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Salesforce Certified Business Analyst Exam Sample Questions (Q284-Q289):

NEW QUESTION # 284

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.

How should the BA approach the project?

- A. Analyze, operate, build, deliver
- B. Analyze, build, operate, deliver
- **C. Analyze, build, deliver, operate**

Answer: C

Explanation:

Explanation

The correct order of phases in the implementation lifecycle on a Salesforce project is analyze, build, deliver, operate. In the analyze phase, the business analyst elicits requirements, maps business processes, and creates user stories. In the build phase, the development team configures and customizes Salesforce based on the user stories. In the deliver phase, the solution is tested, validated, and deployed to production. In the operate phase, the solution is monitored, maintained, and improved based on feedback and metrics.

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

NEW QUESTION # 285

The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation. In which order should the BA arrange the three components of a user story?

- **A. As a <xyz>, I want <xyz>, so that <xyz>**
- B. I want <xyz>, as a <xyz>, so that <xyz>
- C. I want <xyz>, so that <xyz>, for a <xyz>

Answer: A

Explanation:

This is the correct order for arranging the three components of a user story. The first component is "As a <xyz>", which specifies the role or persona of the user who will benefit from the user story. The second component is "I want <xyz>", which describes the goal or feature that the user wants to achieve or use. The third component is "so that <xyz>", which explains the reason or value behind the goal or feature for the user.

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

NEW QUESTION # 286

The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than 20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

Which acceptance criteria is the most effective for this scenario?

- **A. A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%**
- B. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 2G% or more.
- C. A sales manager wants to be notified when a contract has been submitted with a discount greater than 20% so the manager can approve or decline a discounted price.

Answer: A

NEW QUESTION # 287

A business analyst (BA) sees that all the acceptance criteria they wrote for an upcoming project go live have passed unit testing. How can the BA support the product team to ensure the solution meets the business's needs before demoing it to the relevant stakeholders?

- A. Collaboration with stakeholders to establish to rollout communication and training plan.
- B. Prepare documentation to summarize the QA team's test results for the business stakeholders.
- **C. Help conduct user acceptance testing to make sure the product works smoothly across all business processes.**

Answer: C

Explanation:

User Acceptance Testing (UAT) ensures the solution meets business requirements and is ready for deployment:

* Validation of Business Needs: UAT allows end users to test the solution against real-world scenarios, ensuring the product aligns with the business processes.

* BA's Role in Testing: Salesforce highlights the importance of the BA in facilitating and supporting UAT to identify any gaps before stakeholder demos.

* Smooth Transition: UAT provides an opportunity to refine the product and enhance user confidence in its functionality.

NEW QUESTION # 288

Universal Containers is rolling out Sales Cloud for the contract renewals team. The team has expressed resistance to learning another platform and changing their processes. The business analyst (BA) shows them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%.

Which influencing style is the BA using?

- **A. inspiring**
- B. Accommodating
- C. Collaborative

Answer: A

Explanation:

Explanation

The influencing style that the BA is using is inspiring. Inspiring is a style that appeals to the emotions and values of the stakeholders, and motivates them to achieve a shared vision or goal. The BA is using an inspiring style by showing them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%. This helps to create a positive and aspirational image of what Sales Cloud can do for them, and encourages them to overcome their resistance and embrace the change. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/influence-s>

NEW QUESTION # 289

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