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Salesforce Certified Business Analyst Exam Sample Questions (Q98-Q103):

NEW QUESTION # 98

Northern Trail Outfitter is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the stakeholders has a tendency to dominate the conversation which takes the group off topic and interfaces with meeting the objective.

How should the business analyst collaborate with the key stakeholder's?

- **A. Conduct individual interviews to gather input.**
- B. Conduct a group brainstorming session to generate ideas.
- C. Conduct a focus group to identify pain points.

Answer: A

Explanation:

The business analyst should conduct individual interviews to gather input from the key stakeholders.

Interviews are a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc. Interviews help to elicit requirements and user stories from the key stakeholders by allowing them to express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviews also help to avoid the influence or dominance of one stakeholder over others, as well as reduce the risk of groupthink or conformity. References:

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

NEW QUESTION # 99

Universal Containers uses Kanban to complete its Salesforce development. In the middle of a sprint, the sales manager submits an important item to the team.

What should the business analyst do next?

- **A. Ask the team to reprioritize the backlog and work on the item at the top.**
- B. Ask the team to pivot and complete the work immediately.
- C. Ask the team to commit to the work for the next sprint.

Answer: A

Explanation:

The business analyst should ask the team to reprioritize the backlog and work on the item at the top. This is because Kanban is a development model that focuses on continuous delivery and flow of work, rather than fixed iterations or sprints. Kanban uses a visual board that shows the status of work items across different stages, such as backlog, in progress, done, etc. Work items are pulled from one stage to another when there is available capacity or demand, rather than according to a predefined schedule or plan. Reprioritizing the backlog can help the team accommodate the new item and ensure that the most important or urgent work is done first. Asking the team to commit to the work for the next sprint may not be a good option because Kanban does not use sprints or time-boxed iterations. Asking the team to pivot and complete the work immediately may not be a good option because it may disrupt the flow of work or create bottlenecks or waste in Kanban. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/agile-development-with-scrum>

NEW QUESTION # 100

A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent I want Salesforce Macros to complete repetitive tasks faster." What should the business analyst change to improve the user story?

- A. Replace the specific feature with a goal.
- **B. Add a quantifiable reason why the feature is needed.**
- C. Change the user story to the sales manager persona.

Answer: B

NEW QUESTION # 101

A business analyst (BA) at Northern Trail Outfitters (NTO) is assigned to a project to help revamp n process.

The current process used by the sales team is different than the process outlined in NTO's documentation.

Which step should the BA take first?

- A. Create an Entity Relationship Diagram (ERD) of the current state.
- B. Meet with stakeholders as a group to capture future requirements.
- **C. Meet with stakeholders as a group to understand the current state.**

Answer: C

NEW QUESTION # 102

A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively. What should the BA confirm about the user stories when completing this review?

- **A. They can be easily prioritized and are small enough to estimate accurately.**
- B. They contain substantial details and focus on technical elements.
- C. They are dependent on related acceptance criteria and overlap with other use cases.

Answer: A

Explanation:

The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team. References:

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

NEW QUESTION # 103

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