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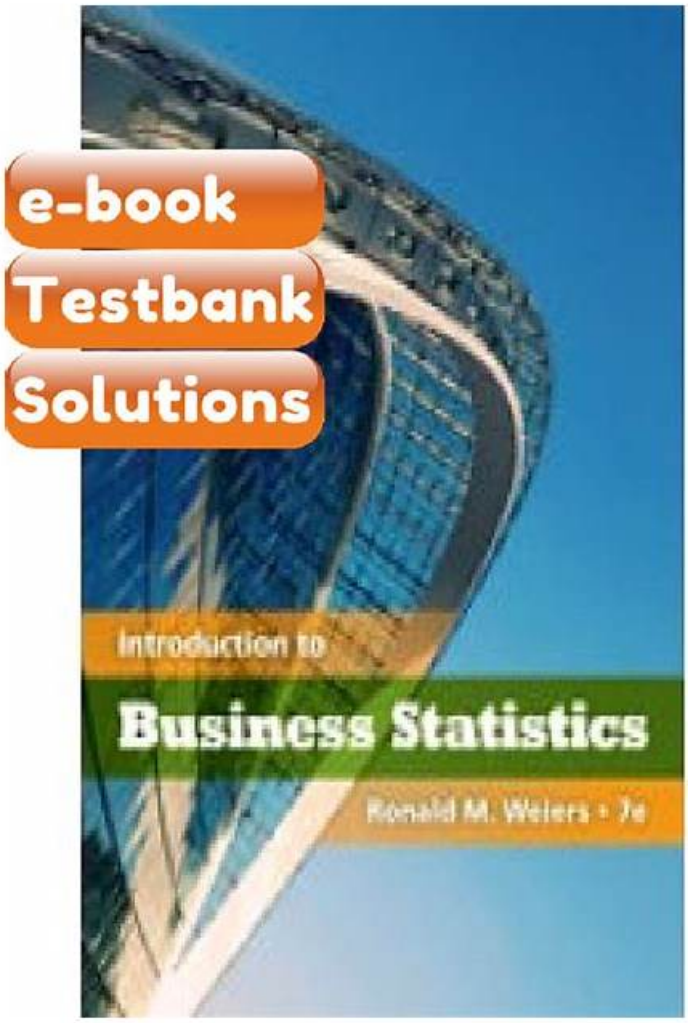

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Salesforce Certified Business Analyst Exam Sample Questions (Q55-Q60):

NEW QUESTION # 55
A business analyst (BA) is compiling a list of subject matter experts to consult throughout the discovery for a new Service Cloud implementation.
What is the primary value of the BA speaking with customer service reps?

- A. Validating current processes
- B. Building solution design consensus
- C. Estimating the project cost

Answer: A

Explanation:
Explanation
The primary value of the business analyst (BA) speaking with customer service reps during the discovery for a new Service Cloud implementation is validating current processes. Customer service reps are the end users of Service Cloud and they can provide valuable insights into how they perform their tasks, what challenges they face, and what expectations they have from the new system. The BA can use this information to validate or update the current process maps and identify areas for improvement. Estimating the project cost is not a value of speaking with customer service reps, as this is usually done by project managers or sponsors based on resource allocation and budget constraints. Building solution design consensus is not a value of speaking with customer service reps, as this is usually done by solution architects or developers based on technical feasibility and best practices. References:
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/understand-the-s
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/analyze-business

NEW QUESTION # 56
Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded.
What should the BA do to meet the requirement?

- A. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
- B. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
- C. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.

Answer: C

Explanation:
The best practice for identifying which stage in the sales process the industry standard due-diligence should be embedded is to develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage. This practice helps to:
Develop a process map as a base: This provides a visual representation of the sales process, showing the steps, inputs, outputs, roles, and decisions involved in each stage.
Work with stakeholders to understand the trigger point: This helps to elicit feedback and insights from the stakeholders who are familiar with or affected by the sales process, and identify when or why the industry standard due-diligence is needed or required.
Locate the stage: This helps to determine where in the sales process the industry standard due-diligence should be embedded, based on the trigger point and the business logic. References: https://trailhead.salesforce.
com/en/content/learn/modules/business-analysis-process-mapping/create-a-process-map

NEW QUESTION # 57
A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively.
What should the BA confirm about the user stories when completing this review?

- A. They are dependent on related acceptance criteria and overlap with other use cases.
- B. They contain substantial details and focus on technical elements.
- C. They can be easily prioritized and are small enough to estimate accurately.

Answer: C

Explanation:
Explanation
The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team. References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION # 58
Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.
Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the
  2. Ask clarifying questions.
  3. Draft requirements.
  4. Refine and confirm requirements.
  5. Prioritize which requirements will be included in the minimum viable product.
- B. 1. Review information from the discovery.
  2. Ask clarifying questions.
  3. Draft requirements.
  4. Share requirements with the technical so they can begin building.
  5. Create user acceptance criteria and test cases.
- C. 1. Review information from the discovery.
  2. Draft requirements.
  3. Ask clarifying questions.
  4. Draft user stories.
  5. Share user stories with the technical team so they can begin building.

Answer: A

Explanation:
This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories

NEW QUESTION # 59
Universal Containers (UC) has decided to implement Salesforce and has assigned a business analyst (BA) to write user stories for the project. The BA plans to meet customer to their experience in their own words.
Which type of research should the BA use to elicit user stories from UC's customers?

- A. Behavioral
- B. Shadowing
- C. Interviewing

Answer: C

Explanation:
The type of research that the business analyst should use to elicit user stories from UC's customers is interviewing. Interviewing is a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc.
Interviewing helps to elicit user stories from UC's customers by allowing them to express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviewing also helps to build rapport and trust with the customers and show them respect and appreciation for their input. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer- discovery

NEW QUESTION # 60
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