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Salesforce Certified-Business-Analyst Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Explain how a customer is categorized based on their relationship to the product or service. Given a scenario, make a plan. Use the Salesforce tool to analyze the relationship between the customer and the product or service.
Topic 2	<ul style="list-style-type: none"> Analyze and determine the business process to meet requirements and identify requirements to validate a future state. Document requirements in a format consistent with the organization's process.

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Salesforce Certified Business Analyst Exam Sample Questions (Q309-Q314):

NEW QUESTION # 309

A business analyst (BA) at Cloud Kicks is preparing for a user acceptance testing (UAT) session to release a record-triggered flow that notifies account and opportunity owners once a quote has been accepted.

What should the BA do during UAT to ensure the solution meets the requirements?

- A. Work with the quality assurance (QA) team to perform UAT in a sandbox.
- B. Work with the solution architect to perform unit testing in a sandbox.
- C. Work with subject matter experts to perform UAT in a sandbox.

Answer: C

Explanation:

Explanation

The business analyst should work with subject matter experts to perform UAT in a sandbox to ensure that the solution meets the requirements. Subject matter experts are stakeholders who have extensive knowledge or experience in a specific domain or area that is relevant to the project or enhancement. Subject matter experts can help to validate that the solution works as intended and meets their needs and expectations in various scenarios. UAT is an end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. UAT involves testing various scenarios on different users and levels of access to demonstrate that the solution works as expected in all situations.

References:

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

NEW QUESTION # 310

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the discovery.2. Ask clarifying questions.3. Draft requirements.4. Refine and confirm requirements.5. Prioritize which requirements will be included in the minimum viable product.
- B. 1. Review information from the discovery.2. Ask clarifying questions.3. Draft requirements.4. Share requirements with the technical so they can begin building.5. Create user acceptance criteria and test cases.
- C. 1. Review information from the discovery.2. Draft requirements.3. Ask clarifying questions.4. Draft user stories.5. Share user stories with the technical team so they can begin building.

Answer: A

Explanation:

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:

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

</salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION # 311

The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the project.

Which type of documentation should the BA utilize?

- A. Object models
- B. Use cases
- **C. Current state analysis**

Answer: C

Explanation:

The type of documentation that the business analyst should utilize to better understand business processes so they can accurately scope the project is current state analysis. Current state analysis is a technique that involves assessing and documenting how a business process or workflow is currently performed in an organization. Current state analysis helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Current state analysis can be done using tools such as interviews, observations, surveys, or process maps.

References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro>

NEW QUESTION # 312

At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team. The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
- B. Ask the project manager for an additional resource to implement the new requests.
- **C. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.**

Answer: C

Explanation:

Explanation

The best way for a business analyst to handle disruptions to the project from urgent requests by the marketing director is to interpret them as guidelines to be used when determining priorities for the upcoming release.

This will help them balance between meeting stakeholder expectations and following scrum methodology principles. Focusing on agreed upon deliverables instead of new requests may ignore changing business needs or miss opportunities for improvement. Asking for an additional resource to implement new requests may increase complexity or cost without adding value or quality.

References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio>

NEW QUESTION # 313

Which method should a business analyst use to show current state business flows in Salesforce?

- **A. Universal Process Notation**
- B. Storyboarding
- C. Entity Relationship Diagramming

Answer: A

Explanation:

Universal Process Notation (UPN) is a method to show current state business flows in Salesforce. UPN is a process modeling technique that shows the flow of activities and decisions using simple symbols and plain language. It can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project. Entity Relationship Diagramming (ERD) is not a method to show current state business flows in Salesforce. ERD is a data modeling technique that shows the relationships among entities using symbols and attributes. It can help design database schemas or data structures for an application.

