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ISQI ISTQB Foundation Level - Acceptance Testing Sample Questions (Q76-Q81):

NEW QUESTION # 76

As an acceptance tester, you are stuck between two stakeholders that demand contradicting acceptance criteria Which one of the following actions is MOST promising to resolve the conflict?

- A. You organize a meeting of the two stakeholders so that they can solve the conflict personally
- **B. Instead of discussing conflicting technical solutions, you try to understand the underlying business needs**
- C. After having collected the pros and cons of each solutions, you base your decision on those objective criteria
- D. Together with the business analyst, you determine which stakeholders is more important to decide between them

Answer: B

Explanation:

When stakeholders provide conflicting acceptance criteria, resolving the conflict effectively requires focusing on the underlying business goals rather than getting stuck in technical or solution-level disagreements.

Option D is correct because it aligns with the core role of a business analyst and an acceptance tester: to understand and validate business needs. By exploring the root business objectives, you can help stakeholders reframe the problem and reach a compromise based on what delivers the most value.

Other options:

A may lead to confrontation and unproductive discussion without proper facilitation.

B is risky - prioritizing stakeholders may escalate conflict or appear biased.

C assumes you can objectively resolve the conflict based only on pros and cons, but without understanding the business context, the decision may not meet stakeholder needs.

D). Instead of discussing conflicting technical solutions, you try to understand the underlying business needs

NEW QUESTION # 77

Which of the following pillars of UX requirement analysis is described BEST?

- A. During task analysis, business analysts observe users that work with existing products to determine required

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