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Salesforce Certified Business Analyst Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around

project direction.

What should the business analyst do to help the team work together more effectively?

- A. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders
- B. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
- C. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success

Answer: A

NEW QUESTION # 30

The business analyst is auditing data access by documenting Field-level Security on the Account object in Salesforce.

How do end users participate as stakeholders in data Governance?

- A. They export their data back it up locally.
- B. They provide valuable feedback on how they use data.
- C. They implement their data entry workarounds in the system

Answer: B

Explanation:

One way that end users participate as stakeholders in data governance is by providing valuable feedback on how they use data.

Data governance is a set of policies and practices that ensure data quality, security, accessibility, usability, and compliance throughout an organization. End users are important stakeholders in data governance because they are the ones who create, consume, update, delete, or share data on a daily basis.

End users can provide valuable feedback on how they use data for their tasks or goals, what data they need or don't need, what challenges or issues they face with data quality or availability, what suggestions they have for improving data processes or systems, etc.

NEW QUESTION # 31

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.

Which diagramming notation should the BA use for the process map?

- A. Unified Modeling Language (UML)
- B. Business Process Modeling Notation (BPMN)
- C. Universal Process Notation (UPN)

Answer: C

Explanation:

This answer selects Universal Process Notation (UPN) as the diagramming notation that the BA should use for the process map.

UPN is a simple and standardized way of creating process maps, using only four symbols: activity, decision, start/end, and annotation. UPN can help the BA create a process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

NEW QUESTION # 32

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A business process model
- B. A collection of use cases

- C. A persona journey map

Answer: A

Explanation:

Explanation

A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process.

A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution.

References:

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

NEW QUESTION # 33

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.

Which diagramming notation should the BA use for the process map?

- A. Business Process Modeling Notation (BPMN)
- B. Universal Process Notation (UPN)
- C. Unified Modeling Language (UML)

Answer: C

NEW QUESTION # 34

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