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Salesforce Certified Business Analyst exam covers a variety of topics including business analysis fundamentals, Salesforce platform basics, requirements gathering, process mapping, data modeling, testing, and user adoption. Candidates should have a good understanding of these topics before attempting the exam. There are no prerequisites for this certification, but Salesforce recommends that candidates have at least one year of experience working in a Salesforce environment.

Salesforce Certified-Business-Analyst Certification Exam is ideal for professionals with a background in business analysis or project management. Salesforce Certified Business Analyst Exam certification exam tests the candidate's knowledge in key areas such as organizational and data modeling, functional requirements gathering, solution design and implementation, and project management. Salesforce Certified Business Analyst Exam certification exam is an excellent way for professionals to showcase their skills and build their credibility in the industry.

Salesforce Certified Business Analyst (hereafter abbreviated as SCBA) exam is a preeminent certification that provides individuals with the skills and knowledge required for successful business analysis in the Salesforce domain. The SCBA credential stands out as a credible and well-regarded certification program in the field of Salesforce, and allows an individual to demonstrate their competence in Salesforce business analysis.

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Salesforce Certified Business Analyst Exam Sample Questions (Q270-Q275):

NEW QUESTION # 270

The sales team is learning a new sales methodology. Management wants to align Salesforce opportunities with the methodology. What is the first step a business analyst should take to begin overhauling the Opportunity object?

- A. Create new reports and dashboards.
- **B. Understand the current business process.**
- C. Configure stages in Salesforce.

Answer: B

Explanation:

The first step that the business analyst should take to begin overhauling the Opportunity object is to understand the current business process. This is because understanding the current business process helps 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. The business analyst should use techniques such as interviews, observations, surveys, or process mapping to understand how users currently use Salesforce opportunities and what challenges or gaps they face. References:

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

NEW QUESTION # 271

The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud site. Management wants to identify key external stakeholders to assist with determining project priorities. Which external stakeholders should the business analyst recommend?

- A. Third-party vendors
- B. Governing bodies
- **C. Buyers and customers**

Answer: C

Explanation:

For a project like developing a new inventory forecasting application on an Experience Cloud site, identifying key external stakeholders is critical for ensuring that the solution meets the end-users' needs. Buyers and customers are the primary users of such a platform and are directly impacted by its functionality and performance. Involving them in determining project priorities helps to align the development efforts with the actual market demand and user expectations, leading to a more successful and user-centric solution.

NEW QUESTION # 272

Universal Containers recently kicked off a project to build an Experience Cloud solution for partners. Partners need to upload their monthly sales reports to this account portal.

Which option should the business analyst use as the functional requirement specification?

- **A. The portal should allow for partners to upload monthly sales reports.**
- B. The portal should allow for partners to access monthly sales reports.
- C. Partners need to submit monthly sales reports.

Answer: A

Explanation:

A functional requirement specification is a statement that describes what a product or service must do or provide to meet user needs or business objectives. It should be clear, concise, testable, and measurable. The option B is an example of a functional requirement specification because it describes what the portal should do (allow for partners to upload monthly sales reports) without specifying how it should do it or why it should do it. References:

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

NEW QUESTION # 273

The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

- A. Storage capacity and license type
- **B. Organization edition and license type**
- C. Number of active users and license type

Answer: B

Explanation:

Explanation

The information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs organization edition license type organization edition determines features functionality available Salesforce org such objects apps reports dashboards etc license type determines features functionality available specific user such access permissions security settings etc knowing organization edition license type can help business analyst understand what capabilities limitations Universal Containers has what additional costs may incur if need upgrade edition buy more licenses.

Storage capacity license type not information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs storage capacity determines amount data files can stored Salesforce org such records attachments documents etc license type determines features functionality available specific user such access permissions security settings etc knowing storage capacity license type can help business analyst understand how much space consuming how much space left but does not help understand what features functionality can implement.

Number active users license type not information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs number active users determines how many users can log Salesforce org same time license type determines features functionality available specific user such access permissions security settings etc knowing number active users license type can help business analyst understand how many users using system how many users need but does not help understand what features functionality can implement.

References:

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

NEW QUESTION # 274

The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment.

The BA wants to leverage Universal Process Notation (UPN) to document the current process.

What is one benefit of using UPN in this scenario?

- **A. A single activity box can answer Who, What, When, Why, and How.**
- B. Key parts of a process can be easily identified by using different shapes.
- C. Complex processes can be documented with 20 or more activity boxes.

Answer: A

Explanation:

One benefit of using UPN in this scenario is that a single activity box can answer Who, What, When, Why, and How. UPN is a notation system that helps to create simple and clear process maps using activity boxes and arrows. An activity box represents a step or task in a process, and contains five elements: Who (the role or actor who performs the task), What (the name or description of the task), When (the trigger or condition that initiates the task), Why (the purpose or goal of the task), and How (the method or tool used to perform the task). By using a single activity box to answer Who, What, When, Why, and How, UPN helps to provide a concise and comprehensive view of each step or task in a process, and avoid confusion or ambiguity. The other options are either incorrect or irrelevant. Option A is incorrect because UPN recommends using no more than 10 activity boxes per process map to avoid complexity and clutter. Option C is irrelevant because UPN does not use different shapes to represent key parts of a process, but rather uses different colors to indicate different levels of detail. References:

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

NEW QUESTION # 275

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