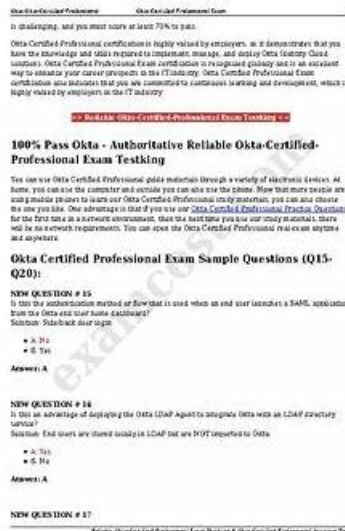


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Salesforce Certified Business Analyst Exam Sample Questions (Q91-Q96):

NEW QUESTION # 91

A business analyst captures the following acceptance criteria for a user story about case reassignment in Service Cloud.

- * A service manager can click a Reassign button that changes the owner field of the case.
- * A service manager is able to reassign cases-as part of the mobile experience.
- * Reassignment functionality can be used on cases that have been auto-reassigned.
- * Service reps are unable to reassign cases.

Which mistake was made?

- A. The criteria include solution information.
- B. The criteria are aligned with the user's goal.
- C. The criteria are small and testable.

Answer: A

Explanation:

The mistake made in capturing these acceptance criteria was that they include solution information instead of focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a service manager can click a Reassign button" implies a particular design choice rather than describing what outcome should be achieved by reassigning cases (such as transferring ownership or notifying new owners). Acceptance criteria should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. Acceptance criteria should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases.

References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

NEW QUESTION # 92

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. 1. Review information from the discovery.
2. Ask clarifying questions.
3. Draft requirements.
4. Refine and confirm requirements.
5. Prioritize which requirements will be included in the minimum viable product.
- B. 1. Review information from the discovery.
2. Ask clarifying questions.
3. Draft requirements.
4. Share requirements with the technical so they can begin building.
5. Create user acceptance criteria and test cases.
- C. 1. Review information from the discovery.
2. Draft requirements.
3. Ask clarifying questions.
4. Draft user stories.
5. Share user stories with the technical team so they can begin building.

Answer: A

Explanation:

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks. Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and

confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:

<https://trailhead.salesforce.com/en/content/learn/modules>

[/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements](https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements)

NEW QUESTION # 93

Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called "Lost Reason" on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals.

Which option should the BA use to construct the user story?

- A. As a sales team member, I need additional enablement training and reporting information to help the improve close rates.
- B. AS a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.
- C. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.

Answer: C

Explanation:

Explanation

The option that should be used to construct the user story is "As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates." This option follows the standard format of "As a [user role], I want [functionality], so that [benefit]". It also aligns with the goal of improving pipeline reports and reflects the user's needs and expectations. The other options are either too specific or too vague. Option B does not specify what functionality is needed or why it is needed. Option C does not specify why seeing more details on Closed/Lost Opportunities is beneficial or how it relates to improving close rates.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION # 94

The business analyst (BA) at Northern Trail Outfitters recently configured a feature on Opportunities for the sales team. The BA plans to gather feedback from a small group of end users before rolling out the feature to the entire company.

What should the BA do to present this information?

- A. Share user stories about the feature.
- B. Demo the new feature.
- C. Create a feature manual.

Answer: B

Explanation:

The best way for the business analyst to present the new feature on Opportunities to a small group of end users is to demo the new feature. A demo is a presentation that shows how a feature works or looks like in Salesforce. It can help the business analyst gather feedback from end users, validate the solution, and drive user adoption. Sharing user stories about the feature may be too abstract or vague for end users to understand or evaluate the feature. Creating a feature manual may be too detailed or technical for end users to appreciate or use the feature. References:

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

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NEW QUESTION # 95

Universal Containers is transitioning to Slack as its internal communication tool and is ready to release.

What is the final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision?

- A. Conduct a final retrospective meeting with the project team
- B. Complete development on bugs discovered during this phase.
- C. Get written sign-off from all business stakeholders.

Answer: C

Explanation:

The final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision is to get written sign-off from all business stakeholders. Written sign-off means obtaining formal approval or confirmation from the business stakeholders that the system or solution meets their requirements or expectations and is ready to be released to production. Written sign-off helps to ensure a

"go" decision by demonstrating that the system or solution has passed all the tests or validations, as well as resolving any issues or risks that may prevent the release. Written sign-off also helps to document and communicate the completion and acceptance of the user acceptance testing process. References:

<https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

NEW QUESTION # 96

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