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Salesforce Certified Business Analyst Exam Sample Questions (Q226-Q231):

NEW QUESTION # 226

Northern Trail Outfitters (NTO) has noticed that many customers are posting to social media about issues they are having with a

new product. The services team is looking for easy ways to engage with these customers and resolve their complaints. During the first discovery meeting of the project, the business analyst (BA) hears that the VP of services and support wants to implement Omni-Channel for NTO's Service Cloud.

What should the BA do first to ensure the ongoing success of the project?

- A. Encourage the project stakeholders to think of various ways to solve cases different before deciding on a specific solution.
- B. Configure a proof-of-concept demo within a sandbox environment to show the pros and cons of the requested solution.
- C. Produce a gap analysis document that will show the ways the requested solution can solve the limitations of NTO's current system.

Answer: A

Explanation:

The business analyst should encourage the project stakeholders to think of various ways to solve cases differently before deciding on a specific solution. This is because the business analyst should focus on understanding the problem or need that the project is trying to address, rather than jumping to a predefined solution. By exploring different options and alternatives, the business analyst can help the project stakeholders find the best fit solution that meets their requirements and expectations, as well as aligns with the project scope, budget, and timeline. References:

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

NEW QUESTION # 227

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.

UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- A. Change request logs
- B. System requirements specification
- C. Entity Relationship Diagram (ERD)

Answer: C

Explanation:

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers. References:

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

NEW QUESTION # 228

A business analyst (BA) at Northern Trail Outfitters has been asked to prepare documentation including acceptance criteria and definition of done for a Heroku project.

Which way should the BA approach creation of this documentation?

- A. Include the overall perspective for acceptance criteria and the persona's perspective for definition of done.
- B. Include the personal perspective for acceptance criteria and the overall perspective for definition of done.
- C. Create one consolidated set of documentation as the two terms are synonymous and used interchangeably.

Answer: B

Explanation:

Explanation

The way that the business analyst should approach creation of this documentation is to include the personal perspective for acceptance criteria and the overall perspective for definition of done. Acceptance criteria are statements that define the conditions

that a product or feature must meet in order to be accepted by stakeholders or end users. They should include the personal perspective of how a product or feature works or looks like for a specific persona or scenario. Definition of done is a checklist that defines the quality standards that a product or feature must meet in order to be considered complete and ready for release. It should include the overall perspective of what needs to be done for any product or feature across different stages or aspects such as development, testing, documentation, etc. References:

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

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

NEW QUESTION # 229

The quality assurance (QA) team at Cloud Kicks is reviewing user stories to write test scripts. The QA team is having difficulty with a specific story where a modification to an existing flow is needed for a custom object.

The QA team is unable to discern what needs to be tested as a result of the updated flow.

What should the business analyst review and revise to provide more clarity to the QA team?

- **A. The acceptance criteria of the user story**
- B. The definition of done of the user story
- C. The who, what, and why of the user story

Answer: A

Explanation:

Explanation

This answer states that the acceptance criteria of the user story is what the BA should review and revise to provide more clarity to the QA team who is having difficulty with a specific story where a modification to an existing flow is needed for a custom object at Cloud Kicks. Acceptance criteria are a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery.

Reviewing and revising the acceptance criteria of the user story means that the BA checks and updates the acceptance criteria to make sure that they are clear, concise, consistent, and complete. Reviewing and revising the acceptance criteria of the user story is what the BA should do to provide more clarity to the QA team because it helps the QA team to understand what needs to be tested as a result of the updated flow, and how to verify or measure its success.

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

NEW QUESTION # 230

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

Answer: A

Explanation:

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-di>
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NEW QUESTION # 231

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