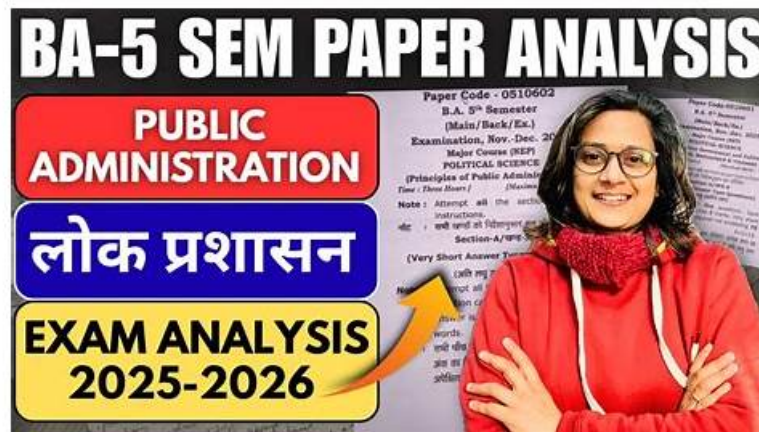


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Salesforce Certified Business Analyst Sample Questions (Q124-Q129):

NEW QUESTION # 124

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project.

What should the BA do to engage the business most effectively during UAT?"

- A. Hand over ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.
- B. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.
- C. Work business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

Answer: C

NEW QUESTION # 125

Which users will be able to reset a Single Sign-On User Password?

- A. Only the Admin
- B. Users above the SSO user in the role hierarchy.
- C. The SSO Manager
- D. Admin and Users with the right permission sets.

Answer: A

Explanation:

Only the Admin can reset a Single Sign-On user password because they have the Manage Users permission.

The SSO Manager, users above the SSO user in the role hierarchy, and users with the right permission sets cannot reset a Single Sign-On user password unless they also have the Manage Users permission. References:

https://help.salesforce.com/s/articleView?id=sf.users_password_reset.htm&type=5

NEW QUESTION # 126

Northern Trail Outfitters is implementing Marketing Cloud. Stakeholders are having a difficult time conceptualizing how Marketing Cloud uses insights to create journeys. The Business analyst (BA) has been asked to show stakeholders how it works so the implementation project can move forward. Timelines are too tight to present a demo, and approval from stakeholders is needed soon in order to keep the project on track.

What should the BA do to help stakeholders visualize how it will work?

- A. Schedule a storyboarding session.
- B. Create a UPN (Universal Process Notation) diagram.
- C. Build a capability model.

Answer: A

Explanation:

This answer states that scheduling a storyboarding session is what the BA should do to help stakeholders visualize how Marketing Cloud uses insights to create journeys, when timelines are too tight to present a demo, and approval from stakeholders is needed soon in order to keep the project on track. A storyboarding session is a technique that involves creating and presenting a series of sketches or images that illustrate how a user interacts with a system or a feature. A storyboarding session can help the BA to show stakeholders how Marketing Cloud uses insights to create journeys by depicting the steps, actions, and outcomes of the process in a visual and engaging way. A storyboarding session can also help the BA to elicit feedback, validate requirements, and obtain approval from stakeholders in a timely manner.

NEW QUESTION # 127

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.

UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- A. System requirements specification
- B. Change request logs
- C. Entity Relationship Diagram (ERD)

Answer: C

Explanation:

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers. References: [https://trailhead.](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping)

[salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping)

NEW QUESTION # 128

The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing. What does the project team need to agree upon to ensure the work is ready to be deployed?

- A. Definition of done
- B. User acceptance criteria
- C. Entity relationship diagram

Answer: A

Explanation:

The project team needs to agree upon a definition of done to ensure that the work is ready to be deployed. A definition of done is a set of criteria that determines when a user story is completed and ready for deployment.

It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. A definition of done helps to ensure that the work meets the expected standards and quality, satisfies the user's needs and expectations, and aligns with the project goals and scope. References:

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

NEW QUESTION # 129

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