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## Salesforce Certified Business Analyst Exam Sample Questions (Q219-Q224):

### NEW QUESTION # 219

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

**Answer: B**

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 # 220

Universal Container (UC) is implementing Sales Cloud. The business analyst (BA) assigned to the project wants the project 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. Ask each project team member to complete a survey, create a project plan, and delegate roles and responsibilities to stakeholders.
- B. Outline previous project experience, record and take notes for every meeting, and limit communication to weekly updates.
- C. Ask questions and document the answers, make suggestions based on previous project success, and provide a meeting agenda period to each session>

**Answer: C**

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 # 221

A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.

Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

- A. Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.
- B. Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.
- C. Give a perspective from a relatable persona that shows the development team can solve their business challenges.

**Answer: C**

Explanation:

A business analyst should use storytelling to communicate the vision for a Salesforce solution to business stakeholders by giving a perspective from a relatable persona that shows how the development team can solve their business challenges. This will help them empathize with the user's needs and goals, and see how the solution will benefit them. Highlighting a perspective from testing feedback that identifies bugs and pain points in their business challenges may be discouraging or demotivating for the stakeholders.

Describing a perspective from the business requirements document that addresses architectural concerns based on their business challenges may be too technical or abstract for the stakeholders. References:

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

### NEW QUESTION # 222

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

**Answer: A**

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 # 223

A cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have located they access existing systems with only username and password.

- A. Bring the requirement to the product owner's attention.
- **B. verify the requirement with the security team.**
- C. Select the requirement used by the majority of the support team.

**Answer: B**

### NEW QUESTION # 224

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