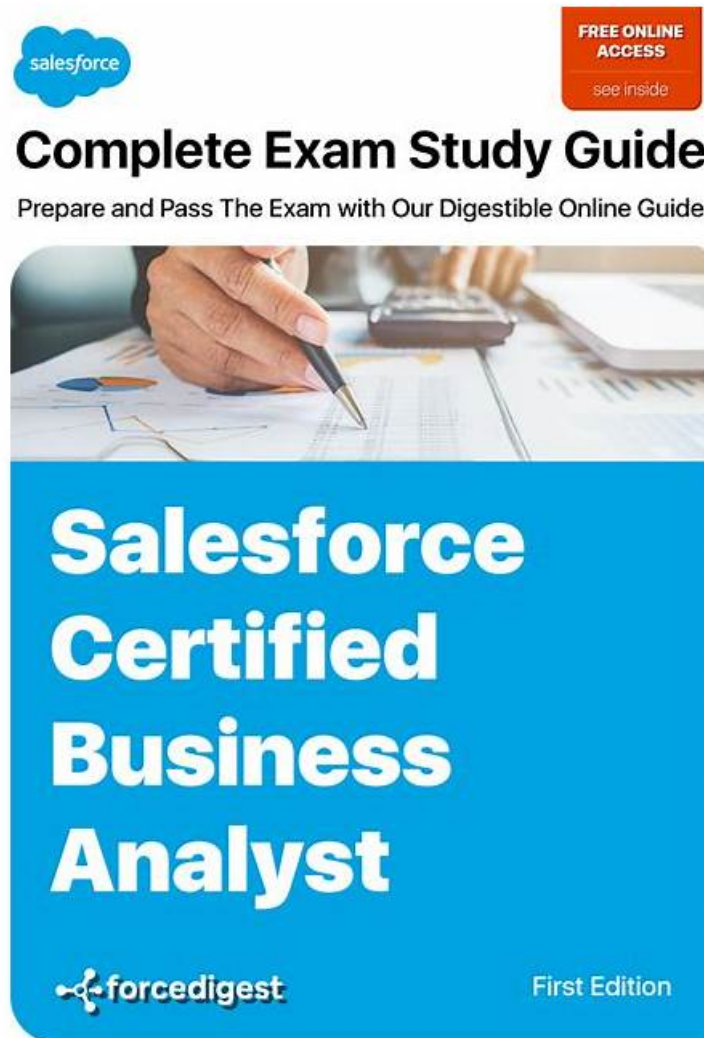


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Salesforce Certified Business Analyst Exam Sample Questions (Q294-Q299):

NEW QUESTION # 294

The Business analyst (BA) at Northern Outfitters (NTO) has gathered preliminary functional requirements for an upcoming Salesforce implementation project. Before translating these requirements into user stories, the BA wants to gain additional perspective, feedback, and detail on the requirements from the NTO team.

Which document should help the BA gather this information?

- A. Current state analyst
- **B. Stakeholder analysis**
- C. Business analysis plan

Answer: B

NEW QUESTION # 295

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked 'C Customer' mean?

- **A. The customer should be consulted.**
- B. The customer should be responsible.
- C. The customer should be informed.

Answer: A

Explanation:

Explanation

Universal Process Notation (UPN) is a simple diagramming notation for business processes that uses activity boxes and arrows to show the sequence of steps and decisions in a process. Each activity box is marked with a resource that indicates who should be responsible, accountable (A), consulted, or informed (I) for that activity. An activity box marked "C Customer" means that the customer should be consulted for that activity, which means that their input or feedback is needed before proceeding with the activity. References:

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

NEW QUESTION # 296

A sales manager express frustration that the sales team is failing to enter calls in salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process, the sales manager reaches out to the business analyst (BA) for recommendation.

What should the BA do next?

- A. Engage a developer to scope a custom solution.
- B. Export a weekly report of user activity.
- **C. Research third-party apps on the AppExchange.**

Answer: C

Explanation:

Explanation

The business analyst should research third-party apps on the AppExchange to help resolve the issue of sales team failing to enter calls in Salesforce quickly and with limited time and budget. The AppExchange is an online marketplace where customers can find ready-made solutions that extend Salesforce functionality without requiring custom development or complex configuration.

Researching third-party apps on the AppExchange can help identify potential solutions that meet the needs and constraints of the sales manager and the sales team. Engaging a developer to scope a custom solution is not a good option because it would require more time and budget than available for this issue. Exporting a weekly report of user activity is not a good option because it would not address the root cause of why the sales team is failing to enter calls in Salesforce. References: 1

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

NEW QUESTION # 297

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

- A. Iterative development
- **B. Definition of done**
- C. Sprint retrospective

Answer: B

Explanation:

Explanation

The principle of Agile methodology that this violates is definition of done. Definition of done is a set of criteria that determines when a user story or a sprint is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the user story or sprint, such as code quality, unit testing, documentation, performance, security, and usability. Definition of done helps to ensure that the work meets the expected standards and quality, satisfies the user's needs and expectations, and aligns with the project goals and scope. In this case, the code review process revealed that the Apex code fails to meet Salesforce coding standards, which means that the definition of done was not met or followed. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done>

NEW QUESTION # 298

In what phase of the four application lifecycle milestones does this action belong? Communicate Changes, Update Profiles and Communicate end of Changes.

- A. Plan
- B. Build
- C. Test
- **D. Deploy**

Answer: D

Explanation:

Communicate Changes, Update Profiles and Communicate end of Changes are actions that belong to the Deploy phase of the four application lifecycle milestones. The Deploy phase involves moving changes from one environment to another and ensuring proper communication with stakeholders and end users. The Build phase involves creating solutions using declarative or programmatic tools based on requirements and design specifications. The Test phase involves verifying functionality, performance, security, and usability of solutions using various testing methods and tools. The Plan phase involves defining project scope, objectives, deliverables, resources, timeline, and risks. References:

<https://trailhead.salesforce.com/content/learn/modules/application-lifecycle-and-development-models/understand>

<https://trailhead.salesforce.com/content/learn/modules/application-lifecycle-and-development-models/choose-a-d>

NEW QUESTION # 299

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