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Salesforce Certified Business Analyst Exam Sample Questions (Q163-Q168):

NEW QUESTION # 163

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. Review the effort and impacts with the service team, and work to align requirements across the teams.**

- C. Prioritize the effort as defined by sales and ask the director to review any service impacts. .

Answer: B

Explanation:

Explanation

When a business analyst uncovers a workflow which could have an impact on another team, they should review the effort and impacts with that team, and work to align requirements across the teams. This is because ignoring or minimizing the impact on another team could lead to missed requirements, conflicting solutions, reduced quality, increased costs, or decreased customer satisfaction. The business analyst should collaborate with both teams to understand their needs, expectations, dependencies, and constraints, and find ways to balance them in order to deliver value for both teams. References:

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

NEW QUESTION # 164

Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract"?

- A. Value stream map
- **B. Capability model**
- C. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)

Answer: B

Explanation:

Explanation

This answer states that using a capability model is the type of process diagram that the BA should use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract". A capability model is a diagram that shows what an organization does at a high level of abstraction, without going into details of how it does it. A capability model can help the BA to identify and group related business activities or functions into capability areas or domains, such as sales, marketing, service, or finance. A capability model can also help the BA to align business processes with business goals and strategies.

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

NEW QUESTION # 165

Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded. What should the BA do to meet the requirement?

- A. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
- B. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
- **C. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.**

Answer: C

Explanation:

Explanation

The best practice for identifying which stage in the sales process the industry standard due-diligence should be embedded is to develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage. This practice helps to:

Develop a process map as a base: This provides a visual representation of the sales process, showing the steps, inputs, outputs, roles, and decisions involved in each stage.

Work with stakeholders to understand the trigger point: This helps to elicit feedback and insights from the stakeholders who are familiar with or affected by the sales process, and identify when or why the industry standard due-diligence is needed or required.

Locate the stage: This helps to determine where in the sales process the industry standard due-diligence should be embedded, based on the trigger point and the business logic. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/create-a-proc>

NEW QUESTION # 166

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

Answer: B

Explanation:

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-facili>

NEW QUESTION # 167

A business analyst (BA) is in the process of documenting requirements. The BA wrote the following user story:

"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals." Which acceptance criteria is most appropriate for this user story?

- A. Able to view the sales team's reports
- B. Able to click the Run button on sales reports
- **C. Able to monitor the sales team's performance**

Answer: C

Explanation:

Explanation

Acceptance criteria are statements that define how to verify that a user story is completed and meets the user's expectations. They should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. Acceptance criteria should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases. The acceptance criterion

"able to monitor the sales team's performance" is most appropriate for this user story because it describes what outcome should be achieved by accessing reports on Sales Cloud (the why part of the user story). The acceptance criterion "able to click the Run button on sales reports" is not appropriate because it includes solution information rather than focusing on what needs to be achieved by accessing reports on Sales Cloud (the what part of the user story). The acceptance criterion "able to view the sales team's reports" is not appropriate because it is too vague and does not specify what kind of reports or what information should be displayed. References: 1

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

NEW QUESTION # 168

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