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## Salesforce

Certified-Business-Analyst Exam  
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## Questions & Answers

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## Salesforce Certified Business Analyst Exam Sample Questions (Q258-Q263):

### NEW QUESTION # 258

The delivery team at Cloud Kicks is getting ready to demonstrate some new Sales Cloud functionality for a project's stakeholders. The business analyst has prepared a demo script, created test data in the sandbox, and tested the new functionality. Which additional activity is most likely to result in a successful sprint demo?

- A. Exporting a backup copy of the demo data
- **B. Conducting multiple dry runs**
- C. Performing a code review

**Answer: B**

Explanation:

Explanation

This answer states that conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo for demonstrating some new Sales Cloud functionality for a project's stakeholders at Cloud Kicks. A dry run is a practice or a rehearsal of a presentation or a demonstration before the actual event.

Conducting multiple dry runs means that the BA performs and repeats the presentation or the demonstration of the new Sales Cloud functionality several times before showing it to the project's stakeholders. Conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo because it helps the BA to prepare and polish their presentation or demonstration skills, to identify and fix any errors or issues in the new Sales Cloud functionality, and to anticipate and address any questions or feedback from the project's stakeholders.

References:<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use>

### NEW QUESTION # 259

The business analyst (BA) at Cloud Kicks (CK) is writing user stories for an upcoming Commerce Cloud website release. One of the requirements from the technical team is to perform stress testing for an upcoming promotion. The BA is translating the requirement into a user story.

Which user story most accurately represents the goal?

- A. As a visitor to the CK website, I want to make sure that I can shop without disruption during a large promotion so I have a frictionless shopping experience.
- **B. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion.**
- C. As a user, I want to make sure that shoppers on the CK website can complete their purchases without disruption during the newest promotion.

**Answer: B**

Explanation:

The user story that most accurately represents the goal is B. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion. This user story clearly defines who (site administrator), what (make sure that the web server can process requests), why (during the latest promotion), and how (at 150% of the average traffic rate). This user story also aligns with the goal of performing stress testing for an upcoming promotion, which is a type of testing that evaluates how a system performs under extreme load or demand. The other options are either inaccurate or incomplete. Option A is inaccurate because it does not represent the goal of stress testing, but rather the goal of usability testing, which is a type of testing that evaluates how easy and intuitive a system is to use. Option C is incomplete because it does not specify how (at what rate or level) to make sure that shoppers can complete their purchases without disruption. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

### NEW QUESTION # 260

The service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA). Which task should be assigned to the BA?

- **A. Create user training materials.**
- B. Conduct user training.
- C. Set up users for training.

**Answer: A**

Explanation:

A business analyst is responsible for creating user training materials that explain how to use the new case management solution. The training materials should include screenshots, videos, diagrams, and step-by-step instructions that cover the key features and functionalities of the solution. The business analyst should also ensure that the training materials are aligned with the user stories and requirements.

References:

\* <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/create-user-training-materials>

\* [https://trailhead.salesforce.com/en/content/learn/modules/trailhead\\_basics/trailhead-basics-trails](https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics/trailhead-basics-trails)

### NEW QUESTION # 261

The lead business analyst (BA) at Cloud Kicks is putting together user Stories for the new sales process that will be implemented in Sales Cloud. The lead BA is advising junior BAS on how to construct a user story. What should the lead BA tell the junior BAs to include in a user story?

- **A. Include who, What, and why**
- B. Include technical details
- C. Include the V2MOM structure

**Answer: A**

### NEW QUESTION # 262

The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.

What should the BA do when they find it difficult to get a response?

- A. Put extra effort into following up with the SMEs.
- **B. Escalate the concern to the SMEs' manager.**
- C. Limit effort to contact the unresponsive SMEs.

**Answer: B**

Explanation:

When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks. References:

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

### NEW QUESTION # 263

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