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New BA-201 Exam Format - Exam BA-201 Reference

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Salesforce Certified Business Analyst Sample Questions (Q300-Q305):

NEW QUESTION # 300

A business analyst (BA) discovers that universal Containers automated case assignments in Service Cloud.

UC uses case assignment rules to route cases to predefined team. The UC leadership team wants to improve how cases are routed. What should the BA recommend to help the resolve a common obstacle?

- A. Document the current case assignment process.
- B. Minimize case escalations to reduce time to resolution.
- C. Migrate from case assignment rules to Omni-Channel.

Answer: A

Explanation:

This answer states that migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing a recent group of complaints from UC's service team about automated case assignments in Service Cloud. Case assignment rules are a feature that allows an organization to automatically assign cases to predefined queues or users based on certain criteria, such as case origin, case type, case priority, etc. Omni-Channel is a feature that allows an organization to automatically route work items (such as cases, leads, chats, etc.) to available agents based on their capacity, skills, availability, etc. Migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing complaints about automated case assignments in Service Cloud because it helps UC to improve how cases are routed by matching them with the most qualified and available agents, rather than relying on manual intervention or predefined rules.

References: <https://trailhead.salesforce.com/en/content/learn/modules/service-cloud-agent-productivity/service-cloud-agent-productivity-omni-channel>

NEW QUESTION # 301

When creating a new User how can the Admin make sure a temporary password is generated?

- A. Select "Temporary Password and Confirmation Email Required"
- B. There are no temporary passwords available for setup of new users in Salesforce.
- C. This is a default feature, no setup required.
- D. **Select "Generate Passwords and notify the user via email."**

Answer: D

Explanation:

Selecting "Generate Passwords and notify the user via email." is how the Admin can make sure a temporary password is generated when creating a new User. Selecting "Temporary Password and Confirmation Email Required" is not a valid option when creating a new User. There are temporary passwords available for setup of new users in Salesforce. This is a default feature, but it requires setup by selecting the correct option.

References: https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION # 302

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production. Which principle of Agile methodology does this violate?

- A. Sprint retrospective
- B. Iterative development
- C. **Definition of done**

Answer: C

Explanation:

This answer states that violating the definition of done is the principle of Agile methodology that this situation violates for completing UAT of a solution at Universal Containers. Agile methodology is an approach to software development that emphasizes delivering value to customers in short iterations or sprints, and responding to changing requirements with flexibility and collaboration. Definition of done is a criterion or a checklist that specifies when a user story or a task is considered complete and ready for deployment or delivery. Violating the definition of done means that the BA accepts a user story or a task as done without ensuring that it meets all the quality standards or acceptance criteria agreed upon by the project team.

References: <https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-done>

NEW QUESTION # 303

Cloud Kicks (CK) plans to establish a Center of Excellence (CoE).

How will CK benefit from using a CoE to define the long-term vision for its Salesforce org?

- A. CK will be better able to prioritize across teams and streamline processes.

- B. CK will develop a process to gather feedback from end users regularly.
- C. CK will get insights to current business processes.

Answer: A

NEW QUESTION # 304

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- A. The previous VP's requirements are outside of the Salesforce framework.
- B. The previous VP's requirements fail to meet current formatting standards.
- C. The previous VP's requirements may differ from those of the new executive.

Answer: C

Explanation:

This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation.

Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION # 305

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