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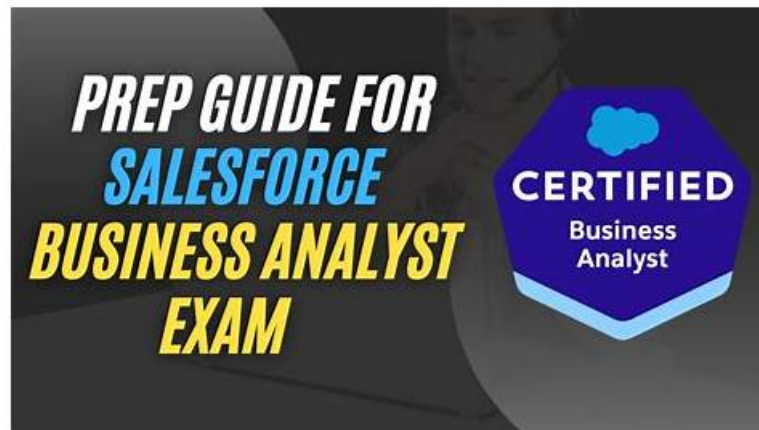
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Salesforce Certified Business Analyst Exam Sample Questions (Q126-Q131):

NEW QUESTION # 126
Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.
What should the BA do next?

- A. Start project work for the operations team.
- B. Include the operations team during discovery.
- C. Proceed with the sales team's project as planned.

Answer: B

Explanation:
When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION # 127

A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session.
Which issue should concern the BA most?

- A. The system admins note a fair amount of technical debt without having the time or expertise to address it.
- B. The support organization still needs to be trained on how to use Sales Cloud.
- C. The previous implementation partner neglected to do a knowledge transfer of the final solution.

Answer: A

Explanation:
The issue that should concern the business analyst most is that the system admins note a fair amount of technical debt without having the time or expertise to address it. Technical debt is the accumulated cost or consequence of suboptimal design, development, or maintenance decisions on a software system. Technical debt can negatively affect the performance, security, usability, and maintainability of a software system, as well as increase the complexity and risk of future changes or enhancements. Technical debt can also reduce user satisfaction and adoption, as well as business value and return on investment. Therefore, the business analyst should be concerned about the technical debt in the Sales Cloud implementation and work with the system admins and other stakeholders to identify, prioritize, and resolve it. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-initi

NEW QUESTION # 128

After completing the most recent sprint, a key stakeholder reached out to the business analyst (BA) with some feedback about the Opportunity reporting functionality shown in the QA org during the sprint demo.
* The stakeholder was Impressed with how easy it was to create reports about their Opportunity data.
* The stakeholder noticed a misspelled column name in the Opportunity Funnel report.
* The stakeholder wants to add five additional fields to the Opportunity Funnel report.
Which actions should the BA take?

- A. Thank them for their feedback, update the misspelled column name in the QA org, and log an enhancement for the five additional fields.
- B. Thank them for their feedback, log a bug for the misspelled column name, and log an enhancement for the five additional fields.
- C. Thank them for their feedback, log a bug for the misspelled column name, and add the five new fields to the report in the QA org.

Answer: B

Explanation:
According to the Salesforce Business Analyst Certification Prep, the business analyst's role in user acceptance is to facilitate the feedback loop between the development team and the business stakeholders1. The BA should log any issues or change requests that are identified during the UAT sessions and prioritize them according to the project scope and timeline1. A misspelled column name is a minor defect that should be logged as a bug and fixed before the release2. Adding five additional fields to the report is a new requirement that should be logged as an enhancement and evaluated for the next sprint or release3. The BA should thank the stakeholder for their feedback and communicate the status of their requests1. References: Salesforce Certified Business Analyst Exam Questions, Salesforce Business Analyst Certification Practice Quiz and Sample Questions, Explore User Acceptance Unit

NEW QUESTION # 129

The business analyst (0A) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture

requirements for Sales Cloud enhancements for a future product release.
What is the next step for the BA to take before build can begin?

- A. Define the minimal viable product.
- B. Get approval and signoff on the requirements.
- C. Schedule sprint planning meetings.

Answer: B

Explanation:
Explanation
This answer states that getting approval and signoff on the requirements is the next step for the BA to take before build can begin. Approval and signoff on the requirements means that the stakeholders agree that the requirements are accurate, complete, and feasible, and that they authorize the development team to start building the solution. Approval and signoff on the requirements helps to avoid scope creep, rework, and miscommunication. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-f

NEW QUESTION # 130
Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers.
The business analyst (6A) leading this project needs to validate that the requirements meet the goal.
What should the BA do to ensure alignment?

- A. Conduct a whiteboarding session to ensure the requirements are accurate.
- B. Survey customers to confirm whether the new site meets their requirements.
- C. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.

Answer: C

Explanation:
Explanation
The BA should circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off to ensure alignment. This helps to:
Circulate the requirements to stakeholders: This helps to communicate and share the requirements with all relevant stakeholders, such as customers, users, sponsors, developers, testers, etc., and ensure that they are aware of and understand them.
Incorporate feedback: This helps to elicit and address any comments, questions, suggestions, or concerns from the stakeholders about the requirements, and make any necessary changes or clarifications to them.
Obtain sign-off: This helps to confirm and document that the stakeholders agree with and approve of the requirements, and establish a baseline for designing and developing the solution. The other options are either irrelevant or incomplete. Option A does not ensure alignment, but rather assumes that customers already know their requirements. Option C does not ensure alignment, but rather skips an important step of validating and verifying the requirements with stakeholders. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-requirements/validate-and-con

NEW QUESTION # 131
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