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## Salesforce Certified Business Analyst Sample Questions (Q225-Q230):

### NEW QUESTION # 225

Support managers at Cloud Kicks have received urgent feedback from staff that record pages are slow to respond and users are growing frustrated. The business analyst (BA) has been asked to evaluate to determine which pages are being accessed most frequently and which pages are the slowest to load.

What is the first step the BA should take to help resolve the issue?

- A. Update page layouts in production.
- B. Create a test plan for each web browser.
- C. Confirm steps to reproduce the issue.

**Answer: C**

**Explanation:**

The first step that the business analyst should take to help resolve the issue is to confirm steps to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root

cause, impact, frequency, etc. Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes. References:

<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-resolve-issues>

#### NEW QUESTION # 226

The Cloud Kicks business analyst (BA) is frustrated because the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. The development team has recommended that the BA use a DevOps tool as an alternative. What are the benefits of using a DevOps tool in this situation?

- A. Tracks changes for the testing team and provides access to user stories
- B. Tracks changes on a daily basis and provides a history of changes
- C. Tracks changes in real time and provides a single source of truth

**Answer: C**

Explanation:

This answer states that using a DevOps tool can help to track changes in real time and provide a single source of truth as the benefits of using a DevOps tool in this situation where the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. A DevOps tool is a software application that supports the collaboration and automation of development and operations teams, such as Git, Jira, or Azure DevOps. A DevOps tool can help to track changes in real time by synchronizing the code changes, user stories, tasks, and bugs across different environments and branches. A DevOps tool can also help to provide a single source of truth by storing and managing all the project artifacts, such as requirements, code, tests, and documentation, in one centralized location that is accessible and visible to all project team members.

References: <https://trailhead.salesforce.com/en/content/learn/modules/git-and-git-hub-basics/work-with-teams>

#### NEW QUESTION # 227

During a Service Cloud implementation at Cloud Kicks, the business analyst (BA) reviewed the user acceptance testing and identified results that conflict with the functionality that was requested. While the testing was error-free, business stakeholders indicated that values in reports and the layout of screens were unexpected.

What should the BA do next?

- A. Run testing again, ensuring the scripts reflect expectations and business processes match functionality,
- B. Present recommendations from testing to determine if improvements should be made to the underlying implementation.
- C. Decompose and model the business processes, and identify testing procedures to calculate new values.

**Answer: B**

Explanation:

After reviewing the user acceptance testing results, the business analyst should present recommendations from testing to determine if improvements should be made to the underlying implementation. Recommendations are suggestions or proposals on how to enhance or modify the solution based on the feedback and findings from testing. They should be prioritized according to their impact, urgency, and feasibility. The business analyst should collaborate with stakeholders, developers, and testers to review and evaluate the recommendations and decide which ones should be implemented before deploying the solution to production.

Running testing again, ensuring the scripts reflect expectations and business processes match functionality, is not a good option because it does not address the root cause of why the functionality was different from what was requested. Decomposing and modeling the business processes, and identifying testing procedures to calculate new values, is not a good option because it does not involve the stakeholders or developers in finding solutions. References: 1

<https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

#### NEW QUESTION # 228

The project team at Cloud Kicks is under a tight deadline to implement a new Service Cloud feature. The business analyst (BA) has received feedback from the customer that the existing functionality is difficult to use. The BA wants to better understand the customer's pain points before writing requirements. Which document should the BA use?

- A. Journey map
- B. Process map
- C. Capability map

**Answer: A**

Explanation:

This answer states that using a journey map is what the BA should use to better understand the customer's pain points before writing requirements for Cloud Kicks who will launch a new customer experience portal. A journey map is a diagram that shows how a customer interacts with an organization across different touchpoints or channels over time. A journey map can help the BA to better understand the customer's pain points by identifying where, when, why, and how the customer experiences frustration, dissatisfaction, or difficulty with the current service or solution. A journey map can also help the BA to empathize with the customer and to design a better customer experience that meets their needs and expectations. References:

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

### NEW QUESTION # 229

An executive at Cloud Kicks has tasked the internal Salesforce staff with the optimization of a very manual process in its Salesforce org. What should the business analyst do first before a future state is proposed to key stakeholders?

- A. Manage project integrations with the technical team.
- B. Discuss project trade-offs with the executive sponsor.
- C. Hold a kickoff meeting to set expectations with the project team.

**Answer: C**

Explanation:

The first thing that the business analyst should do before a future state is proposed to key stakeholders is to hold a kickoff meeting to set expectations with the project team. A kickoff meeting is an important step in initiating a Salesforce project, as it helps to establish the project vision, goals, scope, roles, responsibilities, communication plan, and success criteria. A kickoff meeting also helps to build rapport and trust among the project team members, as well as identify any potential risks or issues that may affect the project delivery.

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

### NEW QUESTION # 230

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