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## Certified Business Analyst - Mock Exam 3

### Question 1/60

During the release of new features in Sales Cloud within Salesforce, it was discovered that multiple teams working on enhancements had inadvertently overwritten each other's changes. To prevent such issues in future releases, what best practice should be adopted?

- A) Deployment through Change Set
- B) Sessions for Code Review
- C) Version Control System

✓ Correct Answer: Version Control System

Implementing a Version Control System is the most effective best practice to prevent overwriting issues in collaborative development environments like Salesforce. A Version Control System allows multiple teams to work on different parts of the software simultaneously without interfering with each other's work. It keeps track of all changes made to the code, enabling teams to merge changes, manage different versions, and roll back to previous versions if necessary. This system ensures that changes made by different teams are integrated seamlessly and conflicts are identified and resolved before deployment, thereby preventing the overwriting of each other's work.

✗ Explanation for Incorrect Options:

Deployment through Change Set: While Change Sets in Salesforce are used for deploying changes from one environment to another, they are not as effective in managing overlapping changes from multiple teams. Change Sets do not provide the detailed version tracking and conflict resolution capabilities that a Version Control System offers.

Sessions for Code Review: Code review sessions are valuable for improving code quality and ensuring adherence to best practices, but they do not directly address the issue of overwriting changes in a multi-team development environment. Code reviews typically occur after changes have been made, and while they can catch conflicts, they are not a systematic solution for managing and merging changes from different sources like a Version Control System.

Trailhead:

<https://trailhead.salesforce.com/content/learn/modules/igt-and-ct-hub-basics/learn-why-version-control-is-important-for-team-based-development>

### Question 2/60

As Cosmo Property undertakes the task of migrating its data from spreadsheets to Salesforce CRM, a business analyst has been engaged to facilitate the project's implementation. In the initial discovery session with key stakeholders, what action should the business analyst prioritize to effectively set the stage for the project?

- A) Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the project's direction.
- B) Collaborate with key stakeholders to understand the business objectives, metrics i.e., the measure of success, and overall business to align the project direction and vision.
- C) Discuss and document specific pain points in existing processes to inform future project requirements.

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## Salesforce Certified Business Analyst Exam Sample Questions (Q61-Q66):

### NEW QUESTION # 61

A sales manager at Universal Containers (UC) customized all of their list views on the Account object to include a new field. Although they have multiple list views. The sales manager prefers to keep the recently viewed list as their default list. When the manager realize they are unable to modify the recently viewed list, they reach out to UC's Salesforce team for help? What are the next steps the business analyst should take?

- A. Document the desired outcome and research the impact of making a change.
- B. Recommend that the user submit a ticket related to the field creation.
- C. Research AppExchange solution that offer customization options.

**Answer: C**

### NEW QUESTION # 62

A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements.

Which document should the BA use?

- A. User stories
- B. Stakeholder analysis
- C. RACI chart

**Answer: C**

### NEW QUESTION # 63

An executive stakeholders at Northern Trail Outfitters (NTO) wants to explore automating NTO's Quote-to-Cash process and has asked the business analyst (BA) to pull together some high-level information on possible solutions.

Which type of document should the BA present to the stakeholders?

- A. A SIPOC (Support inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process
- B. A business process map detailing the existing step-by-step Quote-to-Cash process
- C. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products

**Answer: C**

### NEW QUESTION # 64

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes.

What should the BA do to prevent the session from being derailed?

- A. Add the stakeholder's concerns to a "parking lot" for further discussion.
- B. Shift the conversation from onboarding to the stakeholder's concerns.
- C. Ask the stakeholder to focus on the onboarding process.

**Answer: A**

Explanation:

Explanation

The best practice for preventing a session from being derailed by an off-topic stakeholder is to use a "parking lot" technique. A

parking lot is a list of topics or issues that are not relevant to the current session but may need further discussion or resolution later. The BA should add the stakeholder's concerns to a parking lot for further discussion, and acknowledge that they are important but out of scope for the current session. This way, the BA can keep the session focused on the onboarding process and avoid wasting time or losing engagement from other stakeholders.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/plan-an>

## NEW QUESTION # 65

A business analyst (BA) at Northern Trail Outfitters was asked to create a new user story for a Sales Cloud update requested by the inside sales team. The BA created the following story:

"As a user, I need visibility to customers' purchase history details so I can increase efficiencies and improve closure rates by better tailoring sales offerings." Which mistake did the BA make when creating this story?

- A. The persona is undefined.
- B. The goal is undefined.
- C. The need is undefined.

**Answer: A**

Explanation:

Explanation

The mistake that the business analyst made when creating this story is that the persona is undefined. A persona is a fictional representation of an end user who has a specific role, goal, or need. A user story should specify the persona as part of its format: "As a [persona], I need [need], so I can [goal]". Specifying the persona can help the business analyst communicate who will use the feature and why it matters to them. The goal and the need are defined in this user story. The goal is to increase efficiencies and improve closure rates by better tailoring sales offerings. The need is visibility to customers' purchase history details. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories> <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di>

## NEW QUESTION # 66

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