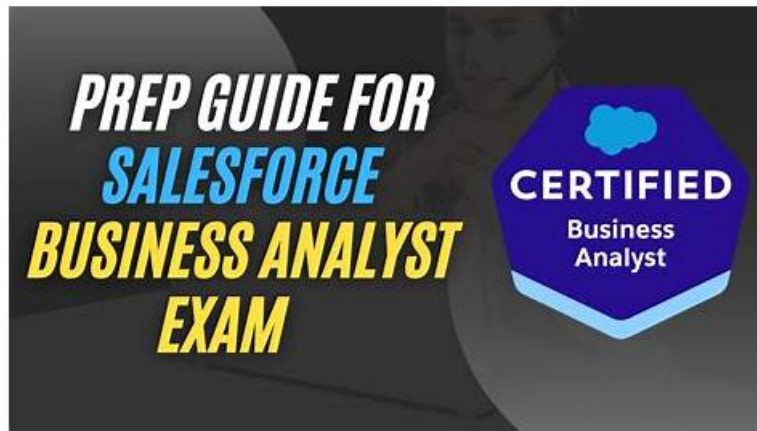


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Salesforce Certified Business Analyst Exam Sample Questions (Q156-Q161):

NEW QUESTION # 156

A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an named User3tories_v37_final_final_final.docx.

Which best practice should the BA train the employee on first?

- A. Use a version control repository.
- **B. Use standard naming conventions.**
- C. Use acceptance criteria to define success.

Answer: B

Explanation:

Explanation

This answer states that using standard naming conventions is the best practice that the BA should train the employee on for sending a document named UserStories_v37_final_final_final.docx. A standard naming convention is a set of rules or guidelines that define how to name or label a document or a file in a consistent and meaningful way. A standard naming convention typically includes elements such as project name, document type, version number, date, author, etc. Using standard naming conventions is the best practice that the BA should train the employee on for sending a document because it helps the BA to organize and manage documents or files more efficiently and effectively, and to avoid confusion or duplication among them.

References:

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

NEW QUESTION # 157

A business analyst has been asked to evaluate all of the reporting tools that Universal Containers (UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality.

Which tool would help UC understand the existing functionality.

- A. Value stream map
- **B. Process map**
- C. Capability model

Answer: B

NEW QUESTION # 158

After stakeholders formally signed off on requirements, the business analyst (BA) received numerous emails requesting changes to Salesforce during user acceptance testing (UAT). The BA quickly became overwhelmed by the requests and needs a way to organize and prioritize them.

What should the BA use to help them organize these requests?

- A. Scope statement specification
- **B. Change request log**
- C. Gap analysis document

Answer: B

Explanation:

Explanation

This answer states that change request log is what the BA should use to help them organize and prioritize requests for changes to Salesforce during UAT after receiving numerous emails from stakeholders who formally signed off on requirements. Change request log is a document or a file that records and tracks requests for changes to a project or a product, such as adding, modifying, or removing a feature or a functionality. Change request log is what the BA should use to help them organize and prioritize requests for changes to Salesforce during UAT because it helps the BA to manage and monitor the requests for changes, and to evaluate and approve or reject them based on their impact, urgency, or feasibility. References:

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

NEW QUESTION # 159

Universal Containers (UC) uses a Salesforce org. UC is merging with a sister company that uses a different CRM. The incoming sales team is reluctant to change to a different process. The business analyst (BA) has been asked to help reach consensus and drive adoption.

Which group is well positioned to help the BA secure alignment for the initiative?

- A. System admin and project manager
- B. Executive sponsors and sales leadership
- **C. Power users and top sales earners**

Answer: C

NEW QUESTION # 160

The data science team at Universal Containers (UC) has been asked to analyze the sales team's data within Salesforce. Early in their research, the data science team discovered concerns about data quality. UC has brought in a business analyst (BA) to help address the concern.

What should the BA focus on doing first during the initial discovery phase?

- **A. Understand and document the data quality issues reported by the data science team.**
- B. Meet with the executive leadership team to accurately understand the business need.
- C. Shadow the sales team to observe process for entering data into Accounts and Opportunities.

Answer: A

Explanation:

Explanation

The first step that the business analyst should take during the initial discovery phase is to understand and document the data quality issues reported by the data science team. Data quality issues are problems or errors that affect the accuracy, completeness, consistency, timeliness, or validity of data in a system or database. Data quality issues can negatively affect the analysis, reporting, decision making, or performance of a system or solution. The business analyst should understand and document the data quality issues reported by the data science team by asking questions, reviewing data samples, identifying root causes, and measuring impacts.

Understanding and documenting the data quality issues helps to define and prioritize the business problem or need, as well as propose and evaluate potential solutions.

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

NEW QUESTION # 161

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