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## Salesforce Certified Business Analyst Exam Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Cloud Kicks has moved into the quality assurance (QA) phase of Salesforce product configuration and extension. The QA team is now trying to confirm it has delivered value to stakeholders based on business requirements. The team is asking questions such as, "Did we build the right product?" and "Did we build the product right?" Which element should the business analyst use to help the QA team validate that the product fulfilled the requirements without ambiguity?

- A. Acceptance criteria
- B. Process maps
- C. User stories

**Answer: A**

Explanation:

The element that the business analyst should use to help the QA team validate that the product fulfilled the requirements without ambiguity is acceptance criteria. 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 can help the QA team test the functionality based on specific scenarios or outcomes, and verify that it meets the expectations or needs of stakeholders or end users. Process maps are diagrams that show how a business process flows from start to end. They can help the QA team understand how a product or feature works in relation to a process, but not how to validate it without ambiguity. User stories are statements that capture a requirement or feature from an end user's perspective. They can help the QA team understand what needs to be done and why it matters, but not how to validate it without ambiguity. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

[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-stories)

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

#### **NEW QUESTION # 16**

The business analyst (BA) at Universal Containers is also its primary system admin. The BA knows that version is mandatory when it comes to releasing.

What is the most efficient process for the BA to track the changes they are committing?

- **A. DevOps**
- B. Agile planning
- C. Metadata backups

**Answer: A**

#### **NEW QUESTION # 17**

At the start of a new Agile development project, the Universal Containers' product owner asked the business analyst (BA) to clearly define the intended results of the work based on stakeholder needs. The development and implementation teams will use the intended results to plan product decisions. The definition should avoid assumptions and focus on stakeholder value.

Which element should the BA choose to define the intended results?

- A. Requirements
- **B. User stories**
- C. Epics

**Answer: B**

#### **NEW QUESTION # 18**

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers.

The business analyst (BA) leading this project needs to validate that the requirements meet the goal.

What should the BA do to ensure alignment?

- A. Conduct a white boarding session to ensure the requirements are accurate.
- B. Survey customers to confirm whether the new site meets their requirements.
- **C. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.**

**Answer: C**

Explanation:

This answer states that circulating the requirements to stakeholders, incorporating feedback, and obtaining sign-off is what the BA should do to ensure alignment on goals and strategies across NTO's organization for creating an engaging site for its customers using Experience Cloud. Circulating the requirements to stakeholders means that the BA shares the written statements that describe what the solution must do or have to meet the goals and strategies of NTO's organization with the people who have a significant interest or influence in the project outcome. Incorporating feedback means that the BA revises and updates the requirements based on the comments or suggestions from the stakeholders. Obtaining sign-off means that the BA gets a formal approval or confirmation from the stakeholders that they agree with and accept the requirements. References:

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



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