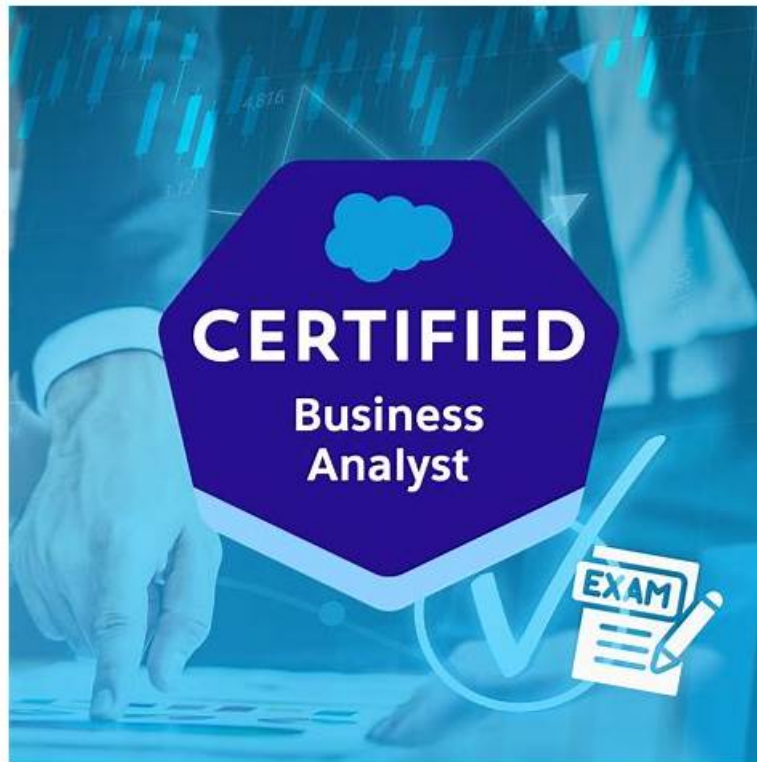


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Salesforce Certified Business Analyst Exam Sample Questions (Q194-Q199):

NEW QUESTION # 194

Cloud Kicks (CK) needs to implement an event management system within Salesforce. After researching potential solutions, a managed package meets the majority of CK's business requirements. However, the CRM director has expressed a desire to heavily customize an open source solution.

Which benefit of using a managed package versus an open source solution should the business analyst share to help the CRM director make a decision?

- A. Each version of a managed package on the AppExchange undergoes a security review.
- B. Managed packages are easily customizable to meet CK's exact requirements.
- C. Managed packages are updated automatically with each Salesforce Release.

Answer: A

Explanation:

Explanation

The benefit of using a managed package versus an open source solution that the business analyst should share to help the CRM director make a decision is that each version of a managed package on the AppExchange undergoes a security review. A managed package is a collection of application components that are developed and distributed by a provider as a single entity on the AppExchange. A managed package can include standard and custom objects, fields, tabs, pages, components, triggers, workflows, reports, dashboards, etc. A managed package can also be upgraded by the provider without affecting the customizations made by the customer. An open source solution is a software solution that is developed and distributed by a community of developers and users who share the source code and allow anyone to modify or enhance it. An open source solution can offer more flexibility and customization options, but it may also require more technical skills and maintenance efforts. Each version of a managed package on the AppExchange undergoes a security review by Salesforce to ensure that it meets the security standards and best practices for protecting customer data and preventing malicious attacks. An open source solution may not have the same level of security assurance or support from Salesforce or the provider. References:

https://trailhead.salesforce.com/content/learn/modules/appexchange_basics/appexchange_basics_install

NEW QUESTION # 195

The project manager for Universal Container tells the business analyst (BA) that the developers on the team are having trouble understanding what to build because the acceptance criteria for the Sales Cloud user stories are confusing.

How should the BA respond to the feedback effectively?

- A. Confirm that best practices are being followed.
- B. Recommend additional training resources.
- C. Ask for specific examples to review.

Answer: C

Explanation:

This answer states that asking for specific examples to review is how the BA should respond to feedback from UC's project manager who tells the BA that the developers on the team are having trouble understanding what to build because the acceptance criteria for the Sales Cloud user stories are confusing. Asking for specific examples to review means that the BA requests the project manager or the developers to provide concrete instances or scenarios of where and how the acceptance criteria for the Sales Cloud user stories are confusing, such as ambiguous, inconsistent, or incomplete acceptance criteria. Asking for specific examples to review is how the BA should respond to feedback from UC's project manager because it helps the BA to clarify and verify the feedback, and to revise and update the acceptance criteria accordingly. References:

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

NEW QUESTION # 196

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

Answer: A

Explanation:

Explanation

This answer states that associating each set of metadata changes to the corresponding user story is what the BA should do to resolve these challenges with the release team. Metadata changes are modifications to the configuration or customization of Salesforce, such as fields, objects, layouts, workflows, or apex code.

Associating each set of metadata changes to the corresponding user story can help to track and manage the changes, and link them to the business requirements and acceptance criteria. This can also help to improve the communication and collaboration between the BA, the admin, and the QA team, and avoid any confusion or errors during deployment and testing. References:

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

NEW QUESTION # 197

A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively. What should the BA confirm about the user stories when completing this review?

- A. They can be easily prioritized and are small enough to estimate accurately.
- B. They contain substantial details and focus on technical elements.
- C. They are dependent on related acceptance criteria and overlap with other use cases.

Answer: A

Explanation:

The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team. References:

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

NEW QUESTION # 198

Northern Trail Outfitters (NTO) plans to significantly grow its workforce and wants to increase the overall security of its Sales Cloud instance. NTO has previously implemented a complex security solution with organization wide defaults, criteria-based sharing rules, and dozens of user profiles. NTO has asked a business analyst (BA) for recommendations on how to proceed.

Which aspect of a potential solution is most important for a BA to consider?

- A. User adoption
- B. System downtime
- C. Scalability

Answer: C

Explanation:

Explanation

This answer considers scalability as the most important aspect of a potential solution for NTO's security challenge. Scalability refers to the ability of a system to handle increased workload or demand without compromising performance or functionality. Since NTO plans to significantly grow its workforce, it needs a security solution that can accommodate more users, data, and features without compromising security or efficiency.

References: https://trailhead.salesforce.com/en/content/learn/modules/security_basics/security_basics_intro

NEW QUESTION # 199

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