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Salesforce Certified Business Analyst Exam Sample Questions (Q155-Q160):

NEW QUESTION # 155
True or False? Knowledge Users will be able to edit and create new Knowledge Articles from the Mobile App.

- A. TRUE
- B. FALSE

Answer: B

NEW QUESTION # 156

The sales team is learning a new sales methodology. Management wants to align Salesforce opportunities with the methodology. What is the first step a business analyst should take to begin overhauling the Opportunity object?

- A. Understand the current business process.
- B. Configure stages in Salesforce.
- C. Create new reports and dashboards.

Answer: A

NEW QUESTION # 157

Universal Containers is developing a new case management solution in Salesforce. The business analyst has started writing user stories to capture feature needs. One user story is: The customer care representative wants to take ownership of new cases and communicate with customers so they can provide high-touch customer experiences." Which component of the user story is "provide high-touch customer experiences?"

- A. Why
- B. Assumption
- C. Where

Answer: A

NEW QUESTION # 158

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.
What is another important step the BA should take to identify the correct decision makers?

- A. Create a stakeholder wheel.
- B. Prepare a RACI matrix.
- C. Survey the business units.

Answer: B

Explanation:
Explanation
The important step that the business analyst should take to identify the correct decision makers is to prepare a RACI matrix. A RACI matrix is a tool that defines and assigns the roles and responsibilities of stakeholders or team members for each task or activity in a project or enhancement. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix helps to identify the correct decision makers by showing who has the authority or accountability for making decisions on each task or activity, as well as who needs to be consulted or informed about those decisions. A RACI matrix also helps to avoid confusion, duplication, or conflict among stakeholders or team members.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION # 159

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.
UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.
What should the business analyst review to learn more about the previous consultant's recommendation?

- A. Change request logs
- B. Entity Relationship Diagram (ERD)
- C. System requirements specification

Answer: B

Explanation:
Explanation

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION # 160

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