

Salesforce Certified-Business-Analyst Dumps [2025]– Everything You Need to Know Certified-Business-Analyst Exam Questions



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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.

>> **Certified-Business-Analyst Exam Questions Answers** <<

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Salesforce Certified-Business-Analyst Certification is an industry-recognized certification that demonstrates a professional's ability to analyze business requirements and translate them into technical solutions using Salesforce. Salesforce Certified Business Analyst

Exam certification is designed for professionals who have experience in Salesforce and are looking to take their skills to the next level. Salesforce Certified Business Analyst Exam certification exam is intended for those who are responsible for designing and implementing Salesforce solutions within an organization.

Salesforce Certified Business Analyst Exam Sample Questions (Q260-Q265):

NEW QUESTION # 260

The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has been built and it is time to kick off user acceptance testing (UAT).

What is the goal of UAT?

- A. To ensure what was originally requested is being delivered
- B. summarize the overall ask and determine what is in scope
- C. To identify acceptance criteria with pass/fail indicators

Answer: A

Explanation:

Explanation

The goal of user acceptance testing (UAT) is to ensure what was originally requested is being delivered by the development team. UAT is the final phase of testing before a solution is released to production. UAT involves users or stakeholders who validate that the solution meets their needs and expectations, based on the user stories and acceptance criteria. UAT helps to verify that the solution is fit for purpose and ready for launch.

References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing>

NEW QUESTION # 261

After the first round of user acceptance testing for a Sales Cloud project, the business analyst discovered that a high number of test cases failed.

What is a possible reason why the test cases failed?

- A. Missing test result details
- B. Missing test script details
- C. Missing test org access details

Answer: B

NEW QUESTION # 262

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

Answer: B

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 # 263

Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During

onboarding, the project manager shared the following process maps with the business analyst (BA):

Case Creation

* Case Triage

* Case Assignment

* Case Management

* Case Closure

Which key attributes should the BA look for when reviewing the process maps?

- A. Case sources, types, volumes, priorities, and reasons
- B. Cost, timeline, risks, requirements, and opportunities
- C. Audiences, scope, inputs, outputs, and resources

Answer: C

Explanation:

This answer lists audiences, scope, inputs, outputs, and resources as the key attributes that the BA should look for when reviewing the process maps. These attributes help to define and understand a business process, and identify its purpose, boundaries, stakeholders, data, and resources. These attributes also help to evaluate the effectiveness and efficiency of a business process, and identify areas for improvement or optimization.

References:

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

NEW QUESTION # 264

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

Explanation:

Identity Only is the Salesforce standard license that can be given to someone who need access only identity services, such as single sign-on (SSO). Lightning Platform, SSO License, and Salesforce License are not valid standard licenses in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5

NEW QUESTION # 265

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