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Salesforce Certified-Business-Analyst certification exam is intended for those who have experience working with Salesforce and have a deep understanding of the platform. Certified-Business-Analyst exam covers various topics including Salesforce data modeling, user interface design, business process automation, and analytics. Salesforce Certified Business Analyst Exam certification exam is geared towards individuals who are working as business analysts or consultants and want to increase their knowledge and skills to become more effective in their roles.

To earn the SCBA credential, individuals must pass an exam that focuses on their knowledge of Salesforce's functionalities, including automating business processes, creating customizable reports and dashboards, managing security and access, and using Salesforce's knowledge base capabilities. Certified-Business-Analyst Exam also tests the candidate's application of best practices for business analysis related to the Salesforce platform.

Salesforce Certified Business Analyst (SCBA) certification is a valuable credential that demonstrates your expertise in analyzing business requirements and designing solutions using Salesforce. Salesforce Certified Business Analyst Exam certification is suitable for professionals who have experience working with Salesforce and want to advance their careers in business analysis. By passing the SCBA certification exam, you can gain recognition for your skills and help organizations to improve their customer interactions and business processes.

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Salesforce Certified Business Analyst Exam Sample Questions (Q297-Q302):

NEW QUESTION # 297

A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing

and qualification process. The solution will include automated and manual features.
Which artifact should help the BA illustrate the vision of a solution to stakeholders?

- A. Collected pain points from people who follow the existing process
- B. Detailed user stories with technical documentation about the existing process
- **C. Annotated process flows with modifications to an existing process**

Answer: C

NEW QUESTION # 298

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.
What are the top three benefits of creating a process map?

- A. Engages stakeholders, identifies improvements, and starts the change process
- **B. Builds accountability, increases revenue, and decreases overall time spent on requirements**
- C. Identifies improvements, decreases project costs, and starts the change process

Answer: B

NEW QUESTION # 299

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.
What should the BA do to build trust with the stakeholder as the project continues?

- A. Reset project expectations at the next meeting with the stakeholder.
- **B. Set up a casual meeting to create a personal connection with the stakeholder.**
- C. Ask an executive sponsor to address the stakeholder's concerns.

Answer: B

Explanation:

Explanation

The business analyst should set up a casual meeting to create a personal connection with the stakeholder to build trust with them as the project continues. A casual meeting is an informal conversation that allows the business analyst and the stakeholder to get to know each other better, share their backgrounds and interests, and establish rapport and empathy. A casual meeting can help to ease any tension or frustration that may have arisen during the discovery session, as well as show respect and appreciation for the stakeholder's input and feedback.

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

NEW QUESTION # 300

Which User access and sharing features would you use for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email.

- A. Email Proof
- **B. Login Link**
- C. 2 FA
- D. Single Sign-On

Answer: B

NEW QUESTION # 301

The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the

project.

Which type of documentation should the BA utilize?

- A. Use cases
- **B. Current state analysis**
- C. Object models

Answer: B

Explanation:

The type of documentation that the business analyst should utilize to better understand business processes so they can accurately scope the project is current state analysis. Current state analysis is a technique that involves assessing and documenting how a business process or workflow is currently performed in an organization. Current state analysis helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Current state analysis can be done using tools such as interviews, observations, surveys, or process maps.

References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

NEW QUESTION # 302

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