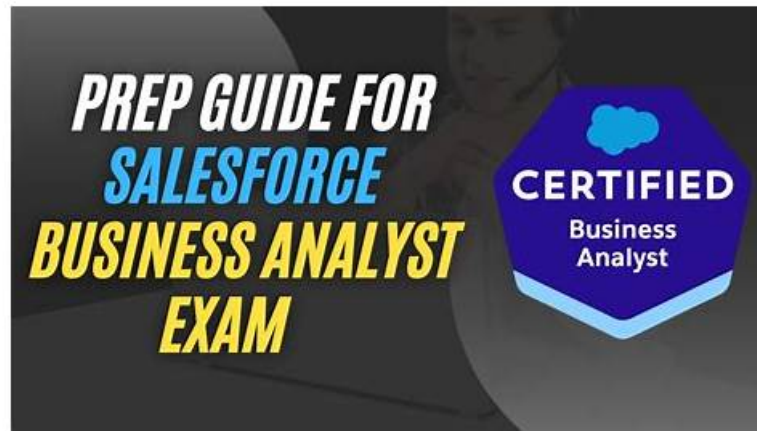


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### Salesforce Certified Business Analyst Exam Sample Questions (Q75-Q80):

#### NEW QUESTION # 75

Universal Containers wants to build a simple activity capture process for leads. One of the objectives is to minimize technical debt and inherit new features of the Salesforce Platform in future releases.

What should the business analyst recommend to meet the requirements?

- A. Standard object for activity capture, custom Lightning Web Component user interface
- B. Custom object for activity capture, custom Lightning web component user interface
- C. Standard object for activity capture, screen Flow user interface

**Answer: C**

Explanation:

The recommendation that the BA should make to meet the requirements is to use a standard object for activity capture, screen Flow

user interface. This recommendation helps to:

\* **Minimize technical debt:** Technical debt is the cost or consequence of choosing a quick or easy solution over a better or more sustainable one. Using a standard object for activity capture helps to minimize technical debt because it leverages the existing functionality and features of Salesforce, reduces the need for custom development or maintenance, and inherits new updates and enhancements from Salesforce releases. Using a screen Flow user interface also helps to minimize technical debt because it allows for creating and modifying screens and logic without writing code, using point-and-click tools such as Flow Builder.

\* **Inherit new features of the Salesforce Platform in future releases:** Using a standard object for activity capture helps to inherit new features of the Salesforce Platform in future releases because it enables the use of native Salesforce components and integrations, such as Lightning Experience, Einstein Activity Capture, Lightning Dialer, etc., that can enhance the activity capture process and user experience. Using a screen Flow user interface also helps to inherit new features of the Salesforce Platform in future releases because it supports the use of Lightning Web Components and other UI elements that can improve the look and feel of the screens and provide more functionality and customization options. The other options are either incorrect or irrelevant. Option B is incorrect because using a custom Lightning Web Component user interface does not minimize technical debt or inherit new features of the Salesforce Platform in future releases, but rather increases technical debt and maintenance costs, and requires custom development and testing to keep up with Salesforce updates and changes. Option C is incorrect because using a custom object for activity capture does not minimize technical debt or inherit new features of the Salesforce Platform in future releases, but rather increases technical debt and maintenance costs, and limits the use of native Salesforce components and integrations for activity capture.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-solution-options>

### NEW QUESTION # 76

Universal Containers (UC) has low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and training process. needs a business analyst to facilitate this transition.

Which of set if actions are the most effective business needs from stakeholders?

- A. Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for Changes.
- B. send surveys to collect feedback; observe end 'Users; whiteboard incoming requests; and store communication In a centralized location.
- **C. Use multiple forms of communication; build trust; show empathy; and get commitment for next**

**Answer: C**

Explanation:

Explanation

The set of actions that are the most effective for collaborating with key stakeholders are to use multiple forms of communication; build trust; show empathy; and get commitment for next steps. These actions help to establish and maintain positive and productive relationships with key stakeholders who have an interest or influence in the project outcome. Using multiple forms of communication helps to ensure clarity, consistency, and timeliness of information and feedback among stakeholders. Building trust helps to foster mutual respect, honesty, and reliability among stakeholders. Showing empathy helps to understand and acknowledge the needs, expectations, preferences, pain points, goals, etc. of stakeholders. Getting commitment for next steps helps to ensure alignment and engagement among stakeholders on the project goals, scope, roles, and responsibilities. References:

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

### NEW QUESTION # 77

The finance team is rolling out a new sales process in Sales Cloud for opportunities that are Closed/Won. After meeting with the team, a business analyst (BA) realizes that several requirements for the new process will need further refinement.

What should the BA use to keep track of changes to the process documents?

- A. Communication template
- **B. Version control**
- C. Business backlog

**Answer: B**

### NEW QUESTION # 78

The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation.

In which order should the BA arrange the three components of a user story?

- A. I want <xyz>, so that <xyz>, for a <xyz>
- B. I want <xyz>, as a <xyz>, so that <xyz>
- C. As a <xyz>, I want <xyz>, so that <xyz>

**Answer: C**

Explanation:

Explanation

This is the correct order for arranging the three components of a user story. The first component is "As a <xyz>", which specifies the role or persona of the user who will benefit from the user story. The second component is "I want <xyz>", which describes the goal or feature that the user wants to achieve or use. The third component is "so that <xyz>", which explains the reason or value behind the goal or feature for the user.

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

### NEW QUESTION # 79

Sales managers at Northern Trail Outfitters (NTO) have received feedback from sales reps that record pages are slow and often take longer to load when using the app on the phone. The business analyst (BA) has been asked to evaluate NTO's org to find out which pages are the slowest to load when using the app on the phone.

What is the first step the BA should take to help resolve the issue?

- A. Create a new page layout for the phone.
- B. Confirm steps to reproduce the issue.
- C. Use performance analyzer to view the assessment.

**Answer: B**

### NEW QUESTION # 80

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