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Salesforce Certified Business Analyst Exam Sample Questions (Q174-Q179):

NEW QUESTION # 174
Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:
* All logins must use multi-factor authentication (MFA).
* Portal pages should load within 2 seconds.
How should the BA document the items?

- A. Non-functional requirement
- B. functional requirement
- C. User story

Answer: A

Explanation:
The items that the business analyst documented are non-functional requirements. Non-functional requirements are statements that describe how a system or solution should perform, behave, or appear, rather than what it should do or provide. Non-functional requirements can include aspects such as usability, reliability, security, availability, scalability, etc. Non-functional requirements help to ensure that the system or solution meets the quality standards and expectations of the stakeholders or users. The items that the business analyst documented are non-functional requirements because they specify how Sales Cloud should perform (portal pages should load within 2 seconds) and behave (all logins must use multi-factor authentication). References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION # 175
The business analyst (BA) at Northern Trail Outfitters recently configured a feature on Opportunities for the sales team. The BA plans to gather feedback from a small group of end users before rolling out the feature to the entire company.
What should the BA do to present this information?

- A. Demo the new feature.
- B. Create a feature manual.
- C. Share user stories about the feature.

Answer: A

Explanation:
Explanation
The best way for the business analyst to present the new feature on Opportunities to a small group of end users is to demo the new feature. A demo is a presentation that shows how a feature works or looks like in Salesforce. It can help the business analyst gather feedback from end users, validate the solution, and drive user adoption. Sharing user stories about the feature may be too abstract or vague for end users to understand or evaluate the feature. Creating a feature manual may be too detailed or technical for end users to appreciate or use the feature. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-storiesh

NEW QUESTION # 176
A business analyst (BA) at Universal Containers is conducting discovery sessions for implementing Experience Cloud. The key stakeholders have been assembled. The user stories have been written.
What should the BA do next?

- A. Plan the sprint schedule.
- B. Define the acceptance criteria

- C. Write the test scripts.

Answer: B

Explanation:
Explanation
This answer states that defining the acceptance criteria is what the BA should do next after conducting discovery sessions for implementing Experience Cloud at UC and writing user stories. Acceptance criteria are a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery. Defining the acceptance criteria means that the BA specifies what the solution must do or have to satisfy the user story, and how to verify or measure its success. Defining the acceptance criteria is what the BA should do next after writing user stories because it helps the BA to clarify and communicate the requirements and expectations of the user story, and to ensure that the solution meets them.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION # 177
The VP of sales at Clod Kicks wants to streamline the lead qualification process to improve the team's productivity and help them reach their target goals. A business analyst (BA) has been assigned to the project to identify the disconnect between the sales and marketing teams' definition of a qualified lead?
What should the BA focus on?

- A. Mapping historical leas data from each team and building charts to highlight similarities
- B. Evaluating team' skill and experience to determine how they can better align.
- C. Scheduling and all-day collaboration workshop with both team to resolve their differences

Answer: C

Explanation:
The business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences around contact management for a new Salesforce implementation. A collaboration workshop is a technique to bring together different stakeholders to share information, discuss issues, generate ideas, make decisions, or reach consensus on a topic or problem. Scheduling an all-day collaboration workshop with both teams can help identify their needs, expectations, pain points, goals, and priorities around contact management and find common ground or alignment among them. Mapping historical lead data from each team and building charts to highlight similarities is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not lead management. Evaluating team' skill and experience to determine how they can better align is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not skill or experience.
References: 1 https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst- certification-prep/collaborate-with-stakeholders

NEW QUESTION # 178
Support managers at Cloud Kicks have received urgent feedback from staff that record pages are slow to respond and users and growing frustrated. The business analyst (BA) has been asked to evaluate to determine which pages are being accessed most frequently and which pages are the slowest to load.
What is the first step the BA should take to help resolve the issue?

- A. Confirm steps to reproduce the issue.
- B. Create a test plan for each web browser.
- C. Update page layouts in production.

Answer: A

Explanation:
Explanation
The first step that the business analyst should take to help resolve the issue is to confirm steps to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc. Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes.

References:https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-reso

NEW QUESTION # 179

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