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To be eligible for the exam, candidates must have at least two years of experience working with Salesforce and a strong understanding of business analysis principles. They should also have a solid grasp of Salesforce's core features and functionality, including its data model, workflow rules, and reporting tools.

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Salesforce Certified Business Analyst exam is intended for professionals who have experience in business analysis and are looking to enhance their skills and knowledge to become more effective in their roles. Salesforce Certified Business Analyst Exam certification provides a comprehensive understanding of the Salesforce platform and its various components, including Sales Cloud, Service Cloud, Marketing Cloud, and Community Cloud. It also covers topics such as data modeling, process automation, and reporting and analytics.

Salesforce Certified Business Analyst Exam Sample Questions (Q176-Q181):

NEW QUESTION # 176

Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called "Lost Reason" on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals.

Which option should the BA use to construct the user story?

- A. As a sales team member, I need additional enablement training and reporting information to help me improve close rates.
- B. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.
- **C. AS a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.**

Answer: C

NEW QUESTION # 177

Universal Containers has a new client, and the business analyst wants to leverage customer-centric discovery to ensure a successful project outcome.

Which step of this process happens before the first requirements workshop?

- A. Connect With Your Customer
- **B. Know Your Customer**
- C. Be Your Customer

Answer: B

Explanation:

The step "Know Your Customer" occurs before the first requirements workshop as part of the customer- centric discovery process:

* Understanding Background and Needs: This step focuses on researching the client's business, challenges, and goals to tailor the discovery process effectively.

* Preparation for Workshops: Salesforce recommends thoroughly understanding the customer's context to ensure relevant and productive workshop discussions.

* Customer-Centric Approach: Knowing the customer aligns with Salesforce's best practices for delivering value-driven solutions through empathy and preparation.

NEW QUESTION # 178

Universal Containers (UC) needs a Quip template to create Account plans. UC's business analyst has been tasked with documenting requirements for this initiative. During one of the business requirements gathering sessions, a sales manager notes that it's important the new template is user-friendly and only accessible to the account team.

Which option captures this requirement?

- A. The sales manager can make the template user-friendly.
- **B. Make the template user-friendly and accessible only by members of the account team.**
- C. Accessible by members of the account team.

Answer: B

NEW QUESTION # 179

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

- * Custom apps
- * Active Salesforce Sites
- * Active flows
- * Custom tabs
- * Visualforce pages

A Which path should the BA take to find this information?

- A. Conduct stakeholder interviews.
- B. Read business process documentation
- **C. Review configuration settings.**

Answer: C

Explanation:

The path that the business analyst should take to find information about custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages is to review configuration settings. Configuration settings are options or preferences that can be customized or modified in Setup. They can help the business analyst understand how Salesforce was implemented and what features or components were enabled or disabled.

Custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages are examples of configuration settings that can be accessed or changed in Setup. Conducting stakeholder interviews may be a useful way to gather information about business needs, expectations, or feedback, but not about technical details or configuration settings. Reading business process documentation may be a useful way to understand how a business process works or flows, but not about technical details or configuration settings.

References:

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

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

NEW QUESTION # 180

Which of the following User Management terms is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce"

- A. Roles
- **B. Users**
- C. Salesforce characters
- D. Profiles

Answer: B

Explanation:

Users is the User Management term that is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce". Profiles are User Management terms that define what users can do within an organization based on their job function and responsibilities. Roles are User Management terms that control data visibility and reporting hierarchy within an organization based on users' positions. Usernames are User Management terms that identify users when they log in to Salesforce.

References:

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

NEW QUESTION # 181

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