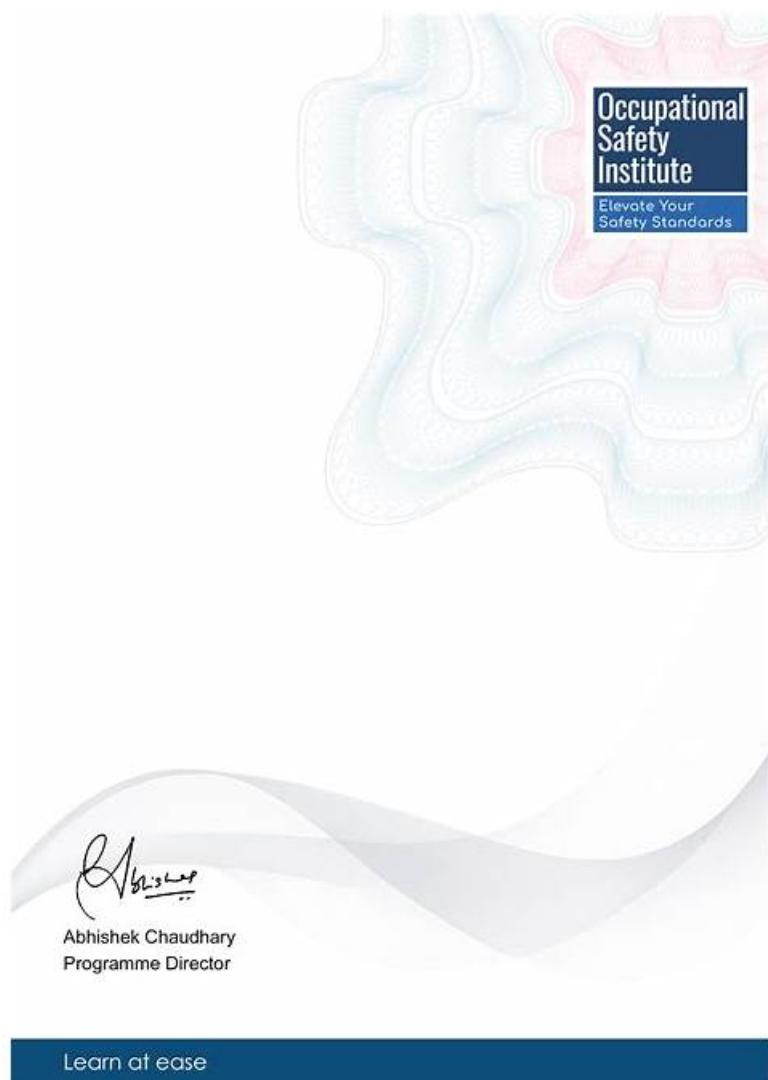


# Exam Certified-Business-Analyst Pattern | Valid Certified-Business-Analyst Test Topics



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You will notice the above features in the Salesforce Certified-Business-Analyst Web-based format too. But the difference is that it is suitable for all operating systems: Macs, Linux, iOS, Androids, and Windows. There is no need to go through time-taking installations or agitating plugins to use this format. It will lead to your convenience while preparing for the Salesforce Certified-Business-Analyst Certification test. Above all, it operates on all browsers: Mozilla, Safari, Opera, Google Chrome, and Internet Explorer.

Salesforce Certified Business Analyst Certification Exam is a globally recognized certification that validates your knowledge and expertise in analyzing Salesforce solutions. Salesforce Certified Business Analyst Exam certification exam is designed for professionals who work as business analysts and are responsible for implementing and maintaining Salesforce solutions in their organizations. Salesforce Certified Business Analyst Exam certification exam assesses your knowledge of Salesforce tools and features, along with your ability to analyze business requirements and translate them into effective solutions.

Salesforce Certified-Business-Analyst (Salesforce Certified Business Analyst) Certification Exam is not an easy exam to pass. It requires a lot of study and preparation. Candidates need to have a good understanding of Salesforce and its various components. They also need to be able to apply their knowledge to real-world scenarios. Certified-Business-Analyst exam is designed to test a candidate's ability to analyze business requirements and design solutions using Salesforce.

## Valid Certified-Business-Analyst Test Topics - Certified-Business-Analyst New Study Guide

As the tech industry continues to evolve and adapt to new technologies, professionals who hold the Salesforce Certified Business Analyst Exam (Certified-Business-Analyst) certification are better equipped to navigate these changes and stay ahead of the curve, increasing their value to employers and clients. In today's fast-paced and ever-changing Salesforce sector, having the Salesforce Certified Business Analyst Exam (Certified-Business-Analyst) certification has become a necessary requirement for individuals looking to advance their careers and stay competitive in the job market.

### Salesforce Certified Business Analyst Exam Sample Questions (Q235-Q240):

#### NEW QUESTION # 235

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "what" of the acceptance criteria is negotiable.
- B. The "who" of the user story is well-defined.
- **C. The "why" of the user story is focused on user needs.**

#### Answer: C

Explanation:

Explanation

A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use use cases to document how users will interact with the system and what outcomes they expect from it.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/> This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation. Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences.

Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition.

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

#### NEW QUESTION # 236

Universal Containers is rolling out Sales Cloud for the contract renewals team. The team has expressed resistance to learning another platform and changing their processes. The business analyst (BA) shows them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%.

Which influencing style is the BA using?

- A. Collaborative
- B. Accommodating
- **C. inspiring**

#### Answer: C

#### Explanation:

The influencing style that the BA is using is inspiring. Inspiring is a style that appeals to the emotions and values of the stakeholders, and motivates them to achieve a shared vision or goal. The BA is using an inspiring style by showing them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%. This helps to create a positive and aspirational image of what Sales Cloud can do for them, and encourages them to overcome their resistance and embrace the change. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/influence-stakeholders>

#### NEW QUESTION # 237

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- A. The previous VP's requirements fail to meet current formatting standards.
- B. The previous VP's requirements are outside of the Salesforce framework.
- C. The previous VP's requirements may differ from those of the new executive.

#### Answer: C

#### Explanation:

This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation.

Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition. References:

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

#### NEW QUESTION # 238

Universal Containers is rolling out Sales Cloud for the contract renewals team. The team has expressed resistance to learning another platform and changing their processes. The business analyst (BA) shows them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%.

Which influencing style is the BA using?

- A. Collaborative
- B. Accommodating
- C. inspiring

#### Answer: C

#### NEW QUESTION # 239

Cloud Kicks has assembled a new product team to launch a brand ambassador partner portal in Experience Cloud. The team is debating various ways to document the requirements. The business analyst recommends writing user stories within the Agile methodology.

What is the benefit of creating user stories when documenting project requirements?

- A. User stories translate requirements in a way that shows a product's value to the end user.
- B. User stories decrease the need for collaboration within a product team throughout the project.
- C. User stories provide specific details about a product early in the development lifecycle.

#### Answer: A

#### Explanation:

User stories are short descriptions of a feature or functionality from the perspective of an end user. They follow the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The

what is the feature or functionality that the user wants or needs.

The why is the benefit or value that the user will get from the feature or functionality. User stories help translate requirements in a way that shows a product's value to the end user and helps prioritize and validate them. User stories do not provide specific details about a product early in the development lifecycle because they are usually high-level and flexible. User stories do not decrease the need for collaboration within a product team throughout the project because they require constant communication and feedback among stakeholders, developers, and testers. References: 1

<https://parquet.dev/a-guide-to-salesforce-user-acceptance-testing/>

## NEW QUESTION # 240

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