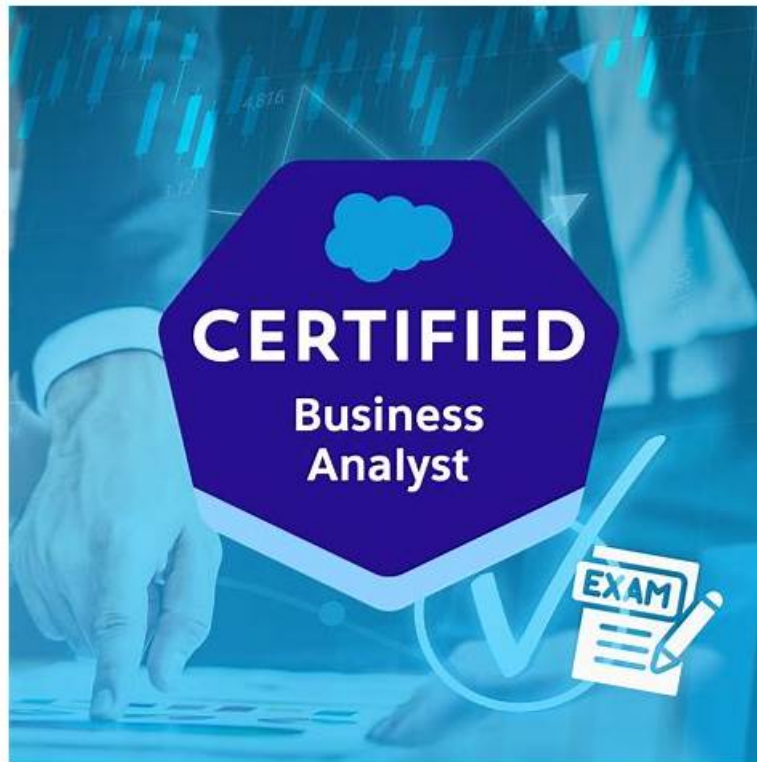


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## Salesforce Certified Business Analyst Exam Sample Questions (Q82-Q87):

### NEW QUESTION # 82

Northern Tail Outfitters has fixed a business analyst (BA) to help revamp the order management process. During the backlog refinement session, the BA discovers that a few user stories are no longer needed. What should the BA do next?

- A. Review these user stories in the backlog at the next sprint retrospective.
- B. Move these user stories to the bottom of the backlog.
- C. Cancel these user stories and remove them from the backlog.

**Answer: A**

Explanation:

This answer states that reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed for revamping the order management process at NTO. User stories are short descriptions of a feature or a functionality from a user's perspective. Backlog is a list of user stories that need to be prioritized and completed for a project or a product. Sprint retrospective is a meeting or a workshop where the project team reviews and reflects on their performance and progress in the previous sprint. Reviewing these user stories in the backlog at the next sprint retrospective means that the BA discusses and evaluates these user stories with the project team to determine if they are still relevant, valuable, or feasible for revamping the order management process. Reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed because it helps the BA to update and maintain the backlog, and to ensure that the user stories align with the project scope and goals. References:

<https://trailhead.salesforce.com>

[/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements](https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements)

### NEW QUESTION # 83

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops .. an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
- B. Value Stream Map
- C. Detailed Process Map

**Answer: A**

Explanation:

The documentation that is most beneficial for the business analyst to define the scope of the project is a SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Map. A SIPOC Map is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. A SIPOC Map can help define the scope and boundaries of a project by identifying what triggers the process, what are the inputs and outputs of the process, who are involved in or affected by the process, and what are the expectations or requirements of the process. A SIPOC Map can also help communicate and validate the scope with stakeholders and sponsors. A detailed process map is not documentation that is most beneficial for the business analyst to define the scope of the project. A detailed process map is a diagram that shows the steps, activities, and decisions involved in a process. A detailed process map can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project, but it does not help define the scope or boundaries of the project. A value stream map is not documentation that is most beneficial for the business analyst to define the scope of the project. A value stream map is a diagram that shows the flow of materials and information, the value-added and non-value-added activities, and the cycle times and wait times involved in a process. A value stream map can help identify waste, inefficiencies, and opportunities for improvement within a process, but it does not help define the scope or boundaries of the project. References:

[https://trailhead.salesforce.com/en/content/learn/modules/business-analyst\\_skills-strategies/explore-techniques-i](https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i)

### NEW QUESTION # 84

Support managers at Cloud Kicks have received urgent feedback from staff that record pages are slow to respond and users are growing frustrated. The business analyst (BA) has been asked to evaluate to determine which pages are being accessed most frequently and which pages are the slowest to load.

What is the first step the BA should take to help resolve the issue?

- A. Update page layouts in production.
- **B. Confirm steps to reproduce the issue.**
- C. Create a test plan for each web browser.

**Answer: B**

Explanation:

Explanation

The first step that the business analyst should take to help resolve the issue is to confirm steps to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc. Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes.

References: <https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-reso>

### NEW QUESTION # 85

A group of business analysts (BA) at Universal Containers have been working with different teams of stakeholders on eliciting requirements for a new Salesforce app. The BAs have gathered and documented all of the information in a central location. Upon review of the requirements, the BAs discovered that changes made to the documentation were overwritten by each other, and they will lose time recapturing them.

What should the BAs do differently to prevent this error from happening?

- **A. Each BA should use a shared system that has version control.**
- B. Each BA should use their own separate documentation.
- C. Each BA should enter their business needs in a shared spreadsheet,

**Answer: A**

Explanation:

The business analysts should use a shared system that has version control to prevent this error from happening.

Version control is a feature that allows users to track and manage changes made to documents or files over time. Version control helps to avoid overwriting or losing previous versions of documents or files by creating backups or snapshots of each change.

Version control also helps to compare different versions of documents or files and resolve any conflicts or discrepancies. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio>

### NEW QUESTION # 86

The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

What should the business analyst recommend to the project team to increase understanding when documenting requirements, process and potential solutions?

- A. Use customer terminology and language.
- **B. Use industry terminology and language.**
- C. Use Salesforce terminology and language.

**Answer: B**

### NEW QUESTION # 87

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