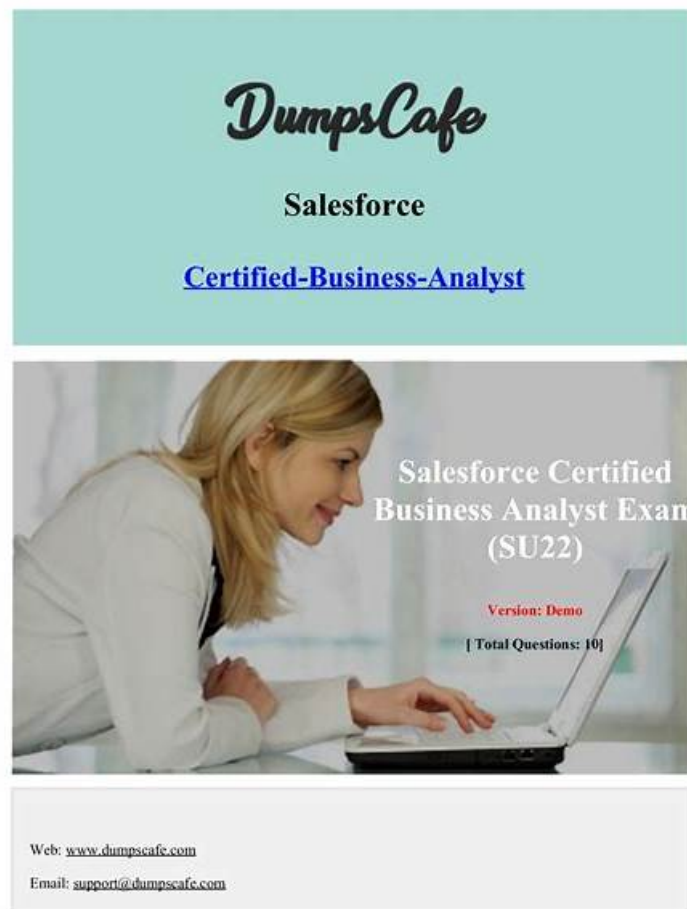


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## Salesforce Certified Business Analyst Exam Sample Questions (Q281-Q286):

### NEW QUESTION # 281

At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team. The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
- B. Ask the project manager for an additional resource to implement the new requests.
- C. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.

**Answer: C**

### NEW QUESTION # 282

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

- A. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.
- B. Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.
- C. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.

**Answer: C**

### NEW QUESTION # 283

The business analyst (BA) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release.

What is the next step for the BA to take before build can begin?

- A. Get approval and signoff on the requirements.
- B. Define the minimal viable product.
- C. Schedule sprint planning meetings.

**Answer: A**

### NEW QUESTION # 284

Northern Trail Outfitters (NTO) plans to significantly grow its workforce and wants to increase the overall security of its Sales Cloud instance. NTO has previously implemented a complex security solution with organization wide defaults, criteria-based sharing rules, and dozens of user profiles. NTO has asked a business analyst (BA) for recommendations on how to proceed.

Which aspect of a potential solution is most important for a BA to consider?

- A. Scalability
- B. System downtime
- C. User adoption

**Answer: A**

Explanation:

#### Explanation

The most important aspect of a potential solution for NTO's security challenge is scalability. Scalability means that the solution can handle increasing numbers of users and data without compromising performance or functionality. NTO plans to significantly grow its workforce, so it needs a security solution that can accommodate more users and data without creating complexity or inefficiency. User adoption is also important, but it depends on how easy and intuitive the security solution is for users to access and use Salesforce. System downtime is also important, but it depends on how reliable and robust the security solution is for preventing unauthorized access or data loss. References:

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

#### NEW QUESTION # 285

Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time. The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?

- A. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.
- **B. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.**
- C. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.

#### Answer: B

#### Explanation:

This answer describes how process mapping can help the BA get started on this project of analyzing and breaking down CK's typical sales cycle. Process mapping is a technique that involves creating a visual representation of a business process, showing its inputs, outputs, steps, actions, decisions, roles, and dependencies. Process mapping can help the BA communicate and understand how a process works in its current state, and identify areas for improvement or optimization. References:

<https://trailhead.salesforce.com>

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#### NEW QUESTION # 286

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