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## Salesforce Certified Business Analyst Sample Questions (Q41-Q46):

### NEW QUESTION # 41

The VP of sales at Clod Kicks wants to streamline the lead qualification process to improve the team's productivity and help them reach their target goals. A business analyst (BA) has been assigned to the project to identify the disconnect between the sales and marketing teams' definition of a qualified lead?

What should the BA focus on?

- A. Mapping historical lead data from each team and building charts to highlight similarities
- B. Evaluating team's skill and experience to determine how they can better align.
- C. Scheduling and all-day collaboration workshop with both team to resolve their differences

**Answer: C**

Explanation:

The business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences around contact management for a new Salesforce implementation. A collaboration workshop is a technique to bring together different stakeholders to share information, discuss issues, generate ideas, make decisions, or reach consensus on a topic or problem. Scheduling an all-day collaboration workshop with both teams can help identify their needs, expectations, pain points, goals, and priorities around contact management and find common ground or alignment among them. Mapping historical lead data from each team and building charts to highlight similarities is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not lead management. Evaluating team's skill and experience to determine how they can better align is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not skill or experience.

References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collaborate-with-stakeholders>

### NEW QUESTION # 42

The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.

What should the BA use?

- A. Version control
- B. Change Sets
- C. Setup Audit Trail

**Answer: A**

### NEW QUESTION # 43

Cloud Kicks (CK) wants to Improve the current business process for moving orders from the warehouse to the customer as part of a Commerce Cloud Implementation. The business analyst would like to gather more information to create the future state process.

Who is the most appropriate subject matter expert (SME) to confirm the current business process and elicit deeper understanding of CK's goals, opportunities, and pain points?

- A. Supply chain manager
- B. Chief financial officer
- C. Sales manager

**Answer: A**

Explanation:

The most appropriate subject matter expert (SME) to confirm the current business process and elicit deeper understanding of CK's goals, opportunities, and pain points is the supply chain manager. The supply chain manager is responsible for overseeing the flow of goods from the warehouse to the customer, and has the most knowledge and insight into the current business process. The supply chain manager can also provide valuable feedback and suggestions for improving the business process and achieving the desired outcomes.

The sales manager and the chief financial officer are not directly involved in the business process of moving orders from the

warehouse to the customer, and may not have the same level of expertise or interest as the supply chain manager. References: Customer Discovery, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

#### NEW QUESTION # 44

Northern Tail Outfitters has fixed a business analyst (BA) to help revamp the order management process. During the backlog refinement session, the BA discovers the few user stories are no longer needed. What should the BA do next?

- A. Move these user stories to the bottom of the backlog.
- B. Cancel these user stories and remove them from the backlog.
- C. Review these user stories in the backlog at the next sprint retrospective.

**Answer: C**

Explanation:

This answer states that reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed for revamping the order management process at NTO. User stories are short descriptions of a feature or a functionality from a user's perspective. Backlog is a list of user stories that need to be prioritized and completed for a project or a product. Sprint retrospective is a meeting or a workshop where the project team reviews and reflects on their performance and progress in the previous sprint. Reviewing these user stories in the backlog at the next sprint retrospective means that the BA discusses and evaluates these user stories with the project team to determine if they are still relevant, valuable, or feasible for revamping the order management process. Reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed because it helps the BA to update and maintain the backlog, and to ensure that the user stories align with the project scope and goals. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

#### NEW QUESTION # 45

The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project. Which type of document should the BA create to achieve the objective?

- A. Business analysis plan
- B. Scope statement specification
- C. Functional requirements specification

**Answer: C**

Explanation:

A functional requirements specification (FRS) is a document that defines what features and functions a system should provide to meet the business needs and objectives. It describes how users will interact with the system and what outcomes they expect from it. An FRS typically includes use cases, user stories, acceptance criteria, data models, business rules, workflows, diagrams, mockups, and other details that describe how the system should work. A BA should create an FRS to define the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/understand-functional-requirements>

#### NEW QUESTION # 46

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