

# Certified-Business-Analyst Exam Cost, New Certified-Business-Analyst Practice Questions



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## Salesforce Certified Business Analyst Exam Sample Questions (Q68-Q73):

### NEW QUESTION # 68

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated. What should the BA do to build trust with the stakeholder as the project continues?

- A. Reset project expectations at the next meeting with the stakeholder.
- B. Ask an executive sponsor to address the stakeholder's concerns.
- C. Set up a casual meeting to create a personal connection with the stakeholder.

**Answer: C**

Explanation:

The business analyst should set up a casual meeting to create a personal connection with the stakeholder to build trust with them as the project continues. A casual meeting is an informal conversation that allows the business analyst and the stakeholder to get to know each other better, share their backgrounds and interests, and establish rapport and empathy. A casual meeting can help to ease any tension or frustration that may have arisen during the discovery session, as well as show respect and appreciation for the stakeholder's input and feedback. References:

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

### NEW QUESTION # 69

The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.

Which type of requirement documentation is the BA using in this scenario?

- A. Data modeling
- B. Process mapping
- C. Value stream mapping

**Answer: B**

Explanation:

The type of requirement documentation that the business analyst is using in this scenario is process mapping.

Process mapping is a technique that involves creating a visual diagram of the steps or activities involved in completing a business process or workflow. Process mapping helps to document how users perform their daily work in Salesforce, what inputs and outputs they use or produce, what decisions they make, and what roles or systems they interact with. Process mapping also helps to identify any inefficiencies, bottlenecks, redundancies, or risks in the existing process, as well as opportunities for improvement or optimization.

References:

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

### NEW QUESTION # 70

Which of the following User Management terms is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce"

- A. Salesforce characters
- B. Profiles
- C. Roles
- D. Users

**Answer: D**

Explanation:

Users is the User Management term that is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce". Profiles are User Management terms that define what users can do within an organization based on their job function and responsibilities. Roles are User Management terms that control data visibility and reporting hierarchy within an organization based on users' positions. Usernames are User Management terms that identify users when they log in to Salesforce.

References:

[https://help.salesforce.com/s/articleView?id=sf.users\\_def.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5)

#### NEW QUESTION # 71

The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.

Which user story meets this requirement?

- A. As a user, I need to see case queue to monitor my team's work.
- B. As a CRM manager, I need a record-triggered flow to view my team's work queues so I can monitor their open tickets.
- C. As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.

**Answer: C**

Explanation:

The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets". A user story is a statement that describes what a user or stakeholder needs or wants from a system or solution in order to achieve a specific goal or outcome. A user story follows the format "As a [role], I want to [action], so that I can [outcome]". A user story helps to capture and communicate the business value and benefit of a requirement or feature. The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets" because it specifies the role (CRM manager), the action (see my team's work queues), and the outcome (monitor their open tickets). The other user stories are either too vague or too specific (A) to meet the requirement. References:

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

#### NEW QUESTION # 72

What is used to declaratively move metadata from one environment to another?

- A. Change Sets
- B. Data Loader
- C. Import Wizard
- D. Ant Migration

**Answer: A**

Explanation:

Change Sets are used to declaratively move metadata from one environment to another in Salesforce. Change Sets are outbound sets of changes that can be sent from one Salesforce org to another using deployment connections. Data Loader, Import Wizard, and Ant Migration are not used to declaratively move metadata in Salesforce. References: <https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>

#### NEW QUESTION # 73

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