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Salesforce Certified Business Analyst Exam Sample Questions (Q159-Q164):

NEW QUESTION # 159
Universal Containers has several independent Salesforce projects this quarter involving shared objects and a complex deployment process managed by a DevOps team. While smoke testing the shared user acceptance testing (UAT) environment, the business analyst (BA) noticed that one of the minor changes to the Account to the Account page layout for the project is missing. The client is eager to begin its UAT.
What should the BA do to address the issue?

- A. Log a defect for the page layout change and discuss it with the DevOps team.
- B. Make the page layout change directly in UAT so the client can begin testing.
- C. Ask the project manager to reschedule UAT until after the defect is resolved

Answer: A

Explanation:
Explanation
The business analyst should log a defect for the page layout change and discuss it with the DevOps team to address the issue of one of the minor changes to the Account page layout for the project being missing. A defect is an error or flaw in an application that causes it to deviate from its expected behavior or result.
Logging a defect for the page layout change can help document the issue, its impact, and its priority, and assign it to someone responsible for fixing it. Discussing it with the DevOps team can help understand why the change was missing, how it can be resolved, and when it can be deployed. Making the page layout change directly in UAT so the client can begin testing is not a good option because it would bypass the development process, create inconsistency among environments, and introduce potential risks or errors. Asking the project manager to reschedule UAT until after the defect is resolved is not a good option because it would delay the testing schedule, impact the project timeline, and reduce customer satisfaction. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION # 160
Northern Trail Outfitters is undergoing a service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint.
Which step should the BA take next?

- A. De-prioritize some user stories and add the change request to the current sprint.
- B. Add the change request to the prioritized for the next sprint.
- C. Begin working on the change request as soon as the team has capacity.

Answer: B

Explanation:
Explanation
The best practice for handling an urgent, high-priority change request in Scrum is to add it to the prioritized backlog for the next sprint. This way, the change request can be reviewed by the product owner and estimated by the development team before being added to a sprint. Adding a change request to an ongoing sprint would disrupt the planned scope and schedule of work.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/ma
https://www.scrum.org/resources/blog/how-handle-change-request-scrum

NEW QUESTION # 161
The business analyst (BA) at Cloud Kicks has been asked to map the current sales process in Sales Cloud to document legal compliance with local privacy regulations, which can differ based on the state or country of a data transaction.
Which activity would be most effective in helping the BA understand the sales process?

- A. Using live workshops to map out the sales process
- B. Conducting individual interviews with stakeholders
- C. Asking stakeholders to complete a questionnaire

Answer: A

NEW QUESTION # 162
One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers.
The IT team writes a functional requirement:
* Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location.
Which user story should the business analyst write to describe the functional requirement?

- A. As a general manager, I want sales clerks to have tablets so they can help customers find items.
- B. As a customer, I want sales clerks to have access to item availability to help them find items.
- C. As a sales clerk, I want to see item availability and locations to help customers find items.

Answer: C

Explanation:
The user story that the business analyst should write to describe the functional requirement is:
* As a sales clerk, I want to see item availability and locations to help customers find items.
This user story follows the standard format of "As a <role>, I want <goal> so that <reason>". The role is "sales clerk", the goal is "to see item availability and locations", and the reason is "to help customers find items". This user story is concise, focused, and valuable to the user and the customer. It does not specify how the goal will be achieved or implemented, which will be defined later in the acceptance criteria or design phase. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION # 163
Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each other's changes.
What should JC use to prevent this from happening in the future?

- A. Version control system
- B. Change set deployments
- C. Code review sessions

Answer: A

Explanation:
The tool that Universal Containers should use to prevent teams from overwriting each other's changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each other's changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members. References:
https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work- with-the-git-hub-workflow

NEW QUESTION # 164
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