for a new Salesforce implementation. A sales rep wants a place to capture the names of the contact's spouse and children to help build the relationship. The BA writes the following user story.
"As a user, I need to be able to record a contact's title and role as separate data points so I know who to address for various needs of the account." Who should be listed as the persona?

- A. Sales rep
- B. Contact
- C. Service rep

Answer: C

NEW QUESTION # 282
Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.
What does an activity box marked "C Customer' mean?

- A. The customer should be informed.
- B. The customer should be consulted.
- C. The customer should be responsible.

Answer: B

Explanation:
Explanation
This answer explains that an activity box marked "C Customer" means that the customer should be consulted.
In a process map that uses Universal Process Notation (UPN), an activity box is a symbol that represents a task or an action that is

performed in a business process. An activitybox can be marked with a letter to indicate the role or the resource that is responsible for performing the task or action. The letter C stands for consult, which means that the resource should be asked for input or advice before or during the task or action.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION # 283
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