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### Salesforce Certified Business Analyst Sample Questions (Q309-Q314):

#### NEW QUESTION # 309

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

- A. High-level description of required functionality
- B. Detailed documentation of technical solution
- C. Test scripts to validate requirements

**Answer: A**

Explanation:

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management>

#### NEW QUESTION # 310

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.

What are the top three benefits of creating a process map?

- A. Builds accountability, increases revenue, and decreases overall time spent on requirements
- B. Engages stakeholders, identifies improvements, and starts the change process
- C. Identifies improvements, decreases project costs, and starts the change process

**Answer: B**

Explanation:

A process map is a visual representation of a business process that helps to engage stakeholders, identify improvements, and start the change process. By creating a process map, the business analyst can understand the current state of the process, identify pain points and opportunities for improvement, and communicate the findings and recommendations to the stakeholders. A process map also helps to initiate the change process by providing a baseline for measuring the impact of the proposed solutions. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

#### NEW QUESTION # 311

Universal Containers is working with a business analyst (BA) to develop a solution to help the marketing department manage lead in Sales Cloud. The current solution meets the requirements, but the marketing team tells the BA they feel it is incomplete.

What is important for the BA to consider when responding to the team's feedback?

- A. Acceptance criteria
- B. Product limitation
- C. Intent of both parties

**Answer: C**

Explanation:

This answer states that intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team who feels that their current solution for managing leads in Sales Cloud is incomplete. Intent of both parties means that what both UC's marketing team and UC's Salesforce team want to achieve or accomplish by implementing a solution for managing leads in Sales Cloud, such as increasing lead conversion rate, improving lead quality, enhancing lead tracking, etc. Intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team because it helps the BA to align and communicate their goals and expectations, and to identify and resolve any gaps or issues between them. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

### NEW QUESTION # 312

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

- A. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.
- B. Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.
- C. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.

**Answer: C**

Explanation:

The best way for a business analyst to gain the end users' cooperation is to identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams. This will help them understand their needs and expectations, demonstrate value and benefits, and facilitate communication and feedback.

Responding to end users with empathy and accommodate their needs; translating the end users' needs into technical requirements; and delivering the project to the developers to implement the solution may be too reactive or passive without addressing the root causes of resistance or ensuring alignment. Using an assertive influencing style; demonstrating authority and expertise; outlining the project objectives; and making sure end users know that the decision has been made and the time to make changes has passed may be too aggressive or authoritative without building trust or rapport. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders>

### NEW QUESTION # 313

Northern Trail Outfitters wants to reduce the amount of time it takes for customers to receive their orders after making an online purchase.

Which initial steps should the business analyst take to help determine why the order management and fulfillment process is slow?

- A. Work with stakeholders to identify relevant processes, select a key process with defined start and end points, and collaborate with process owners and users to create a current state process map.
- B. Create a process map that includes detailed steps related to order management and fulfillment, analyze the process map for inefficiencies, and present findings to leadership.
- C. Conduct interviews with stakeholders in the order management and fulfillment departments to identify individual pain points and brainstorm process improvement solutions.

**Answer: A**

Explanation:

The initial steps that the business analyst should take to help determine why the order management and fulfillment process is slow are: Work with stakeholders to identify relevant processes, such as order placement, order confirmation, order processing, order shipping, order tracking, etc.

Select a key process with defined start and end points, such as order processing, which involves verifying customer information, checking inventory availability, allocating products, generating invoices, etc.

Collaborate with process owners and users to create a current state process map, which shows how the order processing process is currently performed in Salesforce, what steps or activities are involved, what inputs or outputs are used or produced, what decisions are made, what roles or systems are interacted with, etc.

These steps help to establish a baseline for measuring the current state of performance, identify pain points and opportunities for

improvement, and align with the desired business outcomes. References:

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

## NEW QUESTION # 314

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