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To be eligible for the exam, candidates must have at least two years of experience working with Salesforce and a strong understanding of business analysis principles. They should also have a solid grasp of Salesforce's core features and functionality, including its data model, workflow rules, and reporting tools.

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Salesforce Certified Business Analyst Exam Sample Questions (Q75-Q80):

NEW QUESTION # 75

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes. What should the BA do to prevent the session from being derailed?

- A. Add the stakeholder's concerns to a "parking lot" for further discussion.
- B. Shift the conversation from onboarding to the stakeholder's concerns.
- C. Ask the stakeholder to focus on the onboarding process.

Answer: A

Explanation:

Explanation

The best practice for preventing a session from being derailed by an off-topic stakeholder is to use a "parking lot" technique. A parking lot is a list of topics or issues that are not relevant to the current session but may need further discussion or resolution later. The BA should add the stakeholder's concerns to a parking lot for further discussion, and acknowledge that they are important but out of scope for the current session. This way, the BA can keep the session focused on the onboarding process and avoid wasting time or losing engagement from other stakeholders.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/plan-an>

NEW QUESTION # 76

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

- **A. User story**
- B. Use case
- C. Business analysis plan

Answer: A

NEW QUESTION # 77

Universal Containers has a Salesforce Knowledge base solution; however support agents have indicated that the system has duplicate knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the articles. While researching solution options, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will generally be available in the next release.

What should the BA suggest?

- **A. Ask the support manager to wait until the idea is released.**
- B. Ask the development team to build a custom solution based on the idea.
- C. Ask the Salesforce Account Executive to release the idea early.

Answer: A

Explanation:

The best option for the BA to suggest is to ask the support manager to wait until the idea is released. This option avoids spending time and resources on building a custom solution that may not be compatible or necessary once the idea is released. It also ensures that the support team can benefit from the latest features and functionality that Salesforce provides, and avoid potential issues or conflicts with future updates or releases. The other options are either impractical or risky. Option B may not be possible or feasible, as the idea may not be ready or stable for early release. Option C may result in wasted effort or duplication, as the custom solution may become obsolete or incompatible once the idea is released. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-solution-options>

NEW QUESTION # 78

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

- **A. Salesforce DX, Flow Builder, Rapid Application Development**
- B. Change Set Development, Org Development, Package Development
- C. Rapid Application Development, Org Development, Package Development

Answer: A

NEW QUESTION # 79

Business analyst (BA) at Universal Containers looks at the user stories for a new implementation of the Salesforce Customer

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