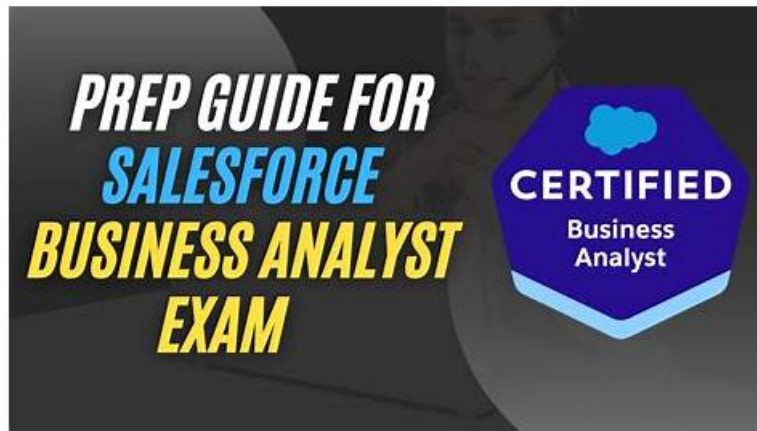


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## Salesforce Certified Business Analyst Exam Sample Questions (Q28-Q33):

### NEW QUESTION # 28

Universal Containers (UC) has low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and training process. needs a business analyst to facilitate this transition.

Which of set if actions are the most effective business needs from stakeholders?

- A. Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for Changes.
- B. send surveys to collect feedback; observe end 'Users; whiteboard incoming requests; and store communication in a

centralized location.

- **C. Use multiple forms of communication; build trust; show empathy; and get commitment for next**

**Answer: C**

Explanation:

The set of actions that are the most effective for collaborating with key stakeholders are to use multiple forms of communication; build trust; show empathy; and get commitment for next steps. These actions help to establish and maintain positive and productive relationships with key stakeholders who have an interest or influence in the project outcome. Using multiple forms of communication helps to ensure clarity, consistency, and timeliness of information and feedback among stakeholders. Building trust helps to foster mutual respect, honesty, and reliability among stakeholders. Showing empathy helps to understand and acknowledge the needs, expectations, preferences, pain points, goals, etc. of stakeholders. Getting commitment for next steps helps to ensure alignment and engagement among stakeholders on the project goals, scope, roles, and responsibilities. References:

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

### NEW QUESTION # 29

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.

Which level of detail should the BA use for the process map and why?

- A. Very detailed-It should be prescriptive for new users following an unfamiliar process.
- **B. Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.**
- C. Simple-A high-level overview of the process is sufficient to show a new user experience.

**Answer: B**

Explanation:

Explanation

The level of detail that the business analyst should use for the process map and why is somewhat detailed.

This is because the process map should provide enough information to guide new users through the onboarding process, but not overwhelm them with too much detail that may be irrelevant or unnecessary.

Since the process will be repetitive, new users will learn and remember the details over time, and they can always refer back to the process map if needed. The process map should include the main steps, decisions, inputs, outputs, and roles involved in the onboarding process, as well as any exceptions or variations. The process map should also use clear and consistent terminology, symbols, and notation to ensure readability and understanding.

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

### NEW QUESTION # 30

The business analyst (BA) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release.

What is the next step for the BA to take before build can begin?

- A. Define the minimal viable product.
- B. Schedule sprint planning meetings.
- **C. Get approval and signoff on the requirements.**

**Answer: C**

Explanation:

This answer states that getting approval and signoff on the requirements is the next step for the BA to take before build can begin. Approval and signoff on the requirements means that the stakeholders agree that the requirements are accurate, complete, and feasible, and that they authorize the development team to start building the solution. Approval and signoff on the requirements helps to avoid scope creep, rework, and miscommunication. References:

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

### NEW QUESTION # 31

The business analyst at Cloud Kicks is using a checklist to assess the quality of user stories for an upcoming Experience Cloud implementation.

Which characteristics make a user story successful?

- **A. Independent, Negotiable, Valuable, Estimable. Small, Testable**
- B. Actionable., Concise, Testable, Solution-oriented, Defined
- C. Clean Direct, Concise, Cross Functional, Configurable

**Answer: A**

Explanation:

Explanation

these are the characteristics that make a user story successful, according to the INVEST acronym. A user story should be independent of other user stories, negotiable in terms of scope and details, valuable to the user or customer, estimable in terms of effort and time, small enough to fit in a sprint or iteration, and testable with clear acceptance criteria.

References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>

### NEW QUESTION # 32

The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has been built and it is time to kick off user acceptance testing (UAT).

What is the goal of UAT?

- A. summarize the overall ask and determine what is in scope
- B. To identify acceptance criteria with pass/fail indicators
- **C. To ensure what was originally requested is being delivered**

**Answer: C**

Explanation:

The goal of user acceptance testing (UAT) is to ensure what was originally requested is being delivered by the development team. UAT is the final phase of testing before a solution is released to production. UAT involves users or stakeholders who validate that the solution meets their needs and expectations, based on the user stories and acceptance criteria. UAT helps to verify that the solution is fit for purpose and ready for launch.

References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing>

### NEW QUESTION # 33

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