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## Salesforce Certified Business Analyst Exam Sample Questions (Q162-Q167):

### NEW QUESTION # 162

Which permission is required to create, delete, refresh or activate a Sandbox?

- **A. Manage Sandbox**
- B. System Administrator
- C. Environment Manager
- D. Sandbox Editor

**Answer: A**

Explanation:

Explanation

The Manage Sandbox permission is required to create, delete, refresh or activate a Sandbox. Sandbox Editor, Environment Manager, and System Administrator are not valid permissions in Salesforce.

References:[https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox\\_manage.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_manage.htm&type=5)

### NEW QUESTION # 163

The leadership team at Universal Containers (UC) is focused on customer retention. The business analyst (BA) has been asked to implement a new customer for life program on the salesforce platform. Before their can move forward, they need to understand the lifecycle and all of the related interaction that IC has with its customers.

Which type of session should the BA perform?

- A. User Acceptance testing
- **B. Journey Mapping**
- C. Requirements Gathering

**Answer: B**

Explanation:

Explanation

The type of session that the business analyst should perform to elicit user stories from UC's customers is journey mapping. Journey mapping is a technique that involves creating a visual representation of the steps or stages that a customer goes through when interacting with an organization, product, or service. Journey mapping helps to capture the customer's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. Journey mapping also helps to identify any gaps or opportunities for improvement or innovation in the customer journey. Journey mapping can help elicit user stories from UC's customers by allowing them to share their perspectives and feedback in their own words, as well as showing how the solution can add value and benefits to their journey. References:

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

### NEW QUESTION # 164

The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing.

What does the project team need to agree upon to ensure the work is ready to be deployed?

- A. Entity relationship diagram
- **B. Definition of done**
- C. User acceptance criteria

**Answer: B**

Explanation:

The project team needs to agree upon a definition of done to ensure that the work is ready to be deployed. A definition of done is a set of criteria that determines when a user story is completed and ready for deployment.

It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. A definition of done helps to ensure that the work meets the expected standards and quality, satisfies the user's needs and expectations, and aligns with the project goals and scope. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done>

#### NEW QUESTION # 165

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

**Answer: C**

#### NEW QUESTION # 166

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sales Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- A. Configuration provides faster speed to market.
- B. Configuration leverages multiple programming languages.
- C. Configuration allows for any level of complexity.

**Answer: C**

Explanation:

One of the BA's strongest arguments for using configuration over code is that configuration provides faster speed to market. Speed to market is the time it takes to deliver a product or service from conception to launch.

Speed to market is important for gaining competitive advantage, meeting customer demand, and maximizing revenue potential.

Configuration provides faster speed to market than code because it allows for creating and modifying functionality in Salesforce without writing code or deploying changes. Configuration can be done by using point-and-click tools such as App Builder, Process Builder, Flow Builder, Lightning Web Components Builder, etc., which are easy to use and require less technical skills than coding. Configuration also reduces the risk of errors or bugs that may occur with code and require more testing or debugging time.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-s>

#### NEW QUESTION # 167

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