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Salesforce Certified Business Analyst Exam Sample Questions (Q32-Q37):

NEW QUESTION # 32

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process. What are the top three benefits of creating a process map?

- A. Identifies improvements, decreases project costs, and starts the change process
- **B. Engages stakeholders, identifies improvements, and starts the change process**
- C. Builds accountability, increases revenue, and decreases overall time spent on requirements

Answer: B

Explanation:

A process map is a visual representation of a business process that helps to engage stakeholders, identify improvements, and start the change process. By creating a process map, the business analyst can understand the current state of the process, identify pain points and opportunities for improvement, and communicate the findings and recommendations to the stakeholders. A process map also helps to initiate the change process by providing a baseline for measuring the impact of the proposed solutions. References: <https://trailhead.com>

salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping

NEW QUESTION # 33

Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.

Which management process should the business analyst suggest to help the teams align on their competing priorities?

- A. Business Process Modeling Notation (BPMN)
- B. Integrated Definition for Process Description Capture Method (IDEF3)
- **C. Vision, Values, Methods, Obstacles, and Measures (V2MOM)**

Answer: C

Explanation:

Explanation

The management process that the business analyst should suggest to help the teams align on their competing priorities is Vision, Values, Methods, Obstacles, and Measures (V2MOM). V2MOM is a framework that helps to define and communicate a shared vision and strategy for a project or organization. V2MOM stands for Vision (what you want to achieve), Values (what's important to you), Methods (how you will get it done), Obstacles (what might stand in your way), and Measures (how you will know when you're successful).

V2MOM helps to align teams on their common goals and priorities, as well as track their progress and results.

References:

<https://trailhead.salesforce.com/content/learn/modules/v2mom-align-your-vision-and-values/v2mom-introduction>

NEW QUESTION # 34

The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).

What is a business analyst's role during UAT?

- **A. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.**
- B. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- C. Document user stories and clarify business needs so IT can deliver results based on the requirements.

Answer: A

Explanation:

Explanation

The business analyst's role during UAT is to coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live. The business analyst is responsible for facilitating UAT by ensuring that all stakeholders are involved and engaged in testing the solution according to their roles and responsibilities. The business analyst is also responsible for monitoring and reporting on UAT progress and results by tracking any issues or bugs that are detected during testing and communicating them to the IT team for resolution. The business analyst's role during UAT is to ensure that the solution meets the requirements and expectations of all stakeholders before it is deployed to production. References:

<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance>

NEW QUESTION # 35

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution. What should the BA do next?

- A. Review future state distribution processes for CK.
- B. **Shadow an operations team member at the CK distribution facility.**
- C. Explore how retailers similar to CK handle distribution.

Answer: B

Explanation:

This answer suggests shadowing as the next step for the BA to uncover the issue and propose a business solution for CK's distribution challenge. Shadowing is a technique where the BA observes how a user performs their tasks in their natural environment. Shadowing helps to gain insights into the user's workflow, challenges, pain points, and opportunities for improvement. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-shadowing->

NEW QUESTION # 36

The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than 20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

Which acceptance criteria is the most effective for this scenario?

- A. A sales manager wants to be notified when a contract has been submitted with a discount greater than 20% so the manager can approve or decline a discounted price.
- B. **A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%**
- C. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 2G% or more.

Answer: B

NEW QUESTION # 37

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