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SALESFORCE CERTIFIED BUSINESS ANALYST

STEP BY STEP PREPARATORY GUIDE

STEP 1 – REVIEW EXAM OBJECTIVES

- Customer Discovery: 17%
- Collaboration with Stakeholders: 24%
- Business Process Mapping: 16%
- Requirements: 17%
- User Stories: 18%
- User Acceptance: 8%

STEP 2 - STUDY RESOURCES

- Trailmix: Design and Administer an OmniStudio Solution Prework
- Trailmix Module: Module: Salesforce Business Analyst Certification Prep
- Training: Design and Administer an OmniStudio Solution (OMS335)

STEP 3 - TRAILBLAZER COMMUNITY

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STEP 4 - TAKE PRACTICE TESTS

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Salesforce Certified Business Analyst Exam Sample Questions (Q146-Q151):

NEW QUESTION # 146
A business analyst captures the following acceptance criteria for a user story about case reassignment in Service Cloud.
* A service manager can dick a Reassign button that changes the owner field of the case.
* A service manager is able to reassign cases-as part of the mobile experience.
* Reassignment functionality can be used on cases that have been auto-reassigned.
* Service reps are unable to reassign cases.
Which mistake was made?

- A. The criteria include solution information.
- B. The criteria are small and testable.
- C. The criteria are aligned with the user's goal.

Answer: A

Explanation:
The mistake made in capturing these acceptance criteria was that they include solution information instead of focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a service manager can click a Reassign button" implies a particular design choice rather than describing what outcome should be achieved by reassigning cases (such as transferring ownership or notifying new owners). Acceptance criteria should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. Acceptance criteria should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases.
References: 1 https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst- certification-prep/user-stories

NEW QUESTION # 147

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. De-prioritize some user stories and add the change request to the current sprint.
- C. Add the change request to the prioritized for the next sprint.

Answer: C

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 # 148

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.
What should the BA do to build trust with the stakeholder as the project continues?

- A. Set up a casual meeting to create a personal connection with the stakeholder.
- B. Ask an executive sponsor to address the stakeholder's concerns.
- C. Reset project expectations at the next meeting with the stakeholder.

Answer: A

Explanation:
The business analyst should set up a casual meeting to create a personal connection with the stakeholder to build trust with them as the project continues. A casual meeting is an informal conversation that allows the business analyst and the stakeholder to get to know each other better, share their backgrounds and interests, and establish rapport and empathy. A casual meeting can help to ease any tension or frustration that may have arisen during the discovery session, as well as show respect and appreciation for the stakeholder's input and feedback. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management

NEW QUESTION # 149

Cloud Kicks needs to revamp its support process to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:

Stakeholder Role	Response
Expert Agent	Yes
Team Leader	Yes
Service Admin	No
Case Solver	Yes

What should the BA do?

- A. Proceed with the workshop as scheduled with the stakeholders who are available.
- B. Hold a one-on-one diagram session with each stakeholder before the workshop.
- C. Cancel the workshop and reschedule it to a date when ail stakeholders ace available.

Answer: C

NEW QUESTION # 150

A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps.
What should the BA do to close the gaps or confirm the process steps?

- A. Conduct elimination with stakeholders regarding their parts of the process.
- B. Using strategy analysis, define models of how gaps in the business process can be resolved.
- C. Review the documentation to ensure that information gathered about the process is correct.

Answer: B

Explanation:
This answer states that conducting elicitation with stakeholders regarding their parts of the process is what the BA should do to close the gaps or confirm the process steps after conducting a group workshop with stakeholders to understand and document in-scope business processes. Elicitation is a technique that involves asking questions, gathering information, or observing behaviors to understand the needs, expectations, and goals of the stakeholders or users. Conducting elicitation with stakeholders can help the BA to clarify any ambiguities, resolve any conflicts, verify any assumptions, and validate any information regarding their parts of the process. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business- analyst-quick-look/use-stakeholder-engagement-skills

NEW QUESTION # 151

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