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Quiz 2026 Efficient Salesforce BA-201: Demo Salesforce Certified Business Analyst Test

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Salesforce Certified Business Analyst Sample Questions (Q280-Q285):

NEW QUESTION # 280

The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on goals and strategies across NTO's organization, using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

- A. SMART (Specific, Measurable, Achievable, Relevant, Time-bound)
- B. RACI (Responsible, Accountable, Consulted, Informed)
- C. V2MOM (Vision, Values, Methods, Obstacles, Measures)

Answer: C

Explanation:

This answer states that using V2MOM (Vision, Values, Methods, Obstacles, Measures) is the methodology that should help the BA obtain the required information for understanding NTO's strategies after reviewing NTO's documentation for obtaining alignment on goals and strategies across NTO's organization using NTO's documentation. V2MOM is a framework that helps an organization or

a team to define and align their goals and strategies in a clear and concise way. V2MOM stands for Vision, Values, Methods, Obstacles, and Measures. Vision is a statement that describes what the organization or the team wants to achieve. Values are the principles or beliefs that guide the actions and decisions of the organization or the team. Methods are the actions or steps that the organization or the team will take to accomplish the vision. Obstacles are the challenges or issues that the organization or the team will face or anticipate along the way. Measures are the metrics or indicators that the organization or the team will use to track their progress and success. Using V2MOM can help the BA obtain the required information for understanding NTO's strategies by asking questions or seeking clarification on each of these elements from NTO's documentation or stakeholders.

References: <https://trailhead.salesforce.com/en/content/learn/modules/align-your-team-with-v2mom>

NEW QUESTION # 281

Universal Container (CU) has brought in a business analyst to help implement an expensive AppExchange product in its Salesforce org to optimize the sales pipeline. The BA is free to speak to anyone at UC to gather the information they need to ensure success. The BA decides to speak to the stakeholders who are most impacted.

Which key stakeholder should the BA speak to first?

- A. IT leaders
- B. Sales Users
- C. VP of sales

Answer: C

NEW QUESTION # 282

The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.

Which type of document should the BA create to achieve the objective?

- A. Business analysis plan
- B. Functional requirements specification
- C. Scope statement specification

Answer: B

Explanation:

A functional requirements specification (FRS) is a document that defines what features and functions a system should provide to meet the business needs and objectives. It describes how users will interact with the system and what outcomes they expect from it. An FRS typically includes use cases, user stories, acceptance criteria, data models, business rules, workflows, diagrams, mockups, and other details that describe how the system should work. A BA should create an FRS to define the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/understand-functional-requirements>

NEW QUESTION # 283

A business analyst has been tasked with leading prototype efforts for a Salesforce project.

What is a prototype?

- A. A polished, proven solution
- B. A first pass, simple sketch of an idea
- C. A model of a final proposed product

Answer: B

NEW QUESTION # 284

The product owner at Cloud Kicks wants to know which user stories fail user acceptance testing (UAT) and the potential impact on other successful use stories. Currently, user stories are stored in a shared spreadsheet.

What should a business analyst recommend to ensure UAT result are document security.

- A. Enable history y in the shared spreadsheet.

- B. Ask each tester to admit share spreadsheet.
- C. Give all stakeholder the ability to edit the shared spreadsheet.

Answer: A

Explanation:

This answer states that enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely after receiving verbal acceptance of all user stories by the product owner for developing a new Commerce Cloud implementation at CK. History is a feature that allows users to view, restore, or compare previous versions of a document or a file. Enabling history in the shared spreadsheet means that the BA turns on this feature in the spreadsheet where user stories are stored, such as Google Sheets, Microsoft Excel, etc. Enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely because it helps the BA to track and record who made what changes to user stories and when, and to prevent or recover any accidental or unauthorized changes to user stories. References:

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

NEW QUESTION # 285

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