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### Salesforce Certified Business Analyst Sample Questions (Q91-Q96):

#### NEW QUESTION # 91

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud

implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations. Which diagramming notation should the BA use for the process map?

- A. Universal Process Notation (UPN)
- B. Unified Modeling Language (UML)
- C. Business Process Modeling Notation (BPMN)

**Answer: A**

Explanation:

This answer selects Universal Process Notation (UPN) as the diagramming notation that the BA should use for the process map. UPN is a simple and standardized way of creating process maps, using only four symbols: activity, decision, start/end, and annotation. UPN can help the BA create a process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

### NEW QUESTION # 92

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project.

What should the BA do to engage the business most effectively during UAT?"

- A. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.
- B. Hand over ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.
- C. Work business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

**Answer: C**

### NEW QUESTION # 93

Universal Containers has several independent Salesforce projects this quarter involving shared objects and a complex deployment process managed by a DevOps team. While smoke testing the shared user acceptance testing (UAT) environment, the business analyst (BA) noticed that one of the minor changes to the Account to the Account page layout for the project is missing. The client is eager to begin its UAT.

What should the BA do to address the issue?

- A. Make the page layout change directly in UAT so the client can begin testing.
- B. Ask the project manager to reschedule UAT until after the defect is resolved.
- C. Log a defect for the page layout change and discuss it with the DevOps team.

**Answer: C**

Explanation:

The business analyst should log a defect for the page layout change and discuss it with the DevOps team to address the issue of one of the minor changes to the Account page layout for the project being missing. A defect is an error or flaw in an application that causes it to deviate from its expected behavior or result.

Logging a defect for the page layout change can help document the issue, its impact, and its priority, and assign it to someone responsible for fixing it. Discussing it with the DevOps team can help understand why the change was missing, how it can be resolved, and when it can be deployed. Making the page layout change directly in UAT so the client can begin testing is not a good option because it would bypass the development process, create inconsistency among environments, and introduce potential risks or errors. Asking the project manager to reschedule UAT until after the defect is resolved is not a good option because it would delay the testing schedule, impact the project timeline, and reduce customer satisfaction. References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

### NEW QUESTION # 94

Universal Containers is working with a business analyst (BA) to develop a solution to help the marketing department manage lead in Sales Cloud. The current solution meets the requirements, but the marketing team tells the BA they feel it is incomplete. What is important for the BA to consider when responding to the team's feedback?

- **A. Intent of both parties**
- B. Acceptance criteria
- C. Product limitation

**Answer: A**

Explanation:

This answer states that intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team who feels that their current solution for managing leads in Sales Cloud is incomplete. Intent of both parties means that what both UC's marketing team and UC's Salesforce team want to achieve or accomplish by implementing a solution for managing leads in Sales Cloud, such as increasing lead conversion rate, improving lead quality, enhancing lead tracking, etc. Intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team because it helps the BA to align and communicate their goals and expectations, and to identify and resolve any gaps or issues between them. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

#### NEW QUESTION # 95

The business analyst at Cloud Kicks received verbal acceptance of all user stories by the product owner and set the status of the user stories to "Ready for Development" on a spreadsheet. The development team later reports are unable to confirm which user stories are ready to be built.

- A. The user stories were linked to the incorrect business process map.
- **B. The user stories were save outside of a shared repository**
- C. The definition of done of the user stories was unclear.

**Answer: B**

Explanation:

This answer states that saving user stories outside of a shared repository is why UC's development team reports they are unable to confirm which user stories are ready to be built after receiving verbal acceptance of all user stories by the product owner and setting their status to 'Ready for Development' on a spreadsheet by UC's BA. A shared repository is a common or central location where documents or files can be stored, accessed, and updated by multiple users or teams. Saving user stories outside of a shared repository means that the BA stores user stories in a place where they are not visible or available to other users or teams, such as their personal computer, email, etc. Saving user stories outside of a shared repository is why UC's development team reports they are unable to confirm which user stories are ready to be built because it prevents them from seeing or accessing the latest version or status of user stories, and it creates confusion or inconsistency among them. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

#### NEW QUESTION # 96

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