

Latest Certified-Business-Analyst Mock Exam - Certified-Business-Analyst PDF Questions

Certified Business Analyst - Mock Exam 3

Question 1/60

⌚ During the release of new features in Sales Cloud within Salesforce, it was discovered that multiple teams working on enhancements had inadvertently overwritten each other's changes. To prevent such issues in future releases, what best practice should be adopted?

- A) Deployment through Change Set
- B) Sessions for Code Review
- C) Version Control System

✓ Correct Answer: Version Control System

Implementing a Version Control System is the most effective best practice to prevent overwriting issues in collaborative development environments like Salesforce. A Version Control System allows multiple teams to work on different parts of the software simultaneously without interfering with each other's work. It keeps track of all changes made to the code, enabling teams to merge changes, manage different versions, and roll back to previous versions if necessary. This system ensures that changes made by different teams are integrated seamlessly and conflicts are identified and resolved before deployment, thereby preventing the overwriting of each other's work.

✗ Explanation for Incorrect Options:

Deployment through Change Set: While Change Sets in Salesforce are used for deploying changes from one environment to another, they are not as effective in managing overlapping changes from multiple teams. Change Sets do not provide the detailed version tracking and conflict resolution capabilities that a Version Control System offers.

Sessions for Code Review: Code review sessions are valuable for improving code quality and ensuring adherence to best practices, but they do not directly address the issue of overwriting changes in a multi-team development environment. Code reviews typically occur after changes have been made, and while they can catch conflicts, they are not a systematic solution for managing and merging changes from different sources like a Version Control System.

Trailhead:

<https://trailhead.salesforce.com/content/learn/modules/git-and-github-basics/team-why-version-control-is-important-for-team-based-development>

Question 2/60

⌚ As Cosmo Property undertakes the task of migrating its data from spreadsheets to Salesforce CRM, a business analyst has been engaged to facilitate the project's implementation. In the initial discovery session with key stakeholders, what action should the business analyst prioritize to effectively set the stage for the project?

- A) Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the project's direction.
- B) Collaborate with key stakeholders to understand the business objectives, metrics i.e., the measure of success, and overall business to align the project direction and vision.
- C) Discuss and document specific pain points in existing processes to inform future project requirements.

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Salesforce Certified Business Analyst exam covers a wide range of topics, including project management, requirements gathering, data modeling, system integration, and user adoption. Certified-Business-Analyst exam is designed to test your ability to analyze business requirements and translate them into technical specifications. Candidates must demonstrate their expertise in Salesforce applications, including Sales Cloud, Service Cloud, Community Cloud, and Marketing Cloud.

Salesforce Certified-Business-Analyst (Salesforce Certified Business Analyst) Certification Exam is a highly sought-after certification in the IT industry. It is designed for professionals who seek to demonstrate their expertise in various business analysis techniques and tools in the Salesforce environment. Certified-Business-Analyst Exam is designed to validate a candidate's skills in identifying and defining business requirements, as well as designing and implementing solutions that meet those requirements in the Salesforce ecosystem.

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Salesforce Certified Business Analyst Exam Sample Questions (Q147-Q152):

NEW QUESTION # 147

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops .. an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. Value Stream Map
- **B. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map**
- C. Detailed Process Map

Answer: B

NEW QUESTION # 148

Which method should a business analyst use to show current state business flows in Salesforce?

- **A. Universal Process Notation**
- B. Storyboarding
- C. Entity Relationship Diagramming

Answer: A

Explanation:

Universal Process Notation (UPN) is a method to show current state business flows in Salesforce. UPN is a process modeling technique that shows the flow of activities and decisions using simple symbols and plain language. It can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project. Entity Relationship Diagramming (ERD) is not a method to show current state business flows in Salesforce. ERD is a data modeling technique that shows the relationships among entities using symbols and attributes. It can help design database schemas or data structures for an application.

Storyboarding is not a method to show current state business flows in Salesforce. Storyboarding is a technique to help stakeholders visualize how a solution will work by creating sketches or mockups of the user interface and interactions. It can help elicit feedback and validate requirements for a proposed solution.

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

NEW QUESTION # 149

Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following User Story.

"As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction."

- * A manager can change the status of the request
- * A manager can send a comment to the employee about their request.
- * The solution must be intuitive.

Why does the BA need to make a change to improve the user story'?

- A. The acceptance criteria should be solution focused.
- **B. The acceptance criteria is too vague.**
- C. The user story is too large to test.

Answer: B

Explanation:

This answer states that the acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story for Cloud Kicks who wants managers to be able to approve time-off requests in Salesforce. A user story is a statement that describes who, what, and why of a feature or a functionality from a user's perspective. A user story typically consists of a role, a goal, and a benefit. An acceptance criteria is 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. The acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how to measure if the solution is intuitive. The acceptance criteria should be more specific, measurable, achievable, relevant, and time-bound (SMART) to ensure that the user story is clear, concise, consistent, and complete. References:

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

NEW QUESTION # 150

The business analyst (BA) at Cloud Kicks is managing a project to build a recruiting app for the management and human resources (HR) teams. The HR director wants the app to help the team navigate the hiring process more efficiently. The BA designs a Stakeholder Wheel to better understand all of the people with an interest in the project.

Which level of influence should the BA place the MR Director on the stakeholder wheel?

- **A. The project**
- B. The Sponsor
- C. The Enterprise

Answer: A

NEW QUESTION # 151

Universal Containers has a Salesforce Knowledge base solution; however support agents have indicated that the system has duplicate knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the articles. While researching solution option, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will generally available in the next release.

What should the BA suggest?

- A. Ask the Salesforce Account Executive to release the idea early.
- **B. Ask the support manager to wait until the idea is released.**
- C. Ask the development team to build a custom solution based on the idea.



Answer: B

NEW QUESTION # 152

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