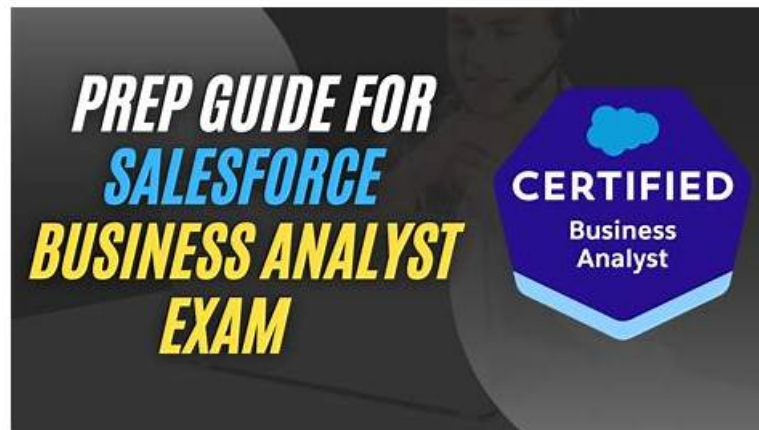# Free PDF Quiz High-quality Salesforce - BA-201 - Valid Salesforce Certified Business Analyst Test Topics

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Salesforce Certified Business Analyst Sample Questions (Q298-Q303):

NEW QUESTION # 298
Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.
Which elicitation technique should the business analyst use to help the team meet its goal?

- A. Prototyping
- B. Brainstorming
- C. Observation

Answer: A

Explanation:
This answer recommends prototyping as an elicitation technique to help the team meet its goal of filling out a survey based on customer feedback. Prototyping is a technique that involves creating a mockup or a sample of a solution to demonstrate how it will look and function. Prototyping can help the BA validate requirements, solicit feedback, and refine the design of the solution.
References: https://trailhead.salesforce.com/en/content
/learn/modules/salesforce-business-analyst-quick-look/use-prototyping-to-validate-your-solution

NEW QUESTION # 299

The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing.

What does the project team need to agree upon to ensure the work is ready to be deployed?

- A. User acceptance criteria
- B. Entity relationship diagram
- C. Definition of done

Answer: C

Explanation:

The project team needs to agree upon a definition of done to ensure that the work is ready to be deployed. A definition of done is a set of criteria that determines when a user story is completed and ready for deployment.

It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. A definition of done helps to ensure that the work meets the expected standards and quality, satisfies the user's needs and expectations, and aligns with the project goals and scope. References:

https://trailhead.salesforce.com/en/content/learn/modules/business- analysis-user-stories/define-done

NEW QUESTION # 300

Universal Containers wants to streamline a complex business process. The business analyst (BA) assigned to the Service Cloud project is creating a business process map of the existing process. The BA is having difficulty documenting the process because there is disagreement among the stakeholders about the steps that are being followed.

Which recommendation should the BA make to help the stakeholders reach agreement about the process?

- A. Brainstorm ideas to make the process more efficient.
- B. Focus on the inputs and outcomes of the current process
- C. Refer to the Responsible, Accountable, Consulted, informed (RACI) chart to determine who is accountable.

Answer: B

Explanation:

This answer suggests focusing on the inputs and outcomes of the current process as a recommendation that the BA should make to help the stakeholders reach agreement about the process after creating a business process map of the existing process for streamlining a complex business process at Universal Containers.

Inputs are the resources or information that are needed to start or perform a process. Outcomes are the results or outputs that are produced or delivered by a process. Focusing on the inputs and outcomes of the current process can help the BA to identify and align what is required and expected from each stakeholder involved in the process, and to resolve any discrepancies or conflicts among them. References: https://trailhead.salesforce.

com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand- your-business

NEW QUESTION # 301

A business analyst (BA) is in the process of documenting requirements. The BA wrote the following user story:

"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals." Which acceptance criteria is most appropriate for this user story?

- A. Able to click the Run button on sales reports
- B. Able to view the sales team's reports
- C. Able to monitor the sales team's performance

Answer: C

NEW QUESTION # 302

The business analyst (BA) at Cloud Kicks is having a hard time documenting a user story to change an existing Opportunity flow for sales users. The architect expressed their concerns to the BA that they lack a comprehensive list of the components that will be

affected by the updated flow.
Which best practice should the BA follow?

- A. Schedule additional discovery sessions with the sales users to understand what will be impacted by the changes.
- B. Write the user story without making any assumptions about how it will be implemented or which components are affected.
- C. Ask the development team to investigate and document all affected components before the story can be written.

Answer: A

Explanation:
The best practice that the BA should follow is to schedule additional discovery sessions with the sales users to understand what will be impacted by the changes. Discovery sessions are meetings or workshops where the BA elicits, clarifies, and validates the needs, expectations, pain points, goals, and priorities of the stakeholders for a project. Discovery sessions help to gather more information and feedback from the stakeholders, understand their perspectives and preferences, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of the proposed solution. By scheduling additional discovery sessions with the sales users, the BA can better understand their challenges and requirements, and document a comprehensive list of the components that will be affected by the updated flow. References: https://trailhead. salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate-discovery-sessions

NEW QUESTION # 303

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