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Salesforce Certified Business Analyst Exam Sample Questions (Q125-Q130):

NEW QUESTION # 125

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

Answer: B

NEW QUESTION # 126

What is the storage of the Developer Pro Sandbox?

- **A. 1GB**
- B. 300MB
- C. 2GB
- D. 200MB

Answer: A

NEW QUESTION # 127

Universal Containers (UC) is working with an implementation partner to help it optimize Salesforce. A new business analyst (BA) from the partner was introduced to UC stakeholders a few weeks into the project. The BA is getting to know each of the stakeholders by their roles and contributions. However, the BA had one misstep and is slightly embarrassed.

What should the BA do to build trust with the stakeholders?

- A. Ask their supervisor for help immediately.
- **B. Be vulnerable and own their mistake.**
- C. Promise to work harder to avoid other mistakes.

Answer: B

Explanation:

Explanation

The best way for a business analyst to build trust with stakeholders after making a mistake is to be vulnerable and own their mistake.

This will show honesty, humility, accountability, and willingness to learn from errors.

Promising to work harder to avoid other mistakes may sound defensive or unrealistic without acknowledging what went wrong or how to fix it. Asking their supervisor for help immediately may seem desperate or unprofessional without trying to resolve it first with stakeholders.

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

NEW QUESTION # 128

The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.

The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

- **A. Identify dependent components.**
- B. Verify acceptance criteria.
- C. Delete the definition of done

Answer: A

NEW QUESTION # 129

A business analyst (BA) at Universal Containers had a meeting with sales and service reps to gather requirements around contact management for a new Salesforce implementation. A sales rep wants a place to capture the names of the contact's spouse and children to help build the relationship. The BA writes the following user story.

"As a user, I need to be able to record a contact's title and role as separate data points so I know who to address for various needs of the account." Who should be listed as the persona?

- A. Contact
- **B. Sales rep**
- C. Service rep

Answer: B

Explanation:

Explanation

The persona that should be listed in this user story is sales rep. A persona is a fictional representation of a user role or group who will benefit from a feature or functionality. It helps describe who the user is, what they want or need, and why they want or need it. The persona should be specific enough to capture the characteristics and goals of the user group, but not too specific that it excludes other potential users. The persona that should be listed in this user story is sales rep because they are the ones who want to capture the names of the contact's spouse and children to help build the relationship. Contact is not a persona that should be listed in this user story because they are not the ones who will use or benefit from this feature or functionality. They are the object of the feature or functionality, not the subject. Service rep is not a persona that should be listed in this user story because they are not the ones who want or need this feature or functionality. They may have different goals or expectations than sales reps when it comes to contact management. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stor>

NEW QUESTION # 130

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