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## Salesforce Certified Business Analyst Exam Sample Questions (Q254-Q259):

### NEW QUESTION # 254

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. SSO License
- B. Salesforce License
- C. Lightning Platform
- **D. Identity Only**

**Answer: D**

### NEW QUESTION # 255

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "I" component of the INVEST checklist to make a good user story from this requirement?

- **A. As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.**
- B. As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.
- C. As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

**Answer: A**

Explanation:

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. References:  
<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

### NEW QUESTION # 256

Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA).

The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.

Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?

- A. Build
- **B. Plan**
- C. Test

**Answer: B**

Explanation:

The step of the application lifecycle management (ALM) cycle that requires the business analyst to study current business processes, gather requirements, and analyze them is plan. ALM is a process that helps manage changes to an application from planning to deployment and beyond. ALM has six steps: plan, develop, test, build release, test release, and release. The plan step is where the business analyst studies current business processes, gathers requirements, and analyzes them to understand what needs to be changed or improved in an application. The plan step also involves defining objectives, scope, budget, timeline, deliverables, roles and responsibilities for a project. The develop step is where developers create or modify code or declarative components based on

the requirements gathered in the plan step. The test step is where testers verify that the code or declarative components work as expected and meet quality standards using various testing techniques and tools. The build release step is where developers package all code or declarative components into a release that can be deployed to other environments using various deployment techniques and tools. The test release step is where end users test the release in a sandbox or test environment to verify that it works as intended, and what was originally requested is actually being delivered. The release step is where the release is deployed to production and made available to end users. References:

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/understand-what-application-lifecycle-management-is>

#### NEW QUESTION # 257

A sales manager express frustration that the sales team is failing to enter calls in salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process, the sales manager reaches out to the business analyst (BA) for recommendation.

What should the BA do next?

- A. Engage a developer to scope a custom solution.
- B. Export a weekly report of user activity.
- C. Research third-party apps on the AppExchange.

**Answer: C**

Explanation:

Explanation

This answer suggests researching third-party apps on the AppExchange as the next thing that the BA should do after a sales manager expresses frustration that the sales team is failing to enter calls in Salesforce, and hopes to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process.

The AppExchange is an online marketplace where customers can find, try, buy, and install apps that extend the functionality of Salesforce. Researching third-party apps on the AppExchange can help the BA to find a possible solution that can address the issue of entering calls in Salesforce without requiring a lot of time, budget, or customization. Researching third-party apps on the AppExchange can also help the BA to compare different features, prices, ratings, and reviews of various apps that can meet the sales manager's needs and expectations. References:

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

#### NEW QUESTION # 258

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Involve the stakeholders in the business requirements gathering sessions.
- B. Provide detailed test cases to validate the functional requirements
- C. Associate each set of metadata -changes to the corresponding user story.

**Answer: B**

#### NEW QUESTION # 259

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