

Certified-Business-Analyst Real Dumps, Certified-Business-Analyst Standard Answers

Certified Business Analyst Exam Dumps

1. An executive stakeholders at Northern Trail Outfitters (NTO) wants to explore automating NTO's Quote-to-Cash process and has asked the business analyst (BA) to pull together some high-level information on possible solutions. Which type of document should the BA present to the stakeholders?

A. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products
B. A SIPOC (Support inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process
C. A business process map detailing the existing step-by-step Quote-to-Cash process

Answer: A

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

NEW QUESTION # 156

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers. The business analyst (6A) leading this project needs to validate that the requirements meet the goal. What should the BA do to ensure alignment?

- A. Conduct a white boarding session to ensure the requirements are accurate.
- B. Survey customers to confirm whether the new site meets their requirements.
- C. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.

Answer: C

Explanation:

This answer states that circulating the requirements to stakeholders, incorporating feedback, and obtaining sign-off is what the BA should do to ensure alignment on goals and strategies across NTO's organization for creating an engaging site for its customers using Experience Cloud. Circulating the requirements to stakeholders means that the BA shares the written statements that describe what the solution must do or have to meet the goals and strategies of NTO's organization with the people who have a significant interest or influence in the project outcome. Incorporating feedback means that the BA revises and updates the requirements based on the comments or suggestions from the stakeholders. Obtaining sign-off means that the BA gets a formal approval or confirmation from the stakeholders that they agree with and accept the requirements. References:

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

NEW QUESTION # 157

From where can an Admin unlock a user?

- A. Setup > Locked Users > Unlock
- B. Users > Logins > Unlock Users
- C. Setup > Object Manager > Users > Select User > Unlock
- D. **Users > Select user > Unlock**

Answer: D

Explanation:

An Admin can unlock a user from Users > Select user > Unlock. This is the standard way to unlock a user who has been locked out due to incorrect password attempts or other reasons. Setup > Locked Users > Unlock, Setup > Object Manager > Users > Select User > Unlock, and Users > Logins > Unlock Users are not valid ways to unlock a user in Salesforce. References:

https://help.salesforce.com/s/articleView?id=sf_users_unlock.htm&type=5

NEW QUESTION # 158

Cloud Kicks has completed the user acceptance testing (UAT) phase of a major update to Sales Cloud for its EMEA sales team. How should the business analyst help the EMEA sales team learn the new features?

- A. Document key changes and gather feedback to update the backlog.
- B. Organize user groups by permission set and train each team.
- C. **Build tooltips and discoverable content in the new console layouts.**

Answer: C

Explanation:

Explanation

This answer states that building tooltips and discoverable content in the new console layouts is how the BA should help the EMEA sales team learn the new features after completing the user acceptance testing phase of a major update to Sales Cloud. Tooltips are small pop-up windows that provide brief explanations or instructions for a feature or a functionality when a user hovers over or clicks on an element. Discoverable content is content that is hidden until a user interacts with a trigger, such as a button, a link, or an icon.

Building tooltips and discoverable content in the new console layouts can help the BA to provide contextual and on-demand guidance and information to the EMEA sales team, and help them learn the new features at their own pace and convenience. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use>

NEW QUESTION # 159

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

Answer: A

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 # 160

Which method should a business analyst use to show current state business flows in Salesforce?

- A. Entity Relationship Diagramming
- B. Universal Process Notation
- C. Storyboarding

Answer: A

NEW QUESTION # 161

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