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New BA-201 Exam Format, BA-201 Exam Question

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Salesforce Certified Business Analyst Sample Questions (Q82-Q87):

NEW QUESTION # 82

After the completion of the most recent sprint at Cloud Kicks (CK), the business analyst (BA) provided a demo of three user stories for the customer support solution to a senior executive. During the demo, the BA showcased the following Salesforce functionalities:

1. Searching for an account
2. Creating a new case
3. Closing a case

After the demo, the BA received poor feedback stating that the executive was unsure about the definition of a "case."

What should the BA do differently in the next demo?

- A. Explain that the term is a Salesforce industry standard.
- **B. Confirm each user story includes a clear who, what, and why.**
- C. Update the environment to use language specific to CK.

Answer: B

Explanation:

User stories should follow the "Who, What, Why" format to ensure clarity and relevance:

Avoiding Ambiguity: The feedback about the unclear definition of "case" highlights a lack of context in the user story. Following the "Who, What, Why" format ensures that stories are understandable to all stakeholders.

Best Practices: Salesforce recommends well-structured user stories to communicate functionality clearly during demos and workshops.

Stakeholder Alignment: Including the "why" links functionality to business value, helping stakeholders understand the purpose of features showcased.

NEW QUESTION # 83

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- **A. Observation and interviewing**
- B. focus groups and workshops
- C. Brainstorming and prototyping

Answer: A

Explanation:

This answer suggests observation and interviewing as methods to collect data for the BA to determine the cause and recommend a solution for UC's sales challenge. Observation and interviewing are techniques that help the BA understand how users perform their tasks, what challenges they face, and what their needs and expectations are. Observation involves watching users in their natural environment, while interviewing involves asking users open-ended questions. References:

<https://trailhead.salesforce.com/en/content/learn>

[/modules/salesforce-business-analyst-quick-look/use-shadowing-to-understand-your-users](https://trailhead.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-shadowing-to-understand-your-users) <https://trailhead.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-interviews-to-understand-your-users>

NEW QUESTION # 84

Which permission is required to create, delete, refresh or activate a Sandbox?

- A. Sandbox Editor
- B. Environment Manager
- C. System Administrator
- **D. Manage Sandbox**

Answer: D

Explanation:

The Manage Sandbox permission is required to create, delete, refresh or activate a Sandbox. Sandbox Editor, Environment Manager, and System Administrator are not valid permissions in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.data_sandbox_manage.htm&type=5

NEW QUESTION # 85

Northern Trail Outfitters (NTO) has noticed that many customers are posting to social media about issues they are having with a new product. The services team is looking for easy ways to engage with these customers and resolve their complaints. During the first discovery meeting of the project, the business analyst (BA) hears that the VP of services and support wants to implement Omni-Channel for NTO's Service Cloud.

What should the BA do first to ensure the ongoing success of the project?

- A. Produce a gap analysis document that will show the ways the requested solution can solve the limitations of NTO's current system.
- **B. Encourage the project stakeholders to think of various ways to solve cases different before deciding on a specific solution.**
- C. Configure a proof-of-concept demo within a sandbox environment to show the pros and cons of the requested solution.

Answer: B

Explanation:

The business analyst should encourage the project stakeholders to think of various ways to solve cases differently before deciding on a specific solution. This is because the business analyst should focus on understanding the problem or need that the project is trying to address, rather than jumping to a predefined solution. By exploring different options and alternatives, the business analyst can help the project stakeholders find the best fit solution that meets their requirements and expectations, as well as aligns with the project scope, budget, and timeline. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery>

NEW QUESTION # 86

Universal Containers is merging with another company that uses a different CRM. During requirements workshops, the incoming support team has been proactively sharing ideas, but the incoming sales team has been less engaged.

What should the BA do to ensure they are able to gather the necessary requirements?

- A. Continue the requirements workshops and hope the salesforce become more responsive.
- **B. Put extra effort into following up with the sales team ... requirements.**
- C. Shift focus to the support team since they are proactively providing requirements.

Answer: B

Explanation:

Proactively engaging the sales team is crucial for gathering a comprehensive set of requirements:

Ensuring Inclusivity: All functional teams must provide input for a successful CRM merger. Salesforce encourages proactive engagement with less responsive stakeholders to ensure all perspectives are considered.

Addressing Resistance: Direct follow-ups allow the BA to uncover reasons for disengagement and address them effectively.

Balanced Requirements Gathering: This approach prevents an imbalance in requirements that may lead to solutions favoring one team over another.

NEW QUESTION # 87

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