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Salesforce Certified Business Analyst Exam Sample Questions (Q251-Q256):

NEW QUESTION # 251

The VP of sales at Cloud Kicks wants to streamline the lead qualification process to improve the team's productivity and help them reach their target goals. A business analyst (BA) has been assigned to the project to identify the disconnect between the sales and marketing teams' definitions of a qualified lead.

What should the BA focus on?

- A. Evaluating the team's skills and experiences to determine how they can better align.
- **B. Scheduling an all-day collaboration workshop with both teams to resolve their differences.**
- C. Mapping historical lead data from each team and building charts to highlight similarities

Answer: B

Explanation:

Explanation

The business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences. This will allow the teams to come to a common understanding of what a qualified lead is and how they can work together to improve the lead qualification process.

Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:

Mapping historical lead data from each team and building charts to highlight similarities is not likely to be effective in resolving the disconnect between the teams. This is because the teams may have different definitions of what a qualified lead is, and the data may not be able to resolve these differences.

Evaluating the team's skills and experiences to determine how they can better align is not likely to be effective in resolving the disconnect between the teams. This is because the teams may have different definitions of what a qualified lead is, and the evaluation is not likely to change these definitions.

Scheduling an all-day collaboration workshop with both teams to resolve their differences is the most likely to be effective in resolving the disconnect between the teams. This is because the workshop will allow the teams to come to a common understanding of what a qualified lead is and how they can work together to improve the lead qualification process.

In conclusion, the business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences. This will allow the teams to come to a common understanding of what a qualified lead is and how they can work together to improve the lead qualification process.

NEW QUESTION # 252

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. Demo prototype
- B. One-on-one meetings
- **C. Virtual whiteboard**

Answer: C

Explanation:

A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it.

One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group.

References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders> <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

NEW QUESTION # 253

Universal Containers is developing a new case management solution in Salesforce. The business analyst has started writing user stories to capture feature needs. One user story is: "The customer care representative wants to take ownership of new cases and communicate with customers so they can provide high-touch customer experiences." Which component of the user story is "provide high-touch customer experiences?"

- A. Where
- B. Assumption
- C. Why

Answer: C

NEW QUESTION # 254

The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation. When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

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

Answer: A

NEW QUESTION # 255

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future. What should the BA do next?

- A. Include the operations team during discovery.
- B. Start project work for the operations team.
- C. Proceed with the sales team's project as planned.

Answer: A

Explanation:

Explanation

When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise. References:

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

NEW QUESTION # 256

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