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Salesforce Certified Business Analyst Sample Questions (Q59-Q64):

NEW QUESTION # 59

Cloud Kicks (CK) wants to incorporate a credit check process to verify prospects in Sales Cloud. CK asks the business analyst (BA) to identify which stage of the sales process that the credit check should be embedded. What should the BA do to meet the requirement?

- A. Create a process map.
- B. Create a value stream map.
- C. Create a capability model.

Answer: A

Explanation:

Creating a process map is the most effective approach to identify the appropriate stage in the sales process for embedding the credit check:

Visualization of the Sales Workflow: A process map provides a step-by-step representation of the sales process, making it easier to pinpoint where the credit check should be integrated.

Alignment with Business Flow: By mapping the process, the BA can collaborate with stakeholders to ensure the credit check aligns with other sales activities and does not introduce unnecessary delays.

Salesforce Best Practices: Salesforce emphasizes understanding and documenting workflows to ensure any enhancements, such as credit checks, fit seamlessly into existing processes.

NEW QUESTION # 60

Up to how many Profiles can a User have?

- A. As many as required.
- B. Up to 3
- C. The Administrator can have up to 3, normal users only 1.
- D. Only 1

Answer: D

Explanation:

A User can have only 1 Profile in Salesforce. A Profile defines the permissions and access settings for a User.

A User cannot have multiple Profiles or switch between them. A User can have multiple Permission Sets, which are additional sets of permissions that can be assigned to a User on top of their Profile. References:

https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5

NEW QUESTION # 61

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:

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 # 62

The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.

The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

- A. Identify dependent components.
- B. Delete the definition of done

- C. Verify acceptance criteria.

Answer: A

Explanation:

The business analyst should identify dependent components to help with prioritization of user stories to add to an sprint. Dependent components are components that rely on or affect other components in an application or system. Identifying dependent components can help determine which user stories are more critical, complex, risky, or interrelated than others and prioritize them accordingly. Identifying dependent components can also help avoid conflicts, errors, or delays caused by missing or incompatible components when developing or deploying user stories. Verifying acceptance criteria is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Verifying acceptance criteria is a process that checks whether a user story meets its conditions or requirements for being done or acceptable. Verifying acceptance criteria can help validate and test user stories but does not help prioritize them based on their importance or urgency. Deleting the definition of done is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Deleting the definition of done is a process that removes the criteria or standards that indicate when a user story is completed and ready for deployment.

Deleting the definition of done can reduce quality and consistency of user stories but does not help prioritize them based on their importance or urgency. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

NEW QUESTION # 63

Universal Containers uses Kanban to complete its Salesforce development. In the middle of a sprint, the sales manager submits an important item to the team.

What should the business analyst do next?

- A. Ask the team to commit to the work for the next sprint.
- **B. Ask the team to reprioritize the backlog and work on the item at the top.**
- C. Ask the team to pivot and complete the work immediately.

Answer: B

Explanation:

The business analyst should ask the team to reprioritize the backlog and work on the item at the top. This is because Kanban is a development model that focuses on continuous delivery and flow of work, rather than fixed iterations or sprints. Kanban uses a visual board that shows the status of work items across different stages, such as backlog, in progress, done, etc. Work items are pulled from one stage to another when there is available capacity or demand, rather than according to a predefined schedule or plan. Reprioritizing the backlog can help the team accommodate the new item and ensure that the most important or urgent work is done first. Asking the team to commit to the work for the next sprint may not be a good option because Kanban does not use sprints or time-boxed iterations. Asking the team to pivot and complete the work immediately may not be a good option because it may disrupt the flow of work or create bottlenecks or waste in Kanban. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/agile-development-with-scrum>

NEW QUESTION # 64

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