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ecosystem.

Salesforce Certified Business Analyst Exam Sample Questions (Q289-Q294):

NEW QUESTION # 289
At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team, The director believes their needs are of the highest importance.
What should the business analyst do when disruptions to the project occur?

- A. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
- B. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.
- C. Ask the project manager for an additional resource to implement the new requests.

Answer: B

Explanation:
Explanation
The best way for a business analyst to handle disruptions to the project from urgent requests by the marketing director is to interpret them as guidelines to be used when determining priorities for the upcoming release.
This will help them balance between meeting stakeholder expectations and following scrum methodology principles. Focusing on agreed upon deliverables instead of new requests may ignore changing business needs or miss opportunities for improvement.
Asking for an additional resource to implement new requests may increase complexity or cost without adding value or quality.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION # 290
Cloud Kicks is implementing cases to handle its growing volume of customer inquiries. The Business analyst (BA) on the implementation has 2 years of experience with Service Cloud. This is one of the user stories the BA wrote for the implementation:
A customer service representative wants to use Salesforce Macros to update notes and change the case stats to close to reduce the time spent on each case.
Which mistake did the BA make when writing this user story?

- A. The story explained the value to the user.
- B. The incorrect persona was used in the story.
- C. The story included feature- specific language.

Answer: B

Explanation:
The mistake that the business analyst made when writing this user story was that the story included feature-specific language rather than focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a customer service representative wants to use Salesforce Macros" implies a particular design choice rather than describing what outcome should be achieved by reducing the time spent on each case (such as automating repetitive tasks or streamlining workflows). User stories should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. User stories should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases. The incorrect persona was not used in the story because customer service representative is a valid user role or persona who will benefit from this feature or functionality. The story explained the value to the user rather than focusing on what needs to be achieved by implementing this feature or functionality because reducing the time spent on each case is a benefit or value that the customer service representative will get from this feature or functionality. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stor

NEW QUESTION # 291
The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.
What should the BA use?

- A. Version control

- B. Setup Audit Trail
- C. Change Sets

Answer: A

Explanation:
Explanation
The business analyst should use version control to identify metadata dependencies across features to prevent overwriting before the release. Version control is a system that tracks and manages changes to files or code over time. It can help the business analyst compare different versions of metadata components, identify any conflicts or dependencies across features, and resolve them before deploying them to production. Setup Audit Trail is a tool that monitors and logs changes made by administrators in Setup. It can help the business analyst track who made what changes and when, but not identify metadata dependencies across features. Change Sets are tools that deploy metadata changes from one org to another org. They can help the business analyst move features from sandbox to production, but not identify metadata dependencies across features. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta
https://trailhead.salesforce.com/en/content/learn/modules/git-and-git-hub-basics

NEW QUESTION # 292
During a Service Cloud implementation at Cloud Kicks, the business analyst (BA) reviewed the user acceptance testing and identified results that conflict with the functionality that was requested, While the testing was error-free, business stakeholders indicted that values in reports and the layout of screens were unexpected.
What should the BA do next?

- A. Run testing again, ensuring the scripts reflect expectations and business processes match functionality,
- B. Present recommendations from testing to determine if improvements should be made to the underlying implementation.
- C. Decompose and model the business processes, and identify testing procedures to calculate new values.

Answer: B

Explanation:
Explanation
After reviewing the user acceptance testing results, the business analyst should present recommendations from testing to determine if improvements should be made to the underlying implementation. Recommendations are suggestions or proposals on how to enhance or modify the solution based on the feedback and findings from testing. They should be prioritized according to their impact, urgency, and feasibility. The business analyst should collaborate with stakeholders, developers, and testers to review and evaluate the recommendations and decide which ones should be implemented before deploying the solution to production. Running testing again, ensuring the scripts reflect expectations and business processes match functionality, is not a good option because it does not address the root cause of why the functionality was different from what was requested. Decomposing and modeling the business processes, and identifying testing procedures to calculate new values, is not a good option because it does not involve the stakeholders or developers in finding solutions. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION # 293
As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented. What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce implementation?

- A. Setup Audit Trail
- B. Salesforce Optimizer
- C. Reports and Dashboards

Answer: B

NEW QUESTION # 294
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