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## Salesforce Certified Business Analyst Sample Questions (Q156-Q161):

### NEW QUESTION # 156

The finance team is rolling out a new sales process in Sales Cloud for opportunities that are Closed/Won. After meeting with the team, a business analyst (BA) realizes that several requirements for the new process will need further refinement.

What should the BA use to keep track of changes to the process documents?

- A. Version control
- B. Business backlog
- C. Communication template

**Answer: A**

#### NEW QUESTION # 157

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal.

Which step should the BA take next?

- A. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.
- B. Prioritize the effort as defined by sales and ask the director to review any service impacts. .
- C. Review the effort and impacts with the service team, and work to align requirements across the teams.

**Answer: C**

#### NEW QUESTION # 158

Cloud Kicks (CK) is planning a project to optimize its lead to cash process. CK needs someone to analyze data and draw business insights, understand business processes, and guide the business to the best implementation for the project.

Which role does CK need?

- A. Salesforce Administrator
- B. Business Analyst
- C. Solution Architect

**Answer: B**

Explanation:

The role of the Business Analyst aligns with CK's needs for analyzing data, understanding business processes, and guiding implementation:

Core Responsibilities: A BA bridges the gap between business needs and technical solutions, ensuring optimal process improvements like the lead-to-cash process.

Salesforce Role Expectations: Salesforce BAs are trained to analyze data, document processes, and recommend best practices for implementations.

Collaborative Approach: A BA works closely with stakeholders, solution architects, and administrators to ensure successful project delivery.

#### NEW QUESTION # 159

The business analyst (BA) at Cloud Kicks is having a hard time documenting a user story to change an existing Opportunity flow for sales users. The architect expressed their concerns to the BA that they lack a comprehensive list of the components that will be affected by the updated flow.

Which best practice should the BA follow?

- A. Ask the development team to investigate and document all affected components before the story can be written.
- B. Schedule additional discovery sessions with the sales users to understand what will be impacted by the changes.
- C. Write the user story without making any assumptions about how it will be implemented or which components are affected.

**Answer: B**

Explanation:

The best practice that the BA should follow is to schedule additional discovery sessions with the sales users to understand what will be impacted by the changes. Discovery sessions are meetings or workshops where the BA elicits, clarifies, and validates the needs, expectations, pain points, goals, and priorities of the stakeholders for a project. Discovery sessions help to gather more information and feedback from the stakeholders, understand their perspectives and preferences, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of the proposed solution. By scheduling additional discovery sessions with the sales users, the BA can better understand their challenges and requirements, and document a comprehensive list of the

components that will be affected by the updated flow. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate-discovery-sessions>

### NEW QUESTION # 160

What is used to declaratively move metadata from one environment to another?

- A. Import Wizard
- B. Ant Migration
- C. Data Loader
- **D. Change Sets**

**Answer: D**

Explanation:

Change Sets are used to declaratively move metadata from one environment to another in Salesforce. Change Sets are outbound sets of changes that can be sent from one Salesforce org to another using deployment connections. Data Loader, Import Wizard, and Ant Migration are not used to declaratively move metadata in Salesforce. References: <https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>

### NEW QUESTION # 161

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