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Salesforce Certified Business Analyst Exam Sample Questions (Q240-Q245):

NEW QUESTION # 240

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

- A. Detailed documentation of technical solution
- B. **High-level description of required functionality**
- C. Test scripts to validate requirements

Answer: B

NEW QUESTION # 241

The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the project.

Which type of documentation should the BA utilize?

- A. **Current state analysis**
- B. Object models
- C. Use cases

Answer: A

Explanation:

The type of documentation that the business analyst should utilize to better understand business processes so they can accurately scope the project is current state analysis. Current state analysis is a technique that involves assessing and documenting how a business process or workflow is currently performed in an organization. Current state analysis helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Current state analysis can be done using tools such as interviews, observations, surveys, or process maps.

References:

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

NEW QUESTION # 242

Cloud Kicks needs to revamp its support process to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:

What should the BA do?

- A. **Cancel the workshop and reschedule it to a date when all stakeholders are available.**
- B. Proceed with the workshop as scheduled with the stakeholders who are available.
- C. Hold a one-on-one diagram session with each stakeholder before the workshop.

Answer: A

Explanation:

Explanation

This answer states that canceling the workshop and rescheduling it to a date when all stakeholders are available is what the BA should do after receiving the calendar responses for an initial live process mapping session with all stakeholders for revamping its support process to improve the customer experience. A process mapping session is a collaborative activity where the BA and the stakeholders work together to document and analyze the current state of a business process, identify pain points and opportunities, and design the future state of the process. Canceling the workshop and rescheduling it can help the BA to ensure that all stakeholders are present and engaged in the session, and that their input and feedback are captured and considered.

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

NEW QUESTION # 243

A business analyst (BA) at Universal Containers is conducting discovery sessions for implementing Experience Cloud. The key stakeholders have been assembled. The user stories have been written.

What should the BA do next?

- A. Write the test scripts.
- B. Plan the sprint schedule.
- C. Define the acceptance criteria

Answer: C

Explanation:

Explanation

The BA should define the acceptance criteria next. This is because the acceptance criteria are the specific requirements that must be met in order for the user story to be considered complete. The acceptance criteria should be defined in collaboration with the stakeholders, and they should be clear, concise, and measurable.

Once the acceptance criteria have been defined, the BA can then begin to write the test scripts. The test scripts should be based on the acceptance criteria, and they should test all of the functionality that is required for the user story to be considered complete.

After the test scripts have been written, the BA can then begin to plan the sprint schedule. The sprint schedule should be based on the user stories that have been written, and it should include a timeline for when each user story will be completed.

The BA should also keep in mind that the sprint schedule is not set in stone. It is important to be flexible and to be able to adjust the schedule as needed. This is because things can change during the course of a sprint, and the BA needs to be able to adapt to these changes.

NEW QUESTION # 244

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked 'C Customer' mean?

- A. The customer should be consulted.
- B. The customer should be informed.
- C. The customer should be responsible.

Answer: A

Explanation:

Explanation

Universal Process Notation (UPN) is a simple diagramming notation for business processes that uses activity boxes and arrows to show the sequence of steps and decisions in a process. Each activity box is marked with a resource that indicates who should be responsible, accountable (A), consulted, or informed (I) for that activity. An activity box marked "C Customer" means that the customer should be consulted for that activity, which means that their input or feedback is needed before proceeding with the activity. References:

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

NEW QUESTION # 245

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