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## Analyst Exam Notes

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To become a certified Salesforce Business Analyst, candidates must have a thorough understanding of the Salesforce platform and its various features. They must also have experience in translating business requirements into technical specifications and working closely with stakeholders to deliver effective solutions. Preparing for the certification exam involves a combination of hands-on experience, self-study, and training courses offered by Salesforce and its partners.

### Salesforce Certified Business Analyst Exam Sample Questions (Q143-Q148):

#### NEW QUESTION # 143

Northern Trail Outfitters is undergoing a Service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint. Which step should the BA take next?

- A. Add the change request to the backlog to be prioritized for the next sprint.
- **B. Begin working on the change request as soon as the team has capacity.**
- C. De-prioritize some user stories and add the change request to the current sprint.

**Answer: B**

#### NEW QUESTION # 144

Northern Trail Outfitters is Updating Its customer portal built on Experience Cloud. The team has drafted a user story: "As a customer, I want to be able to chat with a support agent and view my account, see my orders, and ask questions via the customer port.

What should a business analyst do to improve this user story?

- A. Estimate how long it will take the technical team to complete the story.
- B. Include specific information about potential Salesforce solutions.
- **C. Adjust the goal of the user story to be independent.**

**Answer: C**

Explanation:

Explanation

The business analyst should adjust the goal of the user story to be independent of other user stories. A user story should be able to stand on its own and not depend on other user stories for completion or value. This helps to avoid dependencies, conflicts, and delays in development and testing. The current user story has a goal that combines two different features (chat with a support agent and view account information) that could be split into separate user stories. References:

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

#### NEW QUESTION # 145

Cloud Kicks is creating a new lead conversion process in Sales Cloud. During a recent sprint, the business analyst created user stories related to the Opportunity object. Test scripts were created for the lead conversion process. All of the test scripts passed and the new functionality was deployed. After deployment, end users reported error messages when manually creating new Opportunities.

Which area of user acceptance testing (UAT) was overlooked?"

- A. Several teams should be part of UAT to represent multiple viewpoints.
- B. Functionality on interconnected objects should be part of UAT.
- **C. End users who are experts in that functionality should participate in UAT.**

**Answer: C**

### NEW QUESTION # 146

The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

What should the business analyst recommend to the project team to increase understanding when documenting requirements, process and potential solutions?

- A. Use industry terminology and language.
- **B. Use Salesforce terminology and language.**
- C. Use customer terminology and language.

**Answer: B**

Explanation:

This answer states that using Salesforce terminology and language is what the BA should recommend to the project team to increase understanding when documenting requirements, process and potential solutions for reviewing the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

Salesforce terminology and language are the words and phrases that are commonly used in the Salesforce ecosystem, such as objects, fields, records, apps, tabs, profiles, roles, etc. Using Salesforce terminology and language can help the BA to communicate and document the requirements, process and potential solutions in a consistent and accurate way, and avoid confusion or misunderstanding among the project team members who are familiar with Salesforce.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

### NEW QUESTION # 147

A business analyst (BA) at Universal Containers (UC) has been asked to improve the user experience (UX) of marketing employee who manages webinar data. The chief marketing officer (CMO) thinks the UX issues are related to standard Salesforce Campaign functionality that misaligns with UC's business requirements. The BA surveyed the marketing group about their pain points and was surprised to discover that their concerns differ from the CMO's theory about issues with the UX of Campaigns in Salesforce.

Which influencing style should the BA use when presenting their findings to the CMO and other stakeholders?

- A. Assertive
- **B. Collaborative**
- C. Analytical

**Answer: B**

Explanation:

This answer states that using a collaborative influencing style is what the BA should use when presenting their findings to the CMO and other stakeholders after surveying the marketing group about their pain points and discovering that their concerns differ from the CMO's theory about issues with the UX of Campaigns in Salesforce. A collaborative influencing style is an approach that involves working with others to find a mutually beneficial solution or outcome. A collaborative influencing style can help the BA to present their findings to the CMO and other stakeholders by acknowledging their perspectives, sharing relevant data and insights, and seeking their input and feedback. A collaborative influencing style can also help the BA to build trust and rapport with the CMO and other stakeholders, and to facilitate a constructive dialogue and consensus among them. References:

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

### NEW QUESTION # 148

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