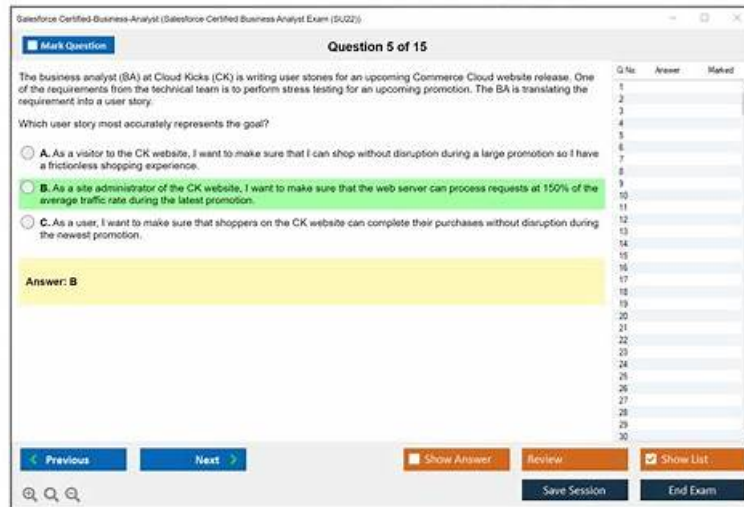


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Salesforce Certified Business Analyst Exam Sample Questions (Q89-Q94):

NEW QUESTION # 89

Universal Containers is transitioning to Slack as its internal communication tool and is ready to release.

What is the final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision?

- A. Get written sign-off from all business stakeholders.
- B. Complete development on bugs discovered during this phase.
- C. Conduct a final retrospective meeting with the project team.

Answer: A

Explanation:

Explanation

The final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision is to get written sign-off from all business stakeholders. Written sign-off means obtaining formal approval or confirmation from the business stakeholders that the system or solution meets their requirements or expectations and is ready to be released to production.

Written sign-off helps to ensure a

"go" decision by demonstrating that the system or solution has passed all the tests or validations, as well as resolving any issues or risks that may prevent the release. Written sign-off also helps to document and communicate the completion and acceptance of the user acceptance testing process.

References:<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-use>

NEW QUESTION # 90

The Salesforce development team is strictly following scrum to govern its releases. An executive trying to plan a vacation wants to know when work on the feature will begin so they can be available for additional implementation questions. After consulting with the product owner, the business analyst (BA) learns the team has decided to adopt Kanban instead for all future releases.

What should the BA tell the executive?

- A. Work will begin in the next sprint.
- B. Work will begin after executive approval is given.
- C. Work will begin when capacity becomes available

Answer: C

Explanation:

The business analyst should tell the executive that work will begin when capacity becomes available. 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. Work will not begin after executive approval is given or in the next sprint because these are concepts that are more relevant for other development models such as change set development or org development. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-acceptance>

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

NEW QUESTION # 91

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs.

Which additional step is required during the UAT planning process?

- A. Schedule deployment.
- B. Gather business requirements.
- C. Identify power users.

Answer: C

Explanation:

The first step that the business analyst should take before starting UAT is to identify power users. Power users are users who have extensive knowledge and experience with using Salesforce, and can provide valuable feedback and insights during UAT. Power users can help to write, review, and execute UAT scenarios, as well as train and support other users during UAT. Power users can also act as champions for change management, and help to promote adoption and satisfaction with the solution. The business analyst

should identify power users from different roles, teams, or regions, depending on the scope and scale of the project. The business analyst should also communicate with power users about their expectations, responsibilities, and availability for UAT.

NEW QUESTION # 92

The VP of sales at Clod Kicks wants to streamline the lead qualification process to improve the team's productivity and help them reach their target goals. A business analyst (BA) has been assigned to the project to identify the disconnect between the sales and marketing teams' definition of a qualified lead?

What should the BA focus on?

- A. Evaluating team' skill and experience to determine how they can better align.
- B. Mapping historical lead data from each team and building charts to highlight similarities
- C. **Scheduling and all-day collaboration workshop with both team to resolve their differences**

Answer: C

Explanation:

The business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences around contact management for a new Salesforce implementation. A collaboration workshop is a technique to bring together different stakeholders to share information, discuss issues, generate ideas, make decisions, or reach consensus on a topic or problem. Scheduling an all-day collaboration workshop with both teams can help identify their needs, expectations, pain points, goals, and priorities around contact management and find common ground or alignment among them. Mapping historical lead data from each team and building charts to highlight similarities is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not lead management. Evaluating team' skill and experience to determine how they can better align is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not skill or experience.

References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collaborate-with-stakeholders>

NEW QUESTION # 93

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the discovery.
2. Draft requirements.
3. Ask clarifying questions.
4. Draft user stories.
5. Share user stories with the technical team so they can begin building.
- B. 1. Review information from the discovery.
2. Ask clarifying questions.
3. Draft requirements.
4. Share requirements with the technical so they can begin building.
5. Create user acceptance criteria and test cases.
- C. **1. Review information from the
2. Ask clarifying questions.
3. Draft requirements.
4. Refine and confirm requirements.
5. Prioritize which requirements will be included in the minimum viable product.**

Answer: C

Explanation:

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and

confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:
<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories>

NEW QUESTION # 94

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