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Salesforce Certified-Business-Analyst Exam Syllabus Topics:

Section	Weight	Objectives
User Stories	18%	- Agile documentation
		1. Refine backlog items 2. Write user stories 3. Define acceptance criteria 4. Support Agile delivery
Development Support and User Acceptance	12%	- Solution validation
		1. Support development teams 2. Coordinate user acceptance testing 3. Manage change adoption 4. Validate business outcomes
Business Process Mapping	12%	- Process analysis
		1. Use process mapping techniques 2. Document current-state processes 3. Design future-state processes 4. Manage scope definition

		- Stakeholder engagement
Collaboration with Stakeholders	23%	• 1. Facilitate communication • 2. Prioritize business needs • 3. Manage stakeholder expectations • 4. Identify stakeholder roles
		- Requirements management
Requirements	18%	• 1. Manage requirement lifecycle • 2. Gather business requirements • 3. Validate requirements • 4. Identify dependencies
		- Business analyst responsibilities
Customer Discovery	17%	• 1. Assess customer environment • 2. Identify business objectives • 3. Support implementation lifecycle • 4. Demonstrate Salesforce capabilities

>> **Certified-Business-Analyst Reliable Learning Materials** <<

Certified-Business-Analyst Reliable Exam Guide, New Certified-Business-Analyst Exam Review

As the labor market becomes more competitive, a lot of people, of course including students, company employees, etc., and all want to get Certified-Business-Analyst authentication in a very short time, this has developed into an inevitable trend. Each of them is eager to have a strong proof to highlight their abilities, so they have the opportunity to change their current status, including getting a better job, have higher pay, and get a higher quality of Certified-Business-Analyst material, etc.

Salesforce Certified Business Analyst Exam Sample Questions (Q299-Q304):

NEW QUESTION # 299

The project team is building a Sales Cloud implementation. The business analyst (BA) wants to make sure the solution meets the needs of the business. The BA needs to identify where user testing should occur and who should participate. Which approach should the BA follow?

- A. Create a partial sandbox and give the VP of sales access to it.
- B. Create a scratch org and give the development team access to it.
- **C. Create a full copy sandbox and give power users access to it**

Answer: C

NEW QUESTION # 300

The Salesforce project team at Cloud Kicks is about to start a project that crosses sales and service teams. The business analyst (BA) has been tasked with writing user stories with the teams in a workshop. What should the BA keep in mind during the process?

- A. User stories are fixed upon stakeholder approval.
- **B. User stories encourage iterative development.**
- C. User stories specify which technical components are impacted.

Answer: B

Explanation:

Explanation

One thing that user stories help the business analyst do is encourage iterative development. Iterative development is an approach that

breaks down a project into smaller cycles or iterations, each delivering a working piece of functionality or value to the user. User stories are well suited for iterative development because they are concise, focused, and prioritized based on user needs and value. User stories help to deliver features faster and more frequently, while allowing for feedback and changes along the way. References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>

NEW QUESTION # 301

Which of the following User Management terms is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem".

- A. Role
- B. Profile
- C. User License
- D. Username

Answer: C

Explanation:

Explanation

User License is the User Management term that is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem". Role is a User Management term that controls data visibility and reporting hierarchy within an organization based on users' positions. Profile is a User Management term that defines what users can do within an organization based on their job function and responsibilities. Username is a User Management term that identifies users when they log in to Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5

NEW QUESTION # 302

Sales leadership at 230Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company. Salesforce implementation includes many custom pages. Multiple users have complained about waiting a long time for key functionality to display

- A. Monitor the Lightning Usage App.
- B. Run the Lightning page layout.
- C. Enable Debug Logs.

Answer: A

Explanation:

The business analyst should monitor the Lightning Usage App to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. The Lightning Usage App is a tool that tracks and reports on how users are engaging with Salesforce in Lightning Experience. The Lightning Usage App can help measure and improve user adoption by showing metrics such as daily and monthly active users, usage by browser and device type, usage by profile and permission set, feature adoption, performance, and feedback.

The business analyst should monitor the Lightning Usage App to identify trends, patterns, issues, or opportunities related to user adoption and take actions accordingly. Running the Lightning page layout is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Running the Lightning page layout is a process that optimizes a page layout for Lightning Experience by removing unsupported components, adding supported components, and rearranging components based on best practices. Running the Lightning page layout can help improve user experience and satisfaction but does not measure or improve user adoption directly. Enabling Debug Logs is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Enabling Debug Logs is a process that captures information about database operations, system processes, and errors that occur when executing a transaction or running unit tests.

Enabling Debug Logs can help troubleshoot issues and errors but does not measure or improve user adoption directly. References: <https://trailhead.salesforce.com/en/content/learn/modules/lightning-experience-rollout/lightning-experience-rollo>

NEW QUESTION # 303

The business analyst at Cloud Kicks received verbal acceptance of all user stories by the product owner and set the status of the user stories to "Ready for Development" on a spreadsheet. The development team later reports are unable to confirm which user stories are ready to be built.

- A. The definition of done of the user stories was unclear.
- B. The user stories were linked to the incorrect business process map.
- C. The user stories were save outside of a shared repository

Answer: C

Explanation:

Explanation

This answer states that saving user stories outside of a shared repository is why UC's development team reports they are unable to confirm which user stories are ready to be built after receiving verbal acceptance of all user stories by the product owner and setting their status to 'Ready for Development' on a spreadsheet by UC's BA. A shared repository is a common or central location where documents or files can be stored, accessed, and updated by multiple users or teams. Saving user stories outside of a shared repository means that the BA stores user stories in a place where they are not visible or available to other users or teams, such as their personal computer, email, etc. Saving user stories outside of a shared repository is why UC's development team reports they are unable to confirm which user stories are ready to be built because it prevents them from seeing or accessing the latest version or status of user stories, and it creates confusion or inconsistency among them.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use>

NEW QUESTION # 304

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