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QUESTION #344 Minimum and Maximum Score: 1

NEW QUESTION # 344
A Service Representative who has a Live Agent Chat to another Representative. Which two things will happen? (Choose 2 answers.)

- A. The Customer does not know they were transferred.
- B. The Customer is aware the new Representative's name.
- C. The Customer is aware the new Representative's phone number.
- D. Both Transfer Keys are what the Customer.

Answer: B,C

QUESTION # 345
The Customer Relationship Manager wants to report through emails, on a regular schedule, and a Community. The contact center manager wants to communicate the success of their self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? (Choose 2 answers.)

- A. A report that handles time by year.
- B. Summary of issues created using Communities by month.
- C. Number of issues created by self-service tools.
- D. Number of knowledge articles created each month.

Answer: B,C

QUESTION # 346
University Communications department acquired a Microsoft SharePoint application, but is having trouble with the quality of the service being provided. What should the Customer recommend to gather information on Knowledge article usefulness?

- A. Create a group of Super Users that will evaluate and manage articles.
- B. Contact SharePoint to send a report on article efficacy.
- C. Increase Knowledge base Customer tools and features application package.
- D. Send out a monthly survey to customers regarding feedback.

Answer: C

QUESTION # 347

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IIBA Certification of Capability in Business Analysis (CCBA) Sample Questions (Q411-Q416):

NEW QUESTION # 411

Audrey is the business analyst for her organization and she's doing an assessment of the organization's readiness to implement the solution. In her assessment, she's finding that there are conflicting stakeholder groups for and against the proposed solution. Some of the stakeholders have more power over the solution than others. What diagram can Audrey create to visualize the people that are for and against the solution?

- A. Stakeholder matrix
- B. Pareto chart
- C. Force field analysis diagram
- D. Tornado diagram

Answer: A

Explanation:

A stakeholder matrix is a diagram that helps to identify and analyze the stakeholders involved in a project or initiative. It can show the level of interest, influence, power, and attitude of each stakeholder group towards the proposed solution. It can also help to prioritize the communication and engagement strategies for different stakeholder groups¹². A stakeholder matrix can help Audrey to visualize the people that are for and against the solution, as well as their relative importance and impact on the project. Reference:

1: BABOK Guide, Version 3.0, p. 51

2: Stakeholder Analysis | IIBA BABOK Extended

NEW QUESTION # 412

The business analyst (BA) is helping the business stakeholders prioritize requirements for a new customer portal for managing orders, delivery, and payment information. A number of requirements address compliance with regulations regarding access for people with disabilities. What factor should the BA use to guide the stakeholders when assigning a priority for these specific requirements?

- A. Stability
- B. Penalties
- C. Risk
- D. Dependencies

Answer: D

Explanation:

Dependencies

If certain requirements cannot be completed without others being done first (or at all), all dependent requirements should be prioritized together.

NEW QUESTION # 413

The business analyst (BA) is assigned a small project, requiring minor enhancements to an existing system. The BA will meet with the business sponsor and developer next week to gather information about the change. What should the BA review before the meeting?

- A. Current list of funded initiatives for the current year
- B. Minutes from the last steering committee meeting
- C. Functional design specification of the existing system
- D. Organizational structure of the impacted department

Answer: C

Explanation:

The scenario describes a task that involves gathering information about a minor change to an existing system. The task requires the BA to understand the current state of the system and the requirements for the enhancement. Therefore, the BA should review the functional design specification of the existing system before the meeting, as this document provides the details of the system's features, functions, and interfaces. Reviewing the functional design specification would help the BA to identify the scope of the change, the impact on the system, and the potential risks and issues.

NEW QUESTION # 414

You are the business analyst for a new project. Part of this project is for the project team to manually install new workstations through the company's campus. Based on your research you have determined that the project team can install 25 new workstations per hour. Since there is a fixed amount of time that these workstations need to be installed you are considering adding additional labor for the implementation. You are also considering to adjust the prioritization of the project requirements based on the amount of workstations the project team can install per hour. What does the 25 workstations per hour represent in this scenario?

- A. Planning
- B. **Timeboxing**
- C. Report project
- D. Parametric estimate

Answer: B

NEW QUESTION # 415

There are competing needs from the different business areas that will use a new system. The business analyst (BA) sets up a weekly meeting with a structured agenda to review the total effort, cost, business impact and risk of each requirement with the business leads to determine what is included in each release of the solution. What approach has the BA defined?

- A. Communication approach
- B. Collaboration approach
- C. Prioritization approach
- D. **Traceability approach**

Answer: D

NEW QUESTION # 416

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