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The Salesforce Certified Business Analyst Exam certification exam consists of two parts: a multiple-choice exam and a scenario-based exam. The multiple-choice exam is designed to test the candidate's knowledge of Salesforce products and services, as well as their ability to analyze and interpret business requirements. The scenario-based exam is designed to test the candidate's ability to apply their knowledge to real-world scenarios and solve complex business problems using Salesforce solutions.

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## Salesforce Certified Business Analyst Exam Sample Questions (Q102-Q107):

### NEW QUESTION # 102

The Business analyst (BA) at Universal Container wants to improve the case process in Salesforce after feedback customer about resolution time.

The BA tacks the user story, request details, and configuration changes in a repository.

What is a benefit of tracking user stories in this way?

- A. Multiple project team members can make and view revisions.
- B. The development team can work parallel on the same requirement.
- C. It links all changes to Salesforce metadata.

**Answer: A**

Explanation:

This answer states that multiple project team members can make and view revisions is a benefit of tracking user stories in a repository for improving the case process in Salesforce at UC. A repository is a common or central location where documents or files can be stored, accessed, and updated by multiple users or teams.

Tracking user stories in a repository means that the BA stores user stories in a repository, such as Jira, Trello, Asana, etc. Multiple project team members can make and view revisions is a benefit of tracking user stories in a repository because it enables collaboration and communication among project team members, and it ensures consistency and accuracy of user stories. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder>

### NEW QUESTION # 103

The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.

Which elicitation technique should the BA use?

- A. Focus Groups
- B. journey Mapping
- C. Survey /Questionnaire

**Answer: B**

### NEW QUESTION # 104

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. Identity Only
- B. SSO License
- C. Lightning Platform
- D. Salesforce License

**Answer: A**

Explanation:

Explanation

Identity Only is the Salesforce standard license that can be given to someone who need access only identity services, such as single sign-on (SSO). Lightning Platform, SSO License, and Salesforce License are not valid standard licenses in Salesforce. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_license\\_types\\_available.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5)

### NEW QUESTION # 105

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.

Which diagramming notation should the BA use for the process map?

- A. Universal Process Notation (UPN)
- B. Unified Modeling Language (UML)
- C. Business Process Modeling Notation (BPMN)

**Answer: A**

Explanation:

Explanation

This answer selects Universal Process Notation (UPN) as the diagramming notation that the BA should use for the process map.

UPN is a simple and standardized way of creating process maps, using only four symbols: activity, decision, start/end, and annotation. UPN can help the BA create a process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use>

### NEW QUESTION # 106

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project. What should the BA include in these requirements?

- A. Detailed documentation of technical solution
- **B. High-level description of required functionality**
- C. Test scripts to validate requirements

**Answer: B**

Explanation:

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management>

### NEW QUESTION # 107

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