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NEW QUESTION: 1

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers.

The business analyst (6A) leading this project needs to validate that the requirements meet the goal.

What should the BA do to ensure alignment?

- A. Survey customers to confirm whether the new site meets their requirements.
- B. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.
- C. Conduct a white boarding session to ensure the requirements are accurate.

Answer: ([SHOW ANSWER](#))

Explanation

This answer states that circulating the requirements to stakeholders, incorporating feedback, and obtaining sign-off is what the BA should do to ensure alignment on goals and strategies across NTO's organization for creating an engaging site for its customers using ExperienceCloud.

Circulating the requirements to stakeholders means that the BA shares the written statements that describe what the solution must do or have to meet the goals and strategies of NTO's organization with the people who have a significant interest or influence in the project outcome. Incorporating feedback means that the BA revises and updates the requirements based on the comments or suggestions from the stakeholders. Obtaining sign-off means that the BA gets a formal approval or confirmation from the stakeholders that they agree with and accept the requirements.

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

NEW QUESTION: 2

Sales leadership at 230Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company. Salesforce implementation includes many custom pages. Multiple users have complained about waiting a long time for key functionality to display

- A. Monitor the Lightning Usage App.
- B. Run the Lightning page layout.
- C. Enable Debug Logs.

Answer: A (LEAVE A REPLY)

Explanation

The business analyst should monitor the Lightning Usage App to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. The Lightning Usage App is a tool that tracks and reports on how users are engaging with Salesforce in Lightning Experience. The Lightning Usage App can help measure and improve user adoption by showing metrics such as daily and monthly active users, usage by browser and device type, usage by profile and permission set, feature adoption, performance, and feedback.

The business analyst should monitor the Lightning Usage App to identify trends, patterns, issues, or opportunities related to user adoption and take actions accordingly. Running the Lightning page layout is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Running the Lightning page layout is a process that optimizes a page layout for Lightning Experience by removing unsupported components, adding supported components, and rearranging components based on best practices. Running the Lightning page layout can help improve user experience and satisfaction but does not measure or improve user adoption directly. Enabling Debug Logs is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Enabling Debug Logs is a process that captures information about database operations, system processes, and errors that occur when executing a transaction or running unit tests.

Enabling Debug Logs can help troubleshoot issues and errors but does not measure or improve user adoption directly. References:

<https://trailhead.salesforce.com/en/content/learn/modules/lightning-experience-rollout/lightning-experience-rollo>

NEW QUESTION: 3

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: (SHOW ANSWER)

NEW QUESTION: 4

The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.

Which elicitation technique should the BA use?

- A. journey Mapping
- B. Survey /Questionnaire
- C. Focus Groups

Answer: A (LEAVE A REPLY)

The elicitation technique that the business analyst should use to gather information about the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process is journey mapping. Journey mapping is a technique that creates a visual representation of a user's experience with a product or service over time. It can help the business analyst understand how a user interacts with a product or service across different touchpoints or stages, what pain points or obstacles they encounter, what emotions or feelings they have, etc.

Survey/Questionnaire is an elicitation technique that collects quantitative or qualitative data from a large number of stakeholders using predefined questions or scales. It can help the business analyst measure stakeholder satisfaction, preferences, or feedback, but not capture the details or nuances of their experience.

NEW QUESTION: 5

One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers.

The IT team writes a functional requirement:

* Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location.

Which user story should the business analyst write to describe the functional requirement?

- A. As a sales clerk, I want to see item availability and locations to help customers find items.
- B. As a general manager, I want sales clerks to have tablets so they can help customers find items.
- C. As a customer, I want sales clerks to have access to item availability to help them find items.

Answer: A (LEAVE A REPLY)

The user story that the business analyst should write to describe the functional requirement is:

* As a sales clerk, I want to see item availability and locations to help customers find items.

This user story follows the standard format of "As a <role>, I want <goal> so that <reason>". The role is

"sales clerk", the goal is "to see item availability and locations", and the reason is "to help customers find items". This user story is concise, focused, and valuable to the user and the

customer. It does not specify how the goal will be achieved or implemented, which will be defined later in the acceptance criteria or design phase. References:

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

NEW QUESTION: 6

As a business analyst (BA) starts engaging stakeholders for a user story writing workshop, an executive sponsor questions why the Commerce Cloud project is creating user stories rather than standard requirements.

What is one benefit of creating user stories that the BA can share with the executive sponsor?

- A. It defines technical specifications early in the process.
- B. It helps testers determine the most efficient way to validate solutions.
- C. It saves time when prioritizing and implementing functionality.

Answer: ([SHOW ANSWER](#))

Explanation

One benefit of creating user stories that the business analyst can share with the executive sponsor is that it saves time when prioritizing and implementing functionality. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories help to capture the value and benefits of a solution, rather than the technical details or specifications. User stories also help to facilitate communication and collaboration among stakeholders, developers, and testers. User stories can save time when prioritizing and implementing functionality because they can be easily ranked or ordered based on their importance, urgency, dependency, or impact. User stories can also save time when implementing functionality because they can be easily translated into development tasks, acceptance criteria, and test cases.

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

NEW QUESTION: 7

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

- A. Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.
- B. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.

C. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.

Answer: ([SHOW ANSWER](#))

Explanation

The best way for a business analyst to gain the end users' cooperation is to identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams. This will help them understand their needs and expectations, demonstrate value and benefits, and facilitate communication and feedback.

Responding to end users with empathy and accommodate their needs; translating the end users' needs into technical requirements; and delivering the project to the developers to implement the solution may be too reactive or passive without addressing the root causes of resistance or ensuring alignment. Using an assertive influencing style; demonstrating authority and expertise; outlining the project objectives; and making sure end users know that the decision has been made and the time to make changes has passed may be too aggressive or authoritative without building trust or rapport. References:

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

NEW QUESTION: 8

A sales manager express frustration that the sales team is failing to enter calls in salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process, the sales manager reaches out to the business analyst (BA) for recommendation.

What should the BA do next?

- A.** Engage a developer to scope a custom solution.
- B.** Research third-party apps on the AppExchange.
- C.** Export a weekly report of user activity.

Answer: **B** ([LEAVE A REPLY](#))

This answer suggests researching third-party apps on the AppExchange as the next thing that the BA should do after a sales manager expresses frustration that the sales team is failing to enter calls in Salesforce, and hopes to resolve the issue quickly and has limited time and budget to complete revamp existing tools and process.

The AppExchange is an online marketplace where customers can find, try, buy, and install apps that extend the functionality of Salesforce. Researching third-party apps on the AppExchange can help the BA to find a possible solution that can address the issue of entering calls in Salesforce without requiring a lot of time, budget, or customization. Researching third-party apps on the AppExchange can also help the BA to compare different features, prices, ratings, and reviews of various apps that can meet the sales manager's needs and expectations. References:

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

NEW QUESTION: 9

Universal Containers (UC) wants to overhaul its Service Cloud implementation and has hired a consulting company to help drive requirements. In an effort to gain more information about the project, the business analyst (BA) has begun to review UC's structure to understand the functions of each department, how departments interact, and who reports to whom within UC.

Which technique is the BA using?

- A. Enterprise Analysis
- B. Stakeholder Analysis
- C. Strategy Analysis

Answer: ([SHOW ANSWER](#))

The technique that the business analyst is using to understand UC's structure is stakeholder analysis.

Stakeholder analysis is a technique that involves identifying, analyzing, and engaging the individuals or groups who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Stakeholder analysis helps to understand the functions, interactions, and reporting relationships of each stakeholder group, as well as their needs, expectations, priorities, and concerns. Stakeholder analysis also helps to plan how to communicate, collaborate, and manage the stakeholders throughout the project lifecycle. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management>

NEW QUESTION: 10

A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements.

Which document should the BA use?

- A. User stories
- B. RACI chart
- C. Stakeholder analysis

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 11

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

Answer: A ([LEAVE A REPLY](#))

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-pr>

NEW QUESTION: 12

The project team at Cloud Kicks is under a tight deadline to implement a new Service Cloud feature. The business analyst, BA) has received feedback from the customer that the existing functionality is difficult to use. The BA wants to better understand the customers pain points before writing requirements Which document should the BA use?

- A. Capability map
- B. Journey map
- C. Process map

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 13

During a discovery session with several stakeholders from universal Container (UC) services team, the business analyst (BA) learned that UC recently implemented as Experience Site that allows customers to view Knowledge article and submit cases. The stakeholders have asked for suggestions to determine if the current solution is adding value to the business.

What should the BA recommend?

- A. Review the services team's goal' initiatives, strategies, and obstacles.
- B. Review the Einstein Article Recommendations feature in the services team's org.
- C. Review user stories on the services team's development backlog.

Answer: A ([LEAVE A REPLY](#))

This answer states that reviewing the services team's goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution of implementing an Experience Site that allows customers to view Knowledge articles and submit cases is adding value to UC's business. Goals are what the services team wants to achieve or accomplish in terms of business outcomes or benefits. Initiatives are what the services team plans to do or implement to achieve their goals. Strategies are how the services team executes or delivers their initiatives. Obstacles are what prevents or hinders the services team from achieving their goals, implementing their initiatives, or executing their strategies. Reviewing the services team's goals, initiatives, strategies, and obstacles means that the BA analyzes and documents these elements related to implementing an Experience Site that allows customers to view Knowledge articles and submit cases. Reviewing the services team's goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution is adding value to UC's business because it helps the BA to measure and evaluate the performance and impact of the current solution against these elements. References:

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

NEW QUESTION: 14

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers.

The business analyst (6A) leading this project needs to validate that the requirements meet the goal.

What should the BA do to ensure alignment?

- A.** Survey customers to confirm whether the new site meets their requirements.
- B.** Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.
- C.** Conduct a white boarding session to ensure the requirements are accurate.

Answer: B (LEAVE A REPLY)

This answer states that circulating the requirements to stakeholders, incorporating feedback, and obtaining sign-off is what the BA should do to ensure alignment on goals and strategies across NTO's organization for creating an engaging site for its customers using Experience Cloud.

Circulating the requirements to stakeholders means that the BA shares the written statements that describe what the solution must do or have to meet the goals and strategies of NTO's organization with the people who have a significant interest or influence in the project outcome. Incorporating feedback means that the BA revises and updates the requirements based on the comments or suggestions from the stakeholders. Obtaining sign-off means that the BA gets a formal approval or confirmation from the stakeholders that they agree with and accept the requirements. References:

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

NEW QUESTION: 15

At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team. The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.
- B. Ask the project manager for an additional resource to implement the new requests.
- C. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

What is the storage of the Developer Pro Sandbox?

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

Answer: ([SHOW ANSWER](#))

The storage of the Developer Pro Sandbox is 1GB. 300MB, 200MB, and 2GB are not valid storage sizes for the Developer Pro Sandbox. References:

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_environments.htm&type=5

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NEW QUESTION: 17

The service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA).

Which task should be assigned to the BA?

- A. Conduct user training.
- B. Create user training materials.
- C. Set up users for training.

Answer: B ([LEAVE A REPLY](#))

Explanation

A business analyst is responsible for creating user training materials that explain how to use the new case management solution. The training materials should include screenshots, videos, diagrams, and step-by-step instructions that cover the key features and functionalities of the solution. The business analyst should also ensure that the training materials are aligned with the user stories and requirements.

References:

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

https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics/trailhead-basics-trails

NEW QUESTION: 18

A business analyst (BA) at Northern Trail Outfitters (NTO) is assigned to a project to help revamp n process.

The current process used by the sales team is different than the process outlined in NTO's documentation.

Which step should the BA take first?

- A.** Create an Entity Relationship Diagram (ERD) of the current state.
- B.** Meet with stakeholders as a group to capture future requirements.
- C.** Meet with stakeholders as a group to understand the current state.

Answer: ([SHOW ANSWER](#))

Explanation

The first step that the business analyst should take is to meet with stakeholders as a group to understand the current state. The current state is the existing situation or condition of a process, system, or solution before any changes or enhancements are made. The current state helps to identify and measure the performance, pain points, opportunities, and gaps of a process, system, or solution. The business analyst should meet with stakeholders as a group to understand the current state by asking questions, observing workflows, collecting data, and documenting information. Meeting with stakeholders as a group helps to obtain multiple perspectives and feedback from different roles or functions involved in or affected by the process, system, or solution.

Meeting with stakeholders as a group also helps to ensure alignment and engagement among them on the current state analysis and documentation. References:

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

NEW QUESTION: 19

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.

What are the top three benefits of creating a process map?

- A. Engages stakeholders, identifies improvements, and starts the change process
- B. Builds accountability, increases revenue, and decreases overall time spent on requirements
- C. Identifies improvements, decreases project costs, and starts the change process

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 20

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A persona journey map
- B. A collection of use cases
- C. A business process model

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 21

A business analyst (BA) at Universal Containers (UC) has been asked to evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind.

Management wants to use the output from the BA's evaluation to inform decisions about UC's future implementations of Sales Cloud and Service Cloud.

What should the BA use for their evaluation?

- A. Cross-functional flowchart
- B. Entity Relationship Diagram (ERD)
- C. Universal Process Notation (UPN)

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 22

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

Answer: ([SHOW ANSWER](#)**)**

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-stories>

NEW QUESTION: 23

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 HR Director on the stakeholder wheel?

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

Answer: (SHOW ANSWER)

Explanation

The level influence that business analyst should place HR Director stakeholder wheel project stakeholder wheel tool identifies understands needs expectations interests influence power stakeholders involved project stakeholder wheel has four levels influence sponsor project enterprise environment sponsor highest level influence project second highest level influence enterprise third highest level influence environment lowest level influence HR Director should placed project level influence stakeholder wheel HR Director makes decisions determines priorities requirements project HR Director also directly affected outcome project.

The sponsor is not level influence that business analyst should place HR Director stakeholder wheel sponsor highest level influence stakeholder wheel sponsor provides funding resources support project sponsor also defines vision objectives success criteria project HR Director not sponsor project unless also provides funding resources support project.

The enterprise is not level influence that business analyst should place HR Director stakeholder wheel enterprise third highest level influence stakeholder wheel enterprise includes internal individuals teams groups affected outcome project but not actively contribute project enterprise also includes policies procedures standards guidelines govern project HR Director not enterprise unless also affected outcome project but not actively contribute project.

References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION: 24

Cloud Kicks (CK) plans to establish a Center of Excellence (CoE).

How will CK benefit from using a CoE to define the long-term vision for its Salesforce org?

- A. CK will be better able to prioritize across teams and streamline processes.
- B. CK will get insights to current business processes.
- C. CK will develop a process to gather feedback from end users regularly.

Answer: A ([LEAVE A REPLY](#))

Explanation

The benefit of using a Center of Excellence (CoE) to define the long-term vision for its Salesforce org is that CK will be better able to prioritize across teams and streamline processes. A CoE is a group of people who provide leadership, guidance, and best practices for a specific area of focus or expertise. A CoE can help CK establish a long-term vision and strategy for its Salesforce org by aligning its goals and objectives with its business needs and capabilities, prioritizing its initiatives and projects across different teams or departments, streamlining its processes and workflows to optimize efficiency and effectiveness, and ensuring quality and consistency in its Salesforce implementation. Getting insights to current business processes may be an outcome of using a CoE, but not a benefit of defining the long-term vision for its Salesforce org. Developing a process to gather feedback from end users regularly may be an outcome of using a CoE, but not a benefit of defining the long-term vision for its Salesforce org. References:

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

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

NEW QUESTION: 25

The business analyst (BA) at Universal Containers is also its primary system admin. The BA knows that version is mandatory when it comes to releasing.

What is the most efficient process for the BA to track the changes they are committing?

- A. Agile planning
- B. DevOps
- C. Metadata backups

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 26

A business analyst (BA) at Cloud Kicks is preparing for a user acceptance testing (UAT) session to release a record-triggered flow that notifies account and opportunity owners once a quote has been accepted.

What should the BA do during UAT to ensure the solution meets the requirements?

- A. Work with subject matter experts to perform UAT in a sandbox.
- B. Work with the quality assurance (QA) team to perform UAT in a sandbox.
- C. Work with the solution architect to perform unit testing in a sandbox.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 27

The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than

20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

Which acceptance criteria is the most effective for this scenario?

- A. A sales manager wants to be notified when a contract has been submitted with a discount greater than 20% so the manager can approve or decline a discounted price.
- B. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 20% or more.
- C. A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%

Answer: A (LEAVE A REPLY)

Explanation

This is an example of good acceptance criteria for this scenario because it defines what must be done (be notified when a contract has been submitted with a discount greater than 20%) without specifying how it must be done (by email, by notification, etc.) or why it must be done (to ensure profitability, to comply with policies, etc.). It also defines the expected outcome (approve or decline a discounted price) and the condition for testing (a discount greater than 20%).

References:

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

NEW QUESTION: 28

Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:

- * All logins must use multi-factor authentication (MFA).
- * Portal pages should load within 2 seconds.

How should the BA document the items?

- A. Non-functional requirement
- B. functional requirement
- C. User story

Answer: A (LEAVE A REPLY)

NEW QUESTION: 29

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.

What should the BA do next?

- A. Proceed with the sales team's project as planned.
- B. Start project work for the operations team.
- C. Include the operations team during discovery.

Answer: C ([LEAVE A REPLY](#))

Explanation

When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise.

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

NEW QUESTION: 30

Which of the Salesforce app providers will be able to unlock a locked user with their phones?

- A. Android (Google Play)
- B. Only those that download the app from the App Exchange.
- C. iOS (App Store)
- D. All of them.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 31

A business analyst (BA) is in the process of documenting requirements. The BA wrote the following user story:

"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals."

Which acceptance criteria is most appropriate for this user story?

- A. Able to click the Run button on sales reports
- B. Able to view the sales team's reports
- C. Able to monitor the sales team's performance

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 32

The development team at Universal Containers is reviewing several stories to be added to the current sprint.

The team is having trouble with a particular story about an Opportunity email alert and is unsure about which type of testing is needed.

What should the business analyst review and revise to provide more clarity to the team?

- A. Definition of done
- B. User persona
- C. Acceptance criteria

Answer: C ([LEAVE A REPLY](#))

Explanation

The document that the BA should review and revise to provide more clarity to the team is acceptance criteria.

Acceptance criteria are statements that define what conditions or requirements must be met for a user story or sprint to be accepted by the user or stakeholder. Acceptance criteria help to clarify the scope, functionality, and quality of the user story or sprint, provide a basis for testing and validating the work done, and ensure that it meets the user's needs and expectations. By reviewing and revising acceptance criteria for the user story about an Opportunity email alert, the BA can provide more clarity to the team about what type of testing is needed. References: <https://trailhead.salesforce.com/en/content/learn/modules>

NEW QUESTION: 33

Sales managers at Northern Trail Outfitters (NTO) have received feedback from sales reps that record pages are slow and often take longer to load when using the app on the phone. The business analyst (BA) has been asked to evaluate NTO's org to find out which pages are the slowest to load when using the app on the phone.

What is the first step the BA should take to help resolve the issue?

- A. Create a new page layout for the phone.
- B. Use performance analyzer to view the assessment.
- C. Confirm steps to reproduce the issue.

Answer: B ([LEAVE A REPLY](#))

The performance analyzer is a tool that helps business analysts and admins identify and troubleshoot performance issues on record pages. It shows the load time of each component on a record page and provides recommendations to improve performance. The first step to resolve the issue is to use the performance analyzer to view the assessment and identify the slowest components.

References:

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

* https://help.salesforce.com/s/articleView?id=sf.performance_analyzer.htm&type=5

NEW QUESTION: 34

Cloud Kicks (CK) recently decided to transition its business from spreadsheets to a Salesforce solution. CK leaders are excited about the capabilities of Salesforce. Each leader has different ideas about how the platform should be implemented. CK has hired a business analyst (BA) to help define and manage the implementation.

What should the BA do in the first discovery meeting with stakeholders?

- A. Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the direction of the project.
- B. Collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision.
- C. Discuss and document specific pain points in existing processes to inform future project requirements.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 35

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "I" component of the INVEST checklist to make a good user story from this requirement?

- A. As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.
- B. As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.
- C. As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

Answer: B ([LEAVE A REPLY](#))

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need

and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION: 36

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "who" of the user story is well-defined.
- B. The "why" of the user story is focused on user needs.
- C. The "what" of the acceptance criteria is negotiable.

Answer: B (LEAVE A REPLY)

Explanation

A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use use cases to document how users will interact with the system and what outcomes they expect from it.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/> This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation.

Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition.

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

NEW QUESTION: 37

Northern Trail Outfitters (NTO) has completed a project with a third-party event organization platform to enhance its MVP Experience Site. Many features were left in the project backlog. NTO's IT team is beginning a new phase of work on the Experience Site to build additional features requested by business stakeholders and wants to include the items that were left in the backlog in the first phase.

How should the business analyst coordinate the user stories to most efficiently manage the new project timeline?

- A.** Include existing and new user stories to be completed within the duration of the project. Hire additional developers to accommodate both work streams to prevent delays within the schedule sprints.
- B.** Prioritize user stories for the new enhancements for the initial sprints of the project to accommodate business stakeholder requests. Complete existing user stories in the final sprint of the project.
- C.** Reprioritize existing and new user stories to place the stories into each sprint of the project. Return an equivalent amount of lower priority work to the project backlog,

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 38

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction. What should the business analyst do to help the team work together more effectively?

- A.** Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success
- B.** Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
- C.** Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 39

A business analyst (BA) at Universal Containers (UC) has been asked to evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind. Management wants to use the output from the BA's evaluation to inform decisions about UC's future implementations of Sales Cloud and Service Cloud.

What should the BA use for their evaluation?

- A. Cross-functional flowchart
- B. Entity Relationship Diagram (ERD)
- C. Universal Process Notation (UPN)

Answer: C ([LEAVE A REPLY](#))

Explanation

This answer selects Universal Process Notation (UPN) as the tool that the BA should use for their evaluation of a business process at UC. UPN is a simple and standardized way of creating process maps, using only four symbols: activity, decision, start/end, and annotation. UPN can help the BA evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind, by showing the steps, actions, decisions, roles, and dependencies of the process, and adding notes or comments to explain or clarify certain aspects.

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

NEW QUESTION: 40

The business analyst (BA) at Cloud Kicks has been asked to map the current sales process in Sales Cloud to document legal compliance with local privacy regulations, which can differ based on the state or country of a data transaction.

Which activity would be most effective in helping the BA understand the sales process?

- A. Using live workshops to map out the sales process
- B. Asking stakeholders to complete a questionnaire
- C. Conducting individual interviews with stakeholders

Answer: A ([LEAVE A REPLY](#))

Explanation

This answer suggests using live workshops to map out the sales process as the most effective activity for the BA to understand the sales process at CK. A live workshop is a collaborative session where the BA facilitates a group discussion with stakeholders or users to elicit information, generate ideas, or solve problems. A live workshop can help the BA map out the sales process by engaging participants in creating a visual representation of the process, identifying pain points and opportunities, and reaching a consensus on the current state.

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

NEW QUESTION: 41

Cloud Kicks hired a new business analyst (BA) to join an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders. The BA wants to quickly become a trusted advisor to the team.

What should the BA do?

- A. Focus on the task at hand instead of on individual team members.
- B. Avoid exposing one's own mistakes to the team.
- C. Tell the truth in difficult situations.

Answer: C (LEAVE A REPLY)

This answer states that telling the truth in difficult situations is what the BA should do to quickly become a trusted advisor to an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders for Cloud Kicks. Telling the truth in difficult situations means that the BA communicates honestly and transparently with the team members, even when it involves admitting mistakes, delivering bad news, or expressing disagreement. Telling the truth in difficult situations can help the BA to quickly become a trusted advisor to an experienced cross-functional team because it demonstrates integrity, accountability, and respect for the team members, and it fosters an open and collaborative culture within the team. References:

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

NEW QUESTION: 42

Universal Containers is developing a new recurring app utilizing Lightning screen flows. The business analyst (BA) has started writing user stories in a repository. The project lead has edited user stories in the DevOps tool to make them more complete.

What should the BA do to understand which user stories were modified?

- A. Review the approval history.
- B. Review the change sets history
- C. Review the version control history.

Answer: C (LEAVE A REPLY)

The business analyst should review the version control history to understand which user stories were modified by the project lead. Version control is a system that records changes to a file or set of files over time so that you can recall specific versions later. Version control can help track who made what changes, when, and why.

It can also help compare different versions, merge changes, resolve conflicts, and restore previous versions.

The business analyst should use a version control system to store and manage their user stories in a repository and review the version control history to see the edits made by the project lead.

Reviewing the approval history is not a good option because it would only show who approved or rejected the user stories, not who modified them or how. Reviewing the change sets history is not a good option because it would only show what metadata components were deployed or retrieved between orgs, not what user stories were modified or how. References:

<https://trailhead.salesforce.com/en/content/learn/modules/org-development-model/get-to-know-org-development>

NEW QUESTION: 43

Management at Cloud Kicks has asked a business analyst (BA) to gain alignment from a group of people to determine what is in scope and out of scope on a Salesforce project.

Which group should the BA include early in the scoping process?

- A. Personas
- B. Stakeholders
- C. Scrum team

Answer: ([SHOW ANSWER](#))

The group that the business analyst should include early in the scoping process is stakeholders. Stakeholders are individuals or groups who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Stakeholders should be involved early in the scoping process because they can help to define the project vision, goals, objectives, requirements, expectations, and success criteria.

Stakeholders can also help to identify any risks, issues, assumptions, or constraints that may affect the project scope. Involving stakeholders early in the scoping process can help to ensure alignment, engagement, and satisfaction with the project outcome. References:

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

NEW QUESTION: 44

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- A. The previous VP's requirements fail to meet current formatting standards.
- B. The previous VP's requirements may differ from those of the new executive.
- C. The previous VP's requirements are outside of the Salesforce framework.

Answer: ([SHOW ANSWER](#))

Explanation

The largest risk with using the inherited requirements instead of conducting a discovery process is that the requirements may not reflect the current needs and expectations of the new executive sponsor. The sponsor may have different goals, priorities, preferences, or assumptions than the previous VP, and may not agree with or support the inherited requirements. This could lead to misalignment, dissatisfaction, scope creep, or project failure. Therefore, the BA should conduct a discovery process with the new sponsor to validate and update the requirements as needed.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/understand-the-discovery->

NEW QUESTION: 45

Northern Trail Outfitter is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the

stakeholders has a tendency to dominate the conversation which takes the group off topic and interfaces with meeting the objective.

How should the business analyst collaborate with the key stakeholder's?

- A. Conduct individual interviews to gather input.
- B. Conduct a group brainstorming session to generate ideas.
- C. Conduct a focus group to identify pain points.

Answer: A ([LEAVE A REPLY](#))

Explanation

The business analyst should conduct individual interviews to gather input from the key stakeholders.

Interviews are a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc. Interviews help to elicit requirements and user stories from the key stakeholders by allowing them to express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviews also help to avoid the influence or dominance of one stakeholder over others, as well as reduce the risk of groupthink or conformity.

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

NEW QUESTION: 46

The business analyst (0A) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release.

What is the next step for the BA to take before build can begin?

- A. Define the minimal viable product.
- B. Get approval and signoff on the requirements.
- C. Schedule sprint planning meetings.

Answer: B ([LEAVE A REPLY](#))

Explanation

The next step for the business analyst to take before build can begin is to get approval and signoff on the requirements from stakeholders. This will ensure that there is alignment on what needs to be done, how it will be done, why it will be done, who will do it, when it will be done, etc. Getting approval and signoff on requirements is also important for managing scope changes or expectations later in the project lifecycle.

Defining the minimal viable product is a step that is more relevant for agile methodology than waterfall methodology. Scheduling sprint planning meetings is also a step that is more relevant for agile methodology than waterfall methodology. References:

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

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NEW QUESTION: 47

Universal Containers (UC) has chosen to implement Sales Cloud and Service Cloud to increase revenue and remove bottlenecks in its current processes. A business analyst (BA) is tasked with diagramming business processes.

What should the BA do to successfully meet governance requirements to identify the business purpose?

- A. Identify resources engaged in each step.
- B. Adhere to agreed upon mapping standards.
- C. Use UC's existing terminology.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 48

Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded.

What should the BA do to meet the requirement?

- A. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.
- B. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
- C. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.

Answer: A ([LEAVE A REPLY](#))

The best practice for identifying which stage in the sales process the industry standard due-diligence should be embedded is to develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage. This practice helps to:

Develop a process map as a base: This provides a visual representation of the sales process, showing the steps, inputs, outputs, roles, and decisions involved in each stage.

Work with stakeholders to understand the trigger point: This helps to elicit feedback and insights from the stakeholders who are familiar with or affected by the sales process, and identify when or why the industry standard due-diligence is needed or required.

Locate the stage: This helps to determine where in the sales process the industry standard due-diligence should be embedded, based on the trigger point and the business logic. References:

<https://trailhead.salesforce>.

NEW QUESTION: 49

Universal Containers is in the planning phase of a Salesforce project that will transform its retail locations.

The implementation team has had a difficult time determining the priorities and requirements of previous projects from people who would be directly impacted by the solution under consideration.

Which type of analysis should the business analyst recommend to ensure the implementation team avoids this challenge on the current project?

- A. Persona analysis
- B. Enterprise analysis
- C. Stakeholder analysis

Answer: ([SHOW ANSWER](#))

The type of analysis that the BA should recommend to ensure the implementation team avoids this challenge on the current project is stakeholder analysis. Stakeholder analysis is a technique that helps to identify and understand the people who are affected by or involved in a project, and their needs, expectations, interests, influence, and attitudes towards the project. Stakeholder analysis helps to avoid missing or overlooking important stakeholders, and to plan appropriate communication and engagement strategies for each stakeholder group. The other options are either irrelevant or insufficient. Option A does not address the challenge of identifying and understanding stakeholders, but rather their behaviors and preferences. Option B does not address the challenge of identifying and understanding stakeholders, but rather their organizational context and environment. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/identify-stakeholders>

NEW QUESTION: 50

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

Answer: A ([LEAVE A REPLY](#))

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: 51

The VP of sales at Cloud Kicks wants to streamline the lead qualification process to improve the team's productivity and help them reach their target goals. A business analyst (BA) has been assigned to the project to identify the disconnect between the sales and marketing teams' definitions of a qualified lead.

What should the BA focus on?

Answer:

Mapping historical lead data from each team and building carts to highlight similarities
Evaluating the team's skills and experiences to determine how they can better align.

Scheduling an all-day collaboration workshop with both team to resolve their differences.

NEW QUESTION: 52

A business analyst (BA) is working on a request from a sales leader at Universal Containers. The sales leader has noticed the quality of information on new leads has declined recently. After completing their initial research, the BA concludes that the Salesforce lead intake form needs to be updated to include only essential information. Since several sales teams use the intake form, the BA must get alignment from all of the groups.

How does whiteboarding help the BA collaborate with multiple stakeholders?

A. It provides a script to follow with suggested questions and prompts, identifies exactly what each group needs in order to be successful, and the final version acts as the business requirements document.

B. It builds a shared understanding of the current state, creates a space for everyone to contribute since the activity feels shared, and guides the conversation while maintaining engagement.

C. It provides a single document in a central location for stakeholders to contribute, allowing each group to provide feedback on their own, instead of requiring everyone to meet and discuss together.

Answer: B (LEAVE A REPLY)

Whiteboarding is a technique that involves using a whiteboard or a similar tool to visually represent a process, problem, or solution. Whiteboarding helps the BA collaborate with multiple stakeholders by building a shared understanding of the current state, creating a space for everyone to contribute since the activity feels shared, and guiding the conversation while

maintaining engagement. Whiteboarding also helps to identify issues, gaps, opportunities, and dependencies in the process, and to generate ideas and feedback from stakeholders.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/plan-and-facilitate->

NEW QUESTION: 53

During the discovery phase of a Salesforce project, which types of analyses should a business analyst typically perform?

- A. Financial, Technical, Operational
- B. Technical, Stakeholder, Enterprise
- C. Enterprise, Strategy, Stakeholder

Answer: C ([LEAVE A REPLY](#))

Explanation

The types of analyses that a business analyst typically performs during the discovery phase of a Salesforce project are enterprise analysis, strategy analysis, and stakeholder analysis. Enterprise analysis is a technique that examines and evaluates the internal and external factors that affect a business or organization. It can help the business analyst understand the strengths, weaknesses, opportunities, and threats (SWOT) of a business or organization. Strategy analysis is a technique that defines and clarifies the goals, objectives, scope, and success criteria of a project or initiative. It can help the business analyst align the project or initiative with the vision and mission of a business or organization. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc. Financial analysis is a technique that assesses the costs and benefits of a project or initiative. It can help the business analyst justify or prioritize the project or initiative based on its return on investment (ROI) or net present value (NPV). Technical analysis is a technique that examines and evaluates the technical aspects of a project or initiative. It can help the business analyst understand the feasibility or complexity of a project or initiative based on its architecture or design. Operational analysis is a technique that analyzes and optimizes the processes and workflows of a business or organization. It can help the business analyst improve the efficiency or effectiveness of a business or organization based on its performance metrics or best practices.

NEW QUESTION: 54

Which element of the storytelling process for UX is described here: "A hurdle that makes it difficult for your heroes to succeed on their journeys."

- A. Challenge
- B. Monster
- C. Victory
- D. Helper

Answer: A ([LEAVE A REPLY](#))

Explanation

A challenge is an element of the storytelling process for UX that describes a hurdle that makes it difficult for your heroes to succeed on their journeys. A monster is an element of the storytelling process for UX that describes a person or thing that causes problems for your heroes. A victory is an element of the storytelling process for UX that describes a successful outcome for your heroes. A helper is an element of the storytelling process for UX that describes a person or thing that assists your heroes along their journeys. References:

<https://trailhead.salesforce.com/content/learn/modules/ux-design-fundamentals/understand-the-storytelling-proce>

NEW QUESTION: 55

A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent I want Salesforce Macros to complete repetitive tasks faster." What should the business analyst change to improve the user story?

- A. Replace the specific feature with a goal.
- B. Change the user story to the sales manager persona.
- C. Add a quantifiable reason why the feature is needed.

Answer: C ([LEAVE A REPLY](#))

Explanation

The user story should include a quantifiable reason why the feature is needed. This helps to define the value or benefit that the user expects from the feature, and provides a basis for prioritizing, testing, and accepting the user story. A quantifiable reason should be specific, measurable, achievable, realistic, and time-bound. For example, "As a service agent I want Salesforce Macros to complete repetitive tasks faster so that I can reduce my average case resolution time by 10%." The other options are either irrelevant or incorrect. Option A does not improve the user story, but rather makes it vaguer and ambiguous. Option B does not improve the user story, but rather changes the user role and perspective.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-st>

NEW QUESTION: 56

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A business process model
- B. A persona journey map
- C. A collection of use cases

Answer: ([SHOW ANSWER](#))

A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process.

A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution.

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

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

NEW QUESTION: 57

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.

What should the BA do next?

- A. Include the operations team during discovery.
- B. Start project work for the operations team.
- C. Proceed with the sales team's project as planned.

Answer: A (LEAVE A REPLY)

When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery>

NEW QUESTION: 58

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops for an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. Detailed Process Map
- B. Value Stream Map
- C. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

Answer: C (LEAVE A REPLY)

The documentation that is most beneficial for the business analyst to define the scope of the project is a SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Map. A SIPOC Map is a high-level process map that shows the key elements of a process, such as the suppliers, inputs,

outputs, and customers. A SIPOC Map can help define the scope and boundaries of a project by identifying what triggers the process, what are the inputs and outputs of the process, who are involved in or affected by the process, and what are the expectations or requirements of the process. A SIPOC Map can also help communicate and validate the scope with stakeholders and sponsors. A detailed process map is not documentation that is most beneficial for the business analyst to define the scope of the project. A detailed process map is a diagram that shows the steps, activities, and decisions involved in a process. A detailed process map can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project, but it does not help define the scope or boundaries of the project. A value stream map is not documentation that is most beneficial for the business analyst to define the scope of the project. A value stream map is a diagram that shows the flow of materials and information, the value-added and non-value-added activities, and the cycle times and wait times involved in a process. A value stream map can help identify waste, inefficiencies, and opportunities for improvement within a process, but it does not help define the scope or boundaries of the project. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-information-discovery

NEW QUESTION: 59

The business analyst (BA) is preparing for the initial requirements gathering workshops with Cloud Kicks on a new Sales Cloud project. The BA has identified the stakeholders, reviewed the project scope, and scheduled each workshop.

Which key steps should the BA take next?

- A.** Identify persona, document the current state, and purpose the future state.
- B.** Document the current state, offer a survey to stakeholder, and propose the future state.
- C.** Document the current state, email it to attendees with an agenda, and propose the future state.

Answer: A (LEAVE A REPLY)

This answer states that identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop for preparing for the initial requirements gathering workshops with CK on a new Sales Cloud project. Personas are fictional characters that represent the typical users or customers of a product or a service. Current state is how a business process or a system works or operates at present. Future state is how a business process or a system should work or operate in the future. Identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop because they help the BA to understand and empathize with the users or customers of Sales Cloud, to analyze and document the existing problems or issues with Sales Cloud, and to suggest and validate possible solutions or improvements for Sales Cloud.

References:

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

NEW QUESTION: 60

Which User access and sharing features would you use for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email.

- A. 2 FA
- B. Single Sign-On
- C. Email Proof
- D. Login Link

Answer: ([SHOW ANSWER](#))

Explanation

Email Proof is the User access and sharing feature that would be used for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email. Email Proof is a security feature that requires users to verify their email address when they log in for the first time or change their email address. 2 FA, Single Sign-On, and Login Link are not User access and sharing features that would be used for this use case.

References:https://help.salesforce.com/s/articleView?id=sf.security_email_proof.htm&type=5

NEW QUESTION: 61

A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session.

Which issue should concern the BA most?

- A. The support organization still needs to be trained on how to use Sales Cloud.
- B. The previous implementation partner neglected to do a knowledge transfer of the final solution.
- C. The system admins note a fair amount of technical debt without having the time or expertise to address it.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 62

Universal Containers is integrating its enterprise resource planning (ERP) with Salesforce to gain inventory visibility for the sales team. One of the user stories for this project is: "As a sales rep, I want to be able to find containers close to my customer so I can tell them which products they can receive quickly- Which acceptance criteria is most appropriate for this story?

- A. Sales rep can see the inventory closest to a customer with a quick action.
- B. Sales rep can see the inventory closest to a customer
- C. As a sales rep, I see the Inventory closest to a customer.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

The development team at Universal Containers is reviewing several stories to be added to the current sprint. The team is having trouble with a particular story about an Opportunity email alert and is unsure about which type of testing is needed.

What should the business analyst review and revise to provide more clarity to the team?

- A. Definition of done
- B. User persona
- C. Acceptance criteria

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 64

Universal Containers has planned an initiative to assess its Salesforce org to identify areas of risk and has asked the business analyst (BA) to provide an analysis of its current state. The BA will utilize Salesforce Optimizer for the assessment.

How should the BA use the output from the tool?

- A. Understand the project scope.
- B. Verify Lightning page loading time.
- C. Identify top project priorities.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.

What are the top three benefits of creating a process map?

- A. Engages stakeholders, identifies improvements, and starts the change process
- B. Builds accountability, increases revenue, and decreases overall time spent on requirements
- C. Identifies improvements, decreases project costs, and starts the change process

Answer: A ([LEAVE A REPLY](#))

Explanation

A process map is a visual representation of a business process that helps to engage stakeholders, identify improvements, and start the change process. By creating a process map,

the business analyst can understand the current state of the process, identify pain points and opportunities for improvement, and communicate the findings and recommendations to the stakeholders. A process map also helps to initiate the change process by providing a baseline for measuring the impact of the proposed solutions.

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

NEW QUESTION: 66

The Salesforce delivery team at Cloud Kicks consistently has user stories that developers start but are unable to complete during each sprint. During the most recent retrospective, the development team expressed that they are running out of time to complete the stories. The team used the INVEST checklist to diagnose why these stories are incomplete at the end of the sprint. Which checklist item is the most likely reason why the stories are incomplete at the close of the sprint?

- A. Negotiable
- B. Valuable
- C. Small

Answer: C ([LEAVE A REPLY](#))

Explanation

The checklist item that is the most likely reason why the stories are incomplete at the close of the sprint is small. 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. A user story that is too large or complex may be difficult to estimate, prioritize, test, or deliver within the sprint timeframe. A user story that is too small may be trivial, redundant, or irrelevant to the project goals. A user story that is not small enough may need to be broken down into smaller and more manageable chunks.

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

NEW QUESTION: 67

The delivery team at Cloud Kicks is getting ready to demonstrate some new Sales Cloud functionality for a project's stakeholders. The business analyst has prepared a demo script, created test data in the sandbox, and tested the new functionality.

Which additional activity is most likely to result in a successful sprint demo?

- A. Conducting multiple dry runs
- B. Exporting a backup copy of the demo data
- C. Performing a code review

Answer: A ([LEAVE A REPLY](#))

Explanation

This answer states that conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo for demonstrating some new Sales Cloud functionality for a

project's stakeholders at Cloud Kicks. A dry run is a practice or a rehearsal of a presentation or a demonstration before the actual event.

Conducting multiple dry runs means that the BA performs and repeats the presentation or the demonstration of the new Sales Cloud functionality several times before showing it to the project's stakeholders. Conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo because it helps the BA to prepare and polish their presentation or demonstration skills, to identify and fix any errors or issues in the new Sales Cloud functionality, and to anticipate and address any questions or feedback from the project's stakeholders.

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

NEW QUESTION: 68

The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.

Which type of meeting should be held?

- A. Retrospective
- B. Daily stand-up
- C. Sprint review

Answer: C (LEAVE A REPLY)

This answer selects sprint review as the type of meeting that should be held to review the current build with stakeholders and gather feedback. A sprint review is a meeting that takes place at the end of each sprint in the scrum methodology, where the development team demonstrates the working product increment to the stakeholders and collects their feedback. A sprint review helps to validate the requirements, evaluate the progress, and adjust the priorities for the next sprint.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/agile-development-with-scrum/perform-a-sprint-review>

NEW QUESTION: 69

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. Entity Relationship Diagram (ERD)
- B. Change request logs

C. System requirements specification

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 70

The business analyst (BA) at Universal Containers (UC) wants to understand why UC failed to meet a deployment date for its product go live while following the Agile process. According to the BA's research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona. Which step should the BA take next?

- A.** Create a SWOT (Strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.
- B.** Move the deployment date out so the teams have more time to work.
- C.** Review the user stories to ensure they are small, testable, and valuable.

Answer: C ([LEAVE A REPLY](#))

The next step that the business analyst should take is to review the user stories to ensure they are small, testable, and valuable. User stories are statements that capture a requirement or feature from an end user's perspective. They should be small enough to be completed within a sprint, testable enough to be verified by acceptance criteria, and valuable enough to deliver benefits or outcomes for end users. Reviewing user stories can help UC understand why development and testing took more time than expected, and how to improve them for future sprints. Creating a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to understand why development and testing took more time is not a good next step because it is a strategic tool that evaluates the internal and external factors affecting a project or initiative, not a tactical tool that evaluates the quality or effectiveness of user stories. Moving the deployment date out so the teams have more time to work is not a good next step because it does not address the root cause of why development and testing took more time, and it may affect the project scope or budget. References:

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

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

NEW QUESTION: 71

The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.

Which elicitation technique should the BA use?

- A.** Survey /Questionnaire
- B.** Focus Groups
- C.** journey Mapping

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 72

Universal Containers is planning to implement Commerce Cloud to sell more products. The business analyst working on this project has gathered requirements and is translating them into user stories.

What should the user story focus on?

- A. Sales margins
- B. Customer experience
- C. Product functionality

Answer: B ([LEAVE A REPLY](#))

The user story should focus on customer experience. Customer experience is the perception and feeling that a customer has when interacting with a product or service. Customer experience is a key factor that influences customer satisfaction, loyalty, retention, and advocacy. A user story should focus on customer experience because it helps to define the value or benefit that the customer expects from the product or service, and provides a basis for designing and developing the solution that meets or exceeds the customer's needs and expectations. The other options are either irrelevant or incomplete. Option A does not focus on customer experience, but rather on sales margins, which are an internal metric that may not reflect the customer's perception or feeling. Option C does not focus on customer experience, but rather on product functionality, which is only one aspect of customer experience and may not address the customer's emotional or psychological needs. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION: 73

The sales team at Universal Containers (UC) has been using multiple tools to track opportunities, leading to inaccurate forecasting and an unclear picture of UC's sales pipeline. UC has appointed a project team to implement Sales Cloud to help resolve these issues. The sales team doubts the new tool will meet their needs and is concerned it will be difficult to use. The business analyst (BA) assigned to the project knows the stakes are high to get the right solution in place.

Using their influence, what should the BA do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements?

- A. Ask questions to understand their needs and focus on shared goals.
- B. Present the pros and cons of the decision by using logic and facts.
- C. Demonstrate the BA's expertise and clearly state the decision is final.

Answer: A ([LEAVE A REPLY](#))

Explanation

The business analyst should do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements is to ask questions to understand their needs and focus on shared goals.

Asking questions is an elicitation technique that allows the business analyst to gather information, clarify assumptions, or validate understanding from stakeholders. It can help the business analyst understand the sales team's doubts or concerns about the new tool, and address them with empathy or evidence. Focusing on shared goals is a collaboration technique that aligns stakeholders on a common vision or outcome for a project or initiative. It can help the business analyst show how the new tool will benefit the sales team and meet their expectations or needs. Presenting the pros and cons of the decision by using logic and facts may not be an effective way to gain buy-in and support from the sales team because it may not address their emotional or psychological barriers or resistance to change. Demonstrating expertise and clearly stating the decision is final may not be an effective way to gain buy-in and support from the sales team because it may not involve them in the decision-making process or respect their opinions or feedback. References:
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di>

NEW QUESTION: 74

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

Answer: C (LEAVE A REPLY)

Explanation

This answer states that canceling the workshop and rescheduling it to a date when all stakeholders are available is what the BA should do after receiving the calendar responses for an initial live process mapping session with all stakeholders for revamping its support process to improve the customer experience. A process mapping session is a collaborative activity where the BA and the stakeholders work together to document and analyze the current state of a business process, identify pain points and opportunities, and design the future state of the process. Canceling the workshop and rescheduling it can help the BA to ensure that all

stakeholders are present and engaged in the session, and that their input and feedback are captured and considered.

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

NEW QUESTION: 75

The business analyst is auditing data access by documenting Field-level Security on the Account object in Salesforce.

How do end users participate as stakeholders in data Governance?

- A. They provide valuable feedback on how they use data.
- B. They implement their data entry workarounds in the system.
- C. They export their data back it up locally.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 76

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

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 77

After completing requirements gathering session for a Sales Cloud implementation, the business analyst (BA) has started to write user stories. During an internal user story grooming session, the project manager decided that each user story must:

- * Be assigned a level of effort
- * Be demonstrated to the stakeholder
- * Have documented deployment steps

Where should the DA capture these requirements?

- A. Definition of done
- B. Assumptions
- C. Acceptance criteria

Answer: A ([LEAVE A REPLY](#))

Explanation

This answer states that definition of done is where the BA should capture these requirements after writing user stories for developing a solution for managing leads in Sales Cloud at UC: be assigned a level of effort, be demonstrated to the stakeholder, and have documented deployment steps. Definition of done is a set of criteria that defines when a user story or a task is completed and ready for deployment or delivery. Capturing these requirements in the definition of done means that the BA specifies that a user story or a task must meet or pass these criteria in order to be considered done. Capturing these requirements in the definition of done is where the BA should do it after writing user stories because it helps the BA to clarify and communicate the expectations and standards of the user stories or tasks, and to ensure that they are met or passed.

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

NEW QUESTION: 78

The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.

What should the BA do when they find it difficult to get a response?

- A. Put extra effort into following up with the SMEs.
- B. Limit effort to contact the unresponsive SMEs.
- C. Escalate the concern to the SMEs' manager.

Answer: ([SHOW ANSWER](#))

When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks. References:

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

NEW QUESTION: 79

During a sprint grooming session for the Sales Cloud implementation at Cloud Kicks, the development team mentions the step "Code Review by Technical Architect" listed within the acceptance criteria needs to be adjusted.

Which location should the business analyst move this item to?

- A. Pull request template

- B. Project plan
- C. Definition of done

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 80

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops
.. an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. Detailed Process Map
- B. Value Stream Map
- C. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

Answer: C ([LEAVE A REPLY](#))

The documentation that is most beneficial for the business analyst to define the scope of the project is a SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Map. A SIPOC Map is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. A SIPOC Map can help define the scope and boundaries of a project by identifying what triggers the process, what are the inputs and outputs of the process, who are involved in or affected by the process, and what are the expectations or requirements of the process. A SIPOC Map can also help communicate and validate the scope with stakeholders and sponsors. A detailed process map is not documentation that is most beneficial for the business analyst to define the scope of the project. A detailed process map is a diagram that shows the steps, activities, and decisions involved in a process. A detailed process map can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project, but it does not help define the scope or boundaries of the project. A value stream map is not documentation that is most beneficial for the business analyst to define the scope of the project. A value stream map is a diagram that shows the flow of materials and information, the value-added and non-value-added activities, and the cycle times and wait times involved in a process. A value stream map can help identify waste, inefficiencies, and opportunities for improvement within a process, but it does not help define the scope or boundaries of the project.

References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION: 81

Universal Containers uses Kanban to complete its Salesforce development. In the middle of a sprint, the sales manager submits an important item to the team.

What should the business analyst do next?

- A. Ask the team to reprioritize the backlog and work on the item at the top.
- B. Ask the team to commit to the work for the next sprint.
- C. Ask the team to pivot and complete the work immediately.

Answer: A ([LEAVE A REPLY](#))

Explanation

The business analyst should ask the team to reprioritize the backlog and work on the item at the top. This is because Kanban is a development model that focuses on continuous delivery and flow of work, rather than fixed iterations or sprints. Kanban uses a visual board that shows the status of work items across different stages, such as backlog, in progress, done, etc. Work items are pulled from one stage to another when there is available capacity or demand, rather than according to a predefined schedule or plan. Reprioritizing the backlog can help the team accommodate the new item and ensure that the most important or urgent work is done first. Asking the team to commit to the work for the next sprint may not be a good option because Kanban does not use sprints or time-boxed iterations. Asking the team to pivot and complete the work immediately may not be a good option because it may disrupt the flow of work or create bottlenecks or waste in Kanban. References:

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

NEW QUESTION: 82

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution.

What should the BA do next?

- A. Shadow an operations team member at the CK distribution facility.
- B. Explore how retailers similar to CK handle distribution.
- C. Review future state distribution processes for CK.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 83

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

- A. Business analysis plan
- B. Use case
- C. User story

Answer: C ([LEAVE A REPLY](#))

Explanation

A user story is a type of documentation that describes what functionality a system should provide from a user's perspective. It is written in simple language that anyone can understand and follows a standard format of "As a [user role], I want [functionality], so that [benefit]". A user story helps to capture the user's needs and expectations from the system and provides a basis for developing

test cases and acceptance criteria. A BA should use user stories to document the functionality that a system should provide so it can be developed into a work item. References:
<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION: 84

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience.

Which strategy should the BA use to accomplish the goal?

- A.** Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.
- B.** Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.
- C.** Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

The Business analyst (BA) at Northern Outfitters (NTO) has gathered preliminary functional requirements for an upcoming Salesforce implementation project. Before translating these requirements into user stories, the BA wants to gain additional perspective, feedback, and detail on the requirements from the NTO team.

Which document should help the BA gather this information?

- A.** Stakeholder analysis
- B.** Business analysis plan
- C.** Current state analyst

Answer: ([SHOW ANSWER](#))

The business analyst should use a stakeholder analysis to gather additional perspective, feedback, and detail on the requirements from the NTO team. A stakeholder analysis is a technique to identify and understand the needs, expectations, interests, influence, and power of the stakeholders involved in a project. A stakeholder analysis can help the business analyst communicate effectively with the stakeholders, manage their expectations, address their concerns, involve them in decision making, and obtain their feedback and approval. A business analysis plan is not a document to gather additional perspective, feedback, and detail on the requirements from the NTO team. A business analysis plan is a document that describes how the business analysis activities will be conducted, such as what techniques, tools, deliverables, roles, and responsibilities will be used. A business analysis plan can help the business analyst plan and manage their work, but it does not help them gather information from the stakeholders. A current

state analysis is not a document to gather additional perspective, feedback, and detail on the requirements from the NTO team. A current state analysis is a technique to understand and document how the current situation or process works, what are its strengths and weaknesses, what are the problems or opportunities for improvement, and what are the root causes of the issues. A current state analysis can help the business analyst identify gaps and needs, but it does not help them gather information from the stakeholders. References:

<https://trailhead.salesforce.com/en/content/learn>

[/modules/business-analyst_skills-strategies/explore-techniques-information-discovery](#)

NEW QUESTION: 86

The North American (NA) sales team wants to add a set of new fields and delete several fields from the Account object. During requirements gathering, the business analyst (BA) discovers the fields are actively being used by the EMEA team.

Which step should the BA take next?

- A. Start another project to address the EMEA team's requirements.
- B. Refine the requirements to accommodate, both teams.
- C. Focus on the NA team's requirements.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 87

Which of the following User Management terms is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem".

- A. Role
- B. User License
- C. Profile
- D. Username

Answer: B ([LEAVE A REPLY](#))

Explanation

User License is the User Management term that is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem". Role is a User Management term that controls data visibility and reporting hierarchy within an organization based on users' positions. Profile is a User Management term that defines what users can do within an organization based on their job function and responsibilities.

Username is a User Management term that identifies users when they log in to Salesforce.

References:https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5

NEW QUESTION: 88

At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent

enhancements in the middle of a sprint that require changes by the development team, The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A.** Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
- B.** Ask the project manager for an additional resource to implement the new requests.
- C.** Interpret the requests as guidelines to be used when determining priorities for the upcoming release.

Answer: ([SHOW ANSWER](#))

The best way for a business analyst to handle disruptions to the project from urgent requests by the marketing director is to interpret them as guidelines to be used when determining priorities for the upcoming release.

This will help them balance between meeting stakeholder expectations and following scrum methodology principles. Focusing on agreed upon deliverables instead of new requests may ignore changing business needs or miss opportunities for improvement. Asking for an additional resource to implement new requests may increase complexity or cost without adding value or quality. References: [https://trailhead.salesforce.com](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders)

[/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders)

NEW QUESTION: 89

The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment.

The BA wants to leverage Universal Process Notation (UPN) to document the current process.

What is one benefit of using UPN in this scenario?

- A.** Complex processes can be documented with 20 or more activity boxes.
- B.** A single activity box can answer Who, What, When, Why, and How.
- C.** Key parts of a process can be easily identified by using different shapes.

Answer: B ([LEAVE A REPLY](#))

One benefit of using UPN in this scenario is that a single activity box can answer Who, What, When, Why, and How. UPN is a notation system that helps to create simple and clear process maps using activity boxes and arrows. An activity box represents a step or task in a process, and contains five elements: Who (the role or actor who performs the task), What (the name or description of the task), When (the trigger or condition that initiates the task), Why (the purpose or goal of the task), and How (the method or tool used to perform the task). By using a single activity box to answer Who, What, When, Why, and How, UPN helps to provide a concise and comprehensive view of each step or task in a process, and avoid confusion or ambiguity. The other options are either incorrect or irrelevant. Option A is incorrect because UPN recommends using no more than 10 activity boxes per process map to avoid complexity and clutter. Option C is irrelevant because UPN does not use different shapes to represent key parts of a process, but rather uses different colors to indicate different levels of detail. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/understand-process>

NEW QUESTION: 90

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

- * Custom apps
- * Active Salesforce Sites
- * Active flows
- * Custom tabs
- * Visualforce pages

A Which path should the BA take to find this information?

- A. Read business process documentation
- B. Review configuration settings.
- C. Conduct stakeholder interviews.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

The VP of sales at Clod Kicks wants to streamline the lead qualification process to improve the team's productivity and help them reach their target goals. A business analyst (BA) has been assigned to the project to identify the disconnect between the sales and marketing teams' definition of a qualified lead?

What should the BA focus on?

- A. Mapping historical lead data from each team and building charts to highlight similarities
- B. Evaluating team's skill and experience to determine how they can better align.
- C. Scheduling an all-day collaboration workshop with both teams to resolve their differences

Answer: C ([LEAVE A REPLY](#))

Explanation

The business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences around contact management for a new Salesforce implementation. A collaboration workshop is a technique to bring together different stakeholders to share information, discuss issues, generate ideas, make decisions, or reach consensus on a topic or problem. Scheduling an all-day collaboration workshop with both teams can help identify their needs, expectations, pain points, goals, and priorities around contact management and find common ground or alignment among them. Mapping historical lead data from each team and building charts to highlight similarities is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not lead management. Evaluating team's skill and experience to determine how they can better align is not a good option because it would not address the disconnect between the sales and marketing teams' definition of a qualified lead, which is related to contact management, not skill or experience. References: 1

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

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NEW QUESTION: 92

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A.**
1. Review information from the discovery.
 2. Ask clarifying questions.
 3. Draft requirements.
 4. Share requirements with the technical so they can begin building.
 5. Create user acceptance criteria and test cases.
- B.**
1. Review information from the discovery.
 2. Draft requirements.
 3. Ask clarifying questions.
 4. Draft user stories.
 5. Share user stories with the technical team so they can begin building.
- C.**
1. Review information from the
 2. Ask clarifying questions.
 3. Draft requirements.
 4. Refine and confirm requirements.
 5. Prioritize which requirements will be included in the minimum viable product.

Answer: ([SHOW ANSWER](#))

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks.

Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining

and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories>

NEW QUESTION: 93

During a discovery workshop, it was identified that the solution needs to meet all legal accessibility standards (for example, ADA, Section 508, WCAG, etc.).

How should a business analyst document this need and ensure it is applied universally across the solution?

- A. Create a functional requirement for accessibility standards.
- B. Create a non-functional requirement for accessibility standards.
- C. Create a user story for accessibility standards.

Answer: ([SHOW ANSWER](#))

Legal accessibility standards fall under non-functional requirements (NFRs), which define system constraints or quality attributes:

Applicability: NFRs like accessibility apply universally to the solution, ensuring compliance with ADA, Section 508, and WCAG standards, as mandated for many Salesforce projects.

Consistency Across Features: Documenting accessibility as an NFR ensures the requirement is enforced universally and is not tied to specific functional user stories.

Industry Alignment: Salesforce emphasizes capturing non-functional needs to meet legal and organizational standards effectively.

NEW QUESTION: 94

The business analyst (BA) working with the contract renewal team at Cloud kicks has mapped out its current renewal process, the BA has noted where representatives are inputting contract information from PDF document which is introducing errors and an inaccurate date into Salesforce. Which type of inefficiency is happening during this step in the process?

- A. Avoidance
- B. Manual effort
- C. Duplication

Answer: ([SHOW ANSWER](#))

The type of inefficiency that is happening during this step in the process is manual effort. Manual effort is a type of inefficiency that occurs when a task or activity requires human intervention or input that could be automated or eliminated. Manual effort can lead to errors, delays, inconsistencies, or redundancies in the process. In this case, the representatives are inputting contract information from PDF documents into Salesforce manually, which introduces errors and inaccurate data into Salesforce. References: <https://trailhead>.

[salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiencies-in-a-process](https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiencies-in-a-process)

NEW QUESTION: 95

After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to make adjustments to the original requirements around Sales Cloud opportunity management. What should the business analyst do to manage the requested changes?

- A. Update the gap analysis document and scope statement specification.
- B. Update the change request log and draft a new user story.
- C. Update the change management document and user acceptance testing plans.

Answer: ([SHOW ANSWER](#))

Explanation

The best practice for managing requested changes to the original requirements is to use a change request log and user stories. A change request log is a document that tracks and records any changes that are requested by stakeholders or identified by the project team during the project lifecycle. A user story is a concise statement that describes what a user wants to do and why they want to do it in Salesforce. The BA should update the change request log with the details of the requested change, such as the description, source, priority, impact, status, and approval. The BA should also draft a new user story that captures the requested change in terms of who, what, and why, and add it to the backlog for prioritization and development. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-change-management/manage-change>
<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION: 96

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops .. an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. Value Stream Map
- B. Detailed Process Map
- C. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

A. Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.

B. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.

C. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.

Answer: C (LEAVE A REPLY)

The best way for a business analyst to gain the end users' cooperation is to identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams. This will help them understand their needs and expectations, demonstrate value and benefits, and facilitate communication and feedback.

Responding to end users with empathy and accommodate their needs; translating the end users' needs into technical requirements; and delivering the project to the developers to implement the solution may be too reactive or passive without addressing the root causes of resistance or ensuring alignment. Using an assertive influencing style; demonstrating authority and expertise; outlining the project objectives; and making sure end users know that the decision has been made and the time to make changes has passed may be too aggressive or authoritative without building trust or rapport. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders>

NEW QUESTION: 98

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

Work Item	User Story	Priority	Effort
US-4007	Case Closure Action	High	12 hours
US-4008	Case Reason Reports	Medium	12 hours
US-4009	Case Age Reports	Medium	4 hours
US-4010	Case Routing by Type	Low	12 hours

The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items. The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible. Which work items should the BA prioritize with the remaining 16 hours of development capacity?
US-4008 and US-4009

A. US-4009 and US-4010

B. US-4008 and US-4009

C. US-4007 and US-4009

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 99

Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called "Lost Reason" on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals. Which option should the BA use to construct the user story?

A. As a sales team member, I need additional enablement training and reporting information to help

me improve close rates.

B. AS a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.

C. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 100

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

A. A business process model

B. A persona journey map

C. A collection of use cases

Answer: A ([LEAVE A REPLY](#))

Explanation

A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process.

A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution.

References:

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

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

NEW QUESTION: 101

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "I" component of the INVEST checklist to make a good user story from this requirement?

- A.** As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.
- B.** As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.
- C.** As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

Answer: B ([LEAVE A REPLY](#))

Explanation

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-st>

NEW QUESTION: 102

The business analyst (BA) at Universal Containers (UC) wants to understand why UC failed to meet a deployment date for its product go live while following the Agile process. According to the BA's research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona. Which step should the BA take next?

- A.** Create a SWOT (Strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.
- B.** Move the deployment date out so the teams have more time to work.
- C.** Review the user stories to ensure they are small, testable, and valuable.

Answer: C ([LEAVE A REPLY](#))

The next step that the business analyst should take is to review the user stories to ensure they are small, testable, and valuable. User stories are statements that capture a requirement or feature from an end user's perspective. They should be small enough to be completed within a sprint, testable enough to be verified by acceptance criteria, and valuable enough to deliver benefits or outcomes for end users. Reviewing user stories can help UC understand why development and testing took more time than expected, and how to improve them for future sprints. Creating a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to understand why development and testing took more time is not a good next step because it is a strategic tool that evaluates the internal and external factors affecting a project or initiative, not a tactical tool that evaluates the quality or effectiveness of user stories. Moving the deployment date out so the teams have more time to work is not a good next step because it does not address the root cause of why development and testing took more time, and it may affect the project scope or budget. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-acceptance>

NEW QUESTION: 103

The service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA).

Which task should be assigned to the BA?

- A. Set up users for training.
- B. Create user training materials.
- C. Conduct user training.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 104

The lead business analyst (BA) at Cloud Kicks is putting together user Stories for the new sales process that will be implemented in Sales Cloud. The lead BA is advising junior BAS on how to construct a user story.

What should the lead BA tell the junior BAs to include in a user story?

- A. Include the V2MOM structure
- B. Include who, What, and why
- C. Include technical details

Answer: B ([LEAVE A REPLY](#))

The lead BA should tell the junior BAs to include who, what, and why in a user story. Who, what, and why are the essential elements of a user story that define who is requesting a feature or functionality (the user or persona), what they want to achieve or accomplish (the goal or value), and why they want it (the reason or benefit). A user story should include who, what, and why because it helps to:

- * Clarify the scope, functionality, and quality of the user story
 - * Provide a basis for testing and validating the work done
 - * Ensure that it meets the user's needs and expectations
- The other options are either incorrect or irrelevant. Option A is incorrect because V2MOM is a structure that defines an organization's vision, values, methods, obstacles, and measures, not a user story. Option C is incorrect because technical details are not part of a user story, but rather part of acceptance criteria or design specifications.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION: 105

The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on goals and strategies across NTO's organization, using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

- A. V2MOM (Vision, Values, Methods, Obstacles, Measures)
- B. RACI (Responsible, Accountable, Consulted, Informed)
- C. SMART (Specific, Measurable, Achievable, Relevant, Time-bound)

Answer: A ([LEAVE A REPLY](#))

Explanation

This answer states that using V2MOM (Vision, Values, Methods, Obstacles, Measures) is the methodology that should help the BA obtain the required information for understanding NTO's strategies after reviewing NTO's documentation for obtaining alignment on goals and strategies across NTO's organization using NTO's documentation. V2MOM is a framework that helps an organization or a team to define and align their goals and strategies in a clear and concise way. V2MOM stands for Vision, Values, Methods, Obstacles, and Measures. Vision is a statement that describes what the organization or the team wants to achieve. Values are the principles or beliefs that guide the actions and decisions of the organization or the team. Methods are the actions or steps that the organization or the team will take to accomplish the vision. Obstacles are the challenges or issues that the organization or the team will face or anticipate along the way. Measures are the metrics or indicators that the organization or the team will use to track their progress and success. Using V2MOM can help the BA obtain the required information for understanding NTO's strategies by asking questions or seeking clarification on each of these elements from NTO's documentation or stakeholders.

References: <https://trailhead.salesforce.com/en/content/learn/modules/align-your-team-with-v2mom>

NEW QUESTION: 106

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. Demo prototype
- B. Virtual whiteboard
- C. One-on-one meetings

Answer: (SHOW ANSWER)

A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it.

One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group. References:

<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders> <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

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NEW QUESTION: 107

Northern Trail Outfitters (NTO) wants to leverage the power of Sales Cloud to implement its lead to cash process. A business analyst (BA) is tasked with understanding NTO's current processes, identifying areas of improvement, and communicating it effectively to stakeholders.

What should the BA use to accomplish the goal?

- A. Business analysis plan
- B. Process mapping
- C. Change management

Answer: B (LEAVE A REPLY)

Explanation

The tool that the business analyst should use to accomplish the goal of optimizing CK's lead process is process mapping. Process mapping is a technique that creates a visual representation of how a business process flows from start to end. It can help the business analyst understand NTO's current lead process, identify areas of improvement, and communicate it effectively to stakeholders. Business analysis plan is a document that defines and describes how business analysis activities will be performed in a project or initiative. It can help the business analyst plan and manage their tasks, deliverables, resources, etc. Change management is a discipline that guides how people prepare for, respond to, and adopt change in an organization.

NEW QUESTION: 108

Cloud Kicks (CK) is planning a project to optimize its lead to cash process. CK needs someone to analyze data and draw business insights, understand business processes, and guide the business to the best implementation for the project.

Which role does CK need?

- A.** Business Analyst
- B.** Solution Architect
- C.** Salesforce Administrator

Answer: A ([LEAVE A REPLY](#))

The role of the Business Analyst aligns with CK's needs for analyzing data, understanding business processes, and guiding implementation:

- * Core Responsibilities: A BA bridges the gap between business needs and technical solutions, ensuring optimal process improvements like the lead-to-cash process.
- * Salesforce Role Expectations: Salesforce BAs are trained to analyze data, document processes, and recommend best practices for implementations.
- * Collaborative Approach: A BA works closely with stakeholders, solution architects, and administrators to ensure successful project delivery.

NEW QUESTION: 109

Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:

"As a human resources (HR) manager, I need to document the progress of a candidate's submission so I can manage the candidate's application throughout the recruiting process." What is one definition of done for this user story?

- A.** The Candidate Status field can be updated.
- B.** The acceptance criteria has been approved.
- C.** The Candidate object has Edit access.

Answer: B ([LEAVE A REPLY](#))

A definition of done is a set of criteria that determines when a user story is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. One possible definition of done for this user story is "The Candidate Status field can be updated." This

criterion checks if the functionality of updating the candidate's submission progress is working as expected and meets the user's need. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done>

NEW QUESTION: 110

A business analyst (BA) at Northern Trail Outfitters was asked to create a new user story for a Sales Cloud update requested by the inside sales team. The BA created the following story:

"As a user, I need visibility to customers' purchase history details so I can increase efficiencies and improve closure rates by better tailoring sales offerings."

Which mistake did the BA make when creating this story?

- A. The need is undefined.
- B. The goal is undefined.
- C. The persona is undefined.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 111

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 112

Universal Containers is nearing the launch date for its new Salesforce Loyalty Management program. The business analyst (BA) has ensured the user acceptance testing (UAT) plan has the proper test scripts.

What is another important item the BA should look for in the UAT plan?

- A. Estimated cost
- B. Timelines
- C. Process maps

Answer: B ([LEAVE A REPLY](#))

Explanation

Another important item that the BA should look for in the UAT plan is timelines. Timelines are schedules that specify when each testing activity or task should start and end, and who is responsible for completing them.

Timelines help to ensure that testing is conducted in an efficient and timely manner, avoid delays or conflicts in testing resources or availability, and meet the project deadlines and expectations.

The other options are either irrelevant or incomplete. Option A does not relate to the UAT plan,

but rather to the project budget or scope. Option C does not specify what process maps are needed or how they are used in testing.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-testing/plan-user-accepta>

NEW QUESTION: 113

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource.

What does an activity box marked "C Customer" mean?

- A. The customer should be responsible.
- B. The customer should be informed.
- C. The customer should be consulted.

Answer: C ([LEAVE A REPLY](#))

Explanation

This answer explains that an activity box marked "C Customer" means that the customer should be consulted.

In a process map that uses Universal Process Notation (UPN), an activity box is a symbol that represents a task or an action that is performed in a business process. An activitybox can be marked with a letter to indicate the role or the resource that is responsible for performing the task or action. The letter C stands for consult, which means that the resource should be asked for input or advice before or during the task or action.

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

NEW QUESTION: 114

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. System requirements specification
- C. Entity Relationship Diagram (ERD)

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 115

From where can an Admin unlock a user?

- A. Setup > Locked Users > Unlock

- B. Users > Select user > Unlock
- C. Setup > Object Manager > Users > Select User > Unlock
- D. Users > Logins > Unlock Users

Answer: B ([LEAVE A REPLY](#))

An Admin can unlock a user from Users > Select user > Unlock. This is the standard way to unlock a user who has been locked out due to incorrect password attempts or other reasons. Setup > Locked Users > Unlock, Setup > Object Manager > Users > Select User > Unlock, and Users > Logins > Unlock Users are not valid ways to unlock a user in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

NEW QUESTION: 116

The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.

Which type of meeting should be held?

- A. Retrospective
- B. Daily stand-up
- C. Sprint review

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 117

The project team at Cloud Kicks is under a tight deadline to implement a new Service Cloud feature. The business analyst, BA) has received feedback from the customer that the existing functionality is difficult to use. The BA wants to better understand the customers pain points before writing requirements Which document should the BA use?

- A. Journey map
- B. Process map
- C. Capability map

Answer: ([SHOW ANSWER](#)**)**

Explanation

The document that the BA should use is a journey map. A journey map is a visual representation of a user's experience with a product or service over time. It shows the user's actions, thoughts, feelings, pain points, and touchpoints at each stage of their journey. A journey map helps to understand the user's needs, expectations, challenges, and opportunities from their perspective, and identify areas for improvement or innovation in the product or service. In this case, the BA wants to improve the UX of marketing employees who manage webinar data. A journey map can help the BA to understand how marketing employees interact with Salesforce Campaigns at each stage of their webinar management process, what are their pain points and frustrations with the existing functionality, and what are their desired outcomes and goals. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-research/create-a-journey-map>

NEW QUESTION: 118

Sprint 1 of 5 has been completed in a Sales Cloud implementation. The business analyst (BA) met with the stakeholders to prioritize the backlog for the next sprint. One of the stakeholders wants to include a medium- priority item. There is still a list of high-priority items that need to be addressed.

How should the BA communicate with the stakeholder?

- A.** Q Support the stakeholder in this decision, move the medium-priority item to the next sprint, and inform the development team.
- B.** Q Verify why the item is medium-priority, explain the reason, and determine if the item priority was misjudged compared to other items.
- C.** Q Schedule a meeting to discuss the importance of the item, then re-evaluate all of the items and their priority levels

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 119

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.

What should the BA do next?

- A.** Proceed with the sales team's project as planned.
- B.** Start project work for the operations team.
- C.** Include the operations team during discovery.

Answer: ([SHOW ANSWER](#)**)**

When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery>

NEW QUESTION: 120

Northern Trail Outfitters (NTO) is a rapidly growing company that hired a business analyst (BA) to help revamp its sales and support processes. The stakeholder at NTO wants to understand the value of Application Lifecycle Management (ALM).

What are benefits of ALM that the BA should share with the stakeholder?

- A. ALM provides processes and policies which help build apps more efficiently.
- B. ALM offers preview access to the three Salesforce Releases per year.
- C. ALM allows features to remain static and reduces incremental changes.

Answer: A ([LEAVE A REPLY](#))

Explanation

One of the benefits of ALM that the BA should share with the stakeholder is that ALM provides processes and policies which help build apps more efficiently. ALM is a framework that defines and manages the stages and activities involved in developing, testing, deploying, and maintaining software applications. ALM helps to:

Build apps more efficiently: ALM helps to streamline and standardize the development process, reduce errors and rework, improve collaboration and communication among team members and stakeholders, and ensure quality and consistency of the applications.

Align with business goals and needs: ALM helps to ensure that the applications meet the requirements and expectations of the users and stakeholders, deliver value and benefits to the business, and support the business strategy and objectives.

Adapt to changes and challenges: ALM helps to enable continuous feedback and improvement, incorporate new features and functionalities, address issues and risks, and leverage new technologies and innovations. The other options are either incorrect or irrelevant. Option B is incorrect because ALM does not offer preview access to the three Salesforce releases per year, but rather requires maintenance exams or modules to keep up with the releases. Option C is incorrect because ALM does not allow features to remain static and reduce incremental changes, but rather encourages iterative and agile development that embraces changes and enhancements. References:

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

NEW QUESTION: 121

Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.

Which type of document should the BA use to meet the requirement?

- A. Change management
- B. Use case
- C. Gap analysis

Answer: ([SHOW ANSWER](#))

A gap analysis is a document that compares the current state with the desired future state of a process or system, identifies what needs to change or improve, and recommends actions or solutions to bridge the gap. A gap analysis can help CK understand how to enhance its user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. A change management document is a document that outlines how

changes will be planned, implemented, communicated, monitored, controlled, etc., during a project lifecycle

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NEW QUESTION: 122

A business analyst (BA) discovers that universal Containers automated case assignments in Service Cloud. UC uses case assignment rules to route cases to predefined team. The UC leadership team wants to improve how cases are routed.

What should the BA recommend to help the resolve a common obstacle?

- A. Minimize case escalations to reduce time to resolution.
- B. Migrate from case assignment rules to Omni-Channel.
- C. Document the current case assignment process.

Answer: (SHOW ANSWER)

This answer states that migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing a recent group of complaints from UC's service team about automated case assignments in Service Cloud. Case assignment rules are a feature that allows an organization to automatically assign cases to predefined queues or users based on certain criteria, such as case origin, case type, case priority, etc. Omni-Channel is a feature that allows an organization to automatically route work items (such as cases, leads, chats, etc.) to available agents based on their capacity, skills, availability, etc. Migrating from case assignment rules to Omni-Channel is what the BA should recommend to help UC resolve a common obstacle for addressing complaints about automated case assignments in Service Cloud because it helps UC to improve how cases are routed by matching them with the most qualified and available agents, rather than relying on manual intervention or predefined rules.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/service-cloud-agent-productivity/service-cloud-agent-p>

NEW QUESTION: 123

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The

manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- A. Brainstorming and prototyping
- B. focus groups and workshops
- C. Observation and interviewing

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 124

Support managers at Cloud Kicks have received urgent feedback from staff that record pages are slow to respond and users are growing frustrated. The business analyst (BA) has been asked to evaluate to determine which pages are being accessed most frequently and which pages are the slowest to load.

What is the first step the BA should take to help resolve the issue?

- A. Update page layouts in production.
- B. Create a test plan for each web browser.
- C. Confirm steps to reproduce the issue.

Answer: C ([LEAVE A REPLY](#))

Explanation

The first step that the business analyst should take to help resolve the issue is to confirm steps to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc. Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes.

References: <https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-reso>

NEW QUESTION: 125

The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

What should the business analyst recommend to the project team to increase understanding when documenting requirements, process and potential solutions?

- A. Use customer terminology and language.
- B. Use industry terminology and language.
- C. Use Salesforce terminology and language.

Answer: C ([LEAVE A REPLY](#))

Explanation

This answer states that using Salesforce terminology and language is what the BA should recommend to the project team to increase understanding when documenting requirements,

process and potential solutions for reviewing the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields. Salesforce terminology and language are the words and phrases that are commonly used in the Salesforce ecosystem, such as objects, fields, records, apps, tabs, profiles, roles, etc. Using Salesforce terminology and language can help the BA to communicate and document the requirements, process and potential solutions in a consistent and accurate way, and avoid confusion or misunderstanding among the project team members who are familiar with Salesforce.

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

NEW QUESTION: 126

Cloud Kicks has completed the user acceptance testing (UAT) phase of a major update to Sales Cloud for its EMEA sales team.

How should the business analyst help the EMEA sales team learn the new features?

- A.** Organize user groups by permission set and train each team.
- B.** Document key changes and gather feedback to update the backlog.
- C.** Build tooltips and discoverable content in the new console layouts.

Answer: ([SHOW ANSWER](#))

This answer states that building tooltips and discoverable content in the new console layouts is how the BA should help the EMEA sales team learn the new features after completing the user acceptance testing phase of a major update to Sales Cloud. Tooltips are small pop-up windows that provide brief explanations or instructions for a feature or a functionality when a user hovers over or clicks on an element. Discoverable content is content that is hidden until a user interacts with a trigger, such as a button, a link, or an icon.

Building tooltips and discoverable content in the new console layouts can help the BA to provide contextual and on-demand guidance and information to the EMEA sales team, and help them learn the new features at their own pace and convenience. References:

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

NEW QUESTION: 127

Business users at cloud kicks have just completed user acceptance testing for a Commence cloud implementation. The senior executives want to understand has successful testing was and have asked the business analyst to calculate the success rate.

How is the success rate calculated?

- A.** Number of failed test cases divided by total number of test cases
- B.** Total number of test cases divided by number of passed test cases
- C.** number of passed test cases divided by total number of test cases

Answer: **C** ([LEAVE A REPLY](#))

This answer states that number of passed test cases divided by total number of test cases is how the success rate is calculated after completing user acceptance testing (UAT) for a Commerce Cloud implementation at CK. Test cases are scenarios or steps that verify or validate if a feature or a functionality meets the acceptance criteria or requirements. Passed test cases are test cases that meet or pass the acceptance criteria or requirements. Total number of test cases are all test cases that are executed or performed for UAT. Number of passed test cases divided by total number of test cases is how the success rate is calculated because it measures how many test cases meet or pass the acceptance criteria or requirements out of all test cases executed or performed for UAT. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION: 128

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project.

What should the BA do to engage the business most effectively during UAT"?

- A.** Hand over ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.
- B.** Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.
- C.** Work business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

The business analyst (BA) at Cloud Kicks is having a hard time documenting a user story to change an existing Opportunity flow for sales users. The architect expressed their concerns to the BA that they lack a comprehensive list of the components that will be affected by the updated flow.

Which best practice should the BA follow?

- A.** Write the user story without making any assumptions about how it will be implemented or which components are affected.
- B.** Ask the development team to investigate and document all affected components before the story can be written.
- C.** Schedule additional discovery sessions with the sales users to understand what will be impacted by the changes.

Answer: ([SHOW ANSWER](#))

Explanation

The best practice that the BA should follow is to schedule additional discovery sessions with the sales users to understand what will be impacted by the changes. Discovery sessions are meetings or workshops where the BA elicits, clarifies, and validates the needs, expectations, pain points, goals, and priorities of the stakeholders for a project. Discovery sessions help to gather

more information and feedback from the stakeholders, understand their perspectives and preferences, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of the proposed solution. By scheduling additional discovery sessions with the sales users, the BA can better understand their challenges and requirements, and document a comprehensive list of the components that will be affected by the updated flow. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate-discover>

NEW QUESTION: 130

A business analyst (BA) sees that all the acceptance criteria they wrote for an upcoming project go live have passed unit testing.

How can the BA support the product team to ensure the solution meets the business's needs before demoing it to the relevant stakeholders?

- A. Collaboration with stakeholders to establish a rollout communication and training plan.
- B. Help conduct user acceptance testing to make sure the product works smoothly across all business processes.
- C. Prepare documentation to summarize the QA team's test results for the business stakeholders.

Answer: B ([LEAVE A REPLY](#))

User Acceptance Testing (UAT) ensures the solution meets business requirements and is ready for deployment:

- * Validation of Business Needs: UAT allows end users to test the solution against real-world scenarios, ensuring the product aligns with the business processes.
- * BA's Role in Testing: Salesforce highlights the importance of the BA in facilitating and supporting UAT to identify any gaps before stakeholder demos.
- * Smooth Transition: UAT provides an opportunity to refine the product and enhance user confidence in its functionality.

NEW QUESTION: 131

The business analyst (BA) at Northern Trail Outfitters is helping to improve the process for handling customer returns using Salesforce. The BA has completed a current state process map to identify areas for improvement.

The BA plans to present ideas for a future state return handling process to the larger project team.

What should the BA present to the team in a way that is relatable and invites discussion, feedback, and ideas?

- A. A story using personas to illustrate potential solutions
- B. A prototype for a specific business outcome
- C. Detailed technical documentation with annotations

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 132

Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract"?

- A. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
- B. Value stream map
- C. Capability model

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sales Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- A. Configuration leverages multiple programming languages.
- B. Configuration allows for any level of complexity.
- C. Configuration provides faster speed to market.

Answer: B ([LEAVE A REPLY](#))

One of the BA's strongest arguments for using configuration over code is that configuration provides faster speed to market. Speed to market is the time it takes to deliver a product or service from conception to launch.

Speed to market is important for gaining competitive advantage, meeting customer demand, and maximizing revenue potential. Configuration provides faster speed to market than code because it allows for creating and modifying functionality in Salesforce without writing code or deploying changes. Configuration can be done by using point-and-click tools such as App Builder, Process Builder, Flow Builder, Lightning Web Components Builder, etc., which are easy to use and require less technical skills than coding. Configuration also reduces the risk of errors or bugs that may occur with code and require more testing or debugging time.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-s>

NEW QUESTION: 134

Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time.

The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?

- A. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.
- B. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.
- C. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 135

Which element of the storytelling process for UX is described here: "A hurdle that makes it difficult for your heroes to succeed on their journeys."

- A. Challenge
- B. Monster
- C. Victory
- D. Helper

Answer: A ([LEAVE A REPLY](#))

Explanation

A challenge is an element of the storytelling process for UX that describes a hurdle that makes it difficult for your heroes to succeed on their journeys. A monster is an element of the storytelling process for UX that describes a person or thing that causes problems for your heroes. A victory is an element of the storytelling process for UX that describes a successful outcome for your heroes. A helper is an element of the storytelling process for UX that describes a person or thing that assists your heroes along their journeys.

References:<https://trailhead.salesforce.com/content/learn/modules/ux-design-fundamentals/understand-the-storytelling-process>

NEW QUESTION: 136

The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.

Which type of meeting should be held?

- A. Retrospective
- B. Daily stand-up
- C. Sprint review

Answer: C ([LEAVE A REPLY](#))

Explanation

A sprint review is a meeting that should be held by the scrum team working on Salesforce projects at Northern Trail Outfitters to review the current build with stakeholders and gather feedback. A sprint review is an event that occurs at the end of each sprint, where the scrum team demonstrates the work done during the sprint and invites feedback from stakeholders. A retrospective is a meeting that occurs after each sprint, where the scrum team reflects on what went well and what can be improved in the next sprint. A daily stand-up is a meeting that occurs every day during a sprint, where the scrum team members share their progress, plans, and impediments. References:

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

<https://trailhead.salesforce.com/content/learn/modules/agile-development-with-scrum>

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NEW QUESTION: 137

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 138

One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers.

The IT team writes a functional requirement:

* Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location.

Which user story should the business analyst write to describe the functional requirement?

- A. As a sales clerk, I want to see item availability and locations to help customers find items.
- B. As a general manager, I want sales clerks to have tablets so they can help customers find items.
- C. As a customer, I want sales clerks to have access to item availability to help them find items.

Answer: A ([LEAVE A REPLY](#))

The user story that the business analyst should write to describe the functional requirement is:

* As a sales clerk, I want to see item availability and locations to help customers find items.

This user story follows the standard format of "As a <role>, I want <goal> so that <reason>". The role is

"sales clerk", the goal is "to see item availability and locations", and the reason is "to help customers find items". This user story is concise, focused, and valuable to the user and the customer. It does not specify how the goal will be achieved or implemented, which will be defined

later in the acceptance criteria or design phase. References:

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

NEW QUESTION: 139

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- A. Observation and interviewing
- B. Brainstorming and prototyping
- C. focus groups and workshops

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 140

Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:

- * All logins must use multi-factor authentication (MFA).
- * Portal pages should load within 2 seconds.

How should the BA document the items?

- A. functional requirement
- B. Non-functional requirement
- C. User story

Answer: ([SHOW ANSWER](#)**)**

The items that the business analyst documented are non-functional requirements. Non-functional requirements are statements that describe how a system or solution should perform, behave, or appear, rather than what it should do or provide. Non-functional requirements can include aspects such as usability, reliability, security, availability, scalability, etc. Non-functional requirements help to ensure that the system or solution meets the quality standards and expectations of the stakeholders or users. The items that the business analyst documented are non-functional requirements because they specify how Sales Cloud should perform (portal pages should load within 2 seconds) and behave (all logins must use multi-factor authentication).

References:

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

NEW QUESTION: 141

A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an named User3tories_v37_final_final_final.docx.

Which best practice should the BA train the employee on fir

- A. Use standard naming conventions.
- B. Use a version control repository.
- C. Use acceptance criteria to define success.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 142

The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.

Which type of document should the BA create to achieve the objective?

- A. Business analysis plan
- B. Scope statement specification
- C. Functional requirements specification

Answer: C ([LEAVE A REPLY](#))

Explanation

A functional requirements specification (FRS) is a document that defines what features and functions a system should provide to meet the business needs and objectives. It describes how users will interact with the system and what outcomes they expect from it. An FRS typically includes use cases, user stories, acceptance criteria, data models, business rules, workflows, diagrams, mockups, and other details that describe how the system should work. A BA should create an FRS to define the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/understand->

NEW QUESTION: 143

New interns at Universal Containers have been tasked with following a new process to import leads from a spreadsheet into Salesforce. A business analyst is mapping the process to document the overall lead creation process.

What should the process map look like?

- A. A very detailed process map that is unambiguous and version controlled
- B. A somewhat detailed process map that is easy to remember and self-explanatory
- C. A simple process map that is high-level and covers key aspects

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 144

Universal Containers is in the planning phase of a Salesforce project that will transform its retail locations.

The implementation team has had a difficult time determining the priorities and requirements of previous projects from people who would be directly impacted by the solution under consideration.

Which type of analysis should the business analyst recommend to ensure the implementation team avoids this challenge on the current project?

- A. Persona analysis
- B. Enterprise analysis
- C. Stakeholder analysis

Answer: C ([LEAVE A REPLY](#))

Explanation

The type of analysis that the BA should recommend to ensure the implementation team avoids this challenge on the current project is stakeholder analysis. Stakeholder analysis is a technique that helps to identify and understand the people who are affected by or involved in a project, and their needs, expectations, interests, influence, and attitudes towards the project. Stakeholder analysis helps to avoid missing or overlooking important stakeholders, and to plan appropriate communication and engagement strategies for each stakeholder group. The other options are either irrelevant or insufficient. Option A does not address the challenge of identifying and understanding stakeholders, but rather their behaviors and preferences. Option B does not address the challenge of identifying and understanding stakeholders, but rather their organizational context and environment.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management>

NEW QUESTION: 145

Which Information should the BA gather during the initial discovery meeting?

- A. Employee review cycle for the support team
- B. Limitations of the current support process
- C. A Contact information for key stakeholders

Answer: B ([LEAVE A REPLY](#))

The information that the business analyst should gather during the initial discovery meeting is the limitations of the current support process. The initial discovery meeting is a meeting where the business analyst meets with the key stakeholders and sponsors of a project to understand their needs, expectations, goals, challenges, and pain points. The business analyst should gather information about the limitations of the current support process to identify the gaps, issues, or opportunities for improvement that the project aims to address. The business analyst should also gather information about the scope, budget, timeline, deliverables, roles and responsibilities, and success criteria for the project. The employee review cycle for the support team is not information that the business analyst should gather during the initial discovery meeting. The employee review cycle is a process that evaluates the performance and development of employees on a regular basis. It is not relevant to the project scope or objectives and does not help identify the limitations of the current support process. The contact information for key stakeholders is not information that the business analyst should gather during the initial discovery meeting. The contact information for key stakeholders is a detail that can be obtained before or after the meeting, but it

does not help understand the needs or expectations of the stakeholders or the limitations of the current support process. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-information-discovery

NEW QUESTION: 146

A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session.

Which issue should concern the BA most?

- A.** The previous implementation partner neglected to do a knowledge transfer of the final solution.
- B.** The support organization still needs to be trained on how to use Sales Cloud.
- C.** The system admins note a fair amount of technical debt without having the time or expertise to address it.

Answer: C ([LEAVE A REPLY](#))

The issue that should concern the business analyst most is that the system admins note a fair amount of technical debt without having the time or expertise to address it. Technical debt is the accumulated cost or consequence of suboptimal design, development, or maintenance decisions on a software system. Technical debt can negatively affect the performance, security, usability, and maintainability of a software system, as well as increase the complexity and risk of future changes or enhancements. Technical debt can also reduce user satisfaction and adoption, as well as business value and return on investment. Therefore, the business analyst should be concerned about the technical debt in the Sales Cloud implementation and work with the system admins and other stakeholders to identify, prioritize, and resolve it. References:

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

NEW QUESTION: 147

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.** Where
- B.** Why
- C.** Assumption

Answer: B ([LEAVE A REPLY](#))

The component "provide high-touch customer experiences" is the why part of the user story because it describes the benefit or value that the customer care representative will get from taking ownership of new cases and communicating with customers. The who part of the user story is "the customer care representative" because it describes the user role or persona who will

benefit from the feature or functionality. The what part of the user story is "to take ownership of new cases and communicate with customers" because it describes the feature or functionality that the customer care representative wants or needs. The where part of the user story is not included in this example because it is usually captured in other documents or artifacts, such as acceptance criteria or wireframes. The assumption part of the user story is not included in this example because it is usually captured in other documents or artifacts, such as risk register or issue log.

References: 1 <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

NEW QUESTION: 148

The project team is building a Sales Cloud implementation. The business analyst (BA) wants to make sure the solution meets the needs of the business. The BA needs to identify where user testing should occur and who should participate.

Which approach should the BA follow?

- A. Create a scratch org and give the development team access to it.
- B. Create a partial sandbox and give the VP of sales access to it.
- C. Create a full copy sandbox and give power users access to it

Answer: C ([LEAVE A REPLY](#))

A full copy sandbox is a copy of a production environment that includes all data and metadata. It is suitable for user testing because it provides a realistic and isolated environment where users can test changes without affecting live data or users. Power users are users who have extensive knowledge and experience with the business domain and processes. They can provide valuable feedback and insights on whether the solution meets their expectations and requirements. A scratch org is a temporary and lightweight environment that is suitable for development and testing of code-based changes, but not for user testing of declarative changes. A partial sandbox is a copy of a production environment that includes some data and all metadata. It is suitable for quality assurance testing, but not for user testing because it may not have enough data to cover all scenarios. References: 1

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

NEW QUESTION: 149

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution."

Acceptance Criteria:

1. Add permission set

2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "what" of the acceptance criteria is negotiable.
- B. The "who" of the user story is well-defined.
- C. The "why" of the user story is focused on user needs.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

- A. Change Set Development, Org Development, Package Development
- B. Rapid Application Development, Org Development Package Development
- C. Salesforce DX, Flow Builder, Rapid Application Development

Answer: ([SHOW ANSWER](#))

Explanation

The three development models that Salesforce supports as part of Application Lifecycle Management (ALM) process are Change Set Development, Org Development, and Package Development. Change Set Development is a model that uses change sets to deploy metadata changes from one org to another org. Org Development is a model that uses scratch orgs to create and test metadata changes in isolated environments before deploying them to other orgs. Package Development is a model that uses unlocked packages to bundle and distribute metadata changes across orgs as modular applications. Rapid Application Development, Flow Builder, and Salesforce DX are not development models supported by Salesforce as part of ALM process.

References:

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

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

NEW QUESTION: 151

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: B ([LEAVE A REPLY](#))

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NEW QUESTION: 152

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: ([SHOW ANSWER](#)**)**

NEW QUESTION: 153

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- A. Brainstorming and prototyping
- B. Observation and interviewing
- C. focus groups and workshops

Answer: B ([LEAVE A REPLY](#))

Explanation

Observation and interviewing are methods that a business analyst can use to collect data about the sales team's performance and behavior. Observation can help the business analyst see how

the sales reps use the Sales Cloud solution and identify any unnecessary steps or issues. Interviewing can help the business analyst understand the sales reps' opinions, challenges, and needs. Brainstorming and prototyping are methods that are more suitable for generating ideas or testing solutions. Focus groups and workshops are methods that are more suitable for gathering feedback or consensus from a group of stakeholders. References:

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

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

NEW QUESTION: 154

During a workshop to understand Universal Containers' current sales process, there seems to be some disagreement between the North America and EMEA sales teams about the steps required to close a sale.

What should the business analyst do to gain consensus on the current opportunity process?

- A.** Postpone the discussion and email the sales team leadership to clarify the opportunity stages.
- B.** Create a Process Map detailing opportunity stages, then schedule a meeting with the sales teams for review.
- C.** Open the production org, navigate to Sales Processes in Setup, and review the opportunity stages.

Answer: B ([LEAVE A REPLY](#))

Creating a Process Map and involving stakeholders is the best way to achieve consensus:

- * Visualization: A process map graphically illustrates the current opportunity stages, helping stakeholders visualize and understand discrepancies in their practices.
- * Collaborative Review: Scheduling a meeting allows team members to align on agreed stages, fostering cooperation. Salesforce Business Analysis guidance encourages such collaboration to resolve conflicts and drive unified processes.
- * Foundation for Updates: This approach provides a baseline for refining Salesforce configurations, ensuring the solution reflects unified sales workflows.

NEW QUESTION: 155

The sales teams at Universal Containers (UC) want to add a custom field to a page layout. The IT manager reminds the business analyst (BA) that UC uses the Application Lifecycle Management (ALM) process. The addition of the custom field and subsequent release to everyone in the organization must follow this process.

What is the first step in the ALM process that should be taken?

- A.** Gather requirements and analyze them.
- B.** Obtain a change order from the customer.
- C.** Add a custom field to a page layout in a sandbox.

Answer: ([SHOW ANSWER](#)**)**

This answer states that gathering requirements and analyzing them is the first step in the Application Lifecycle Management (ALM) process that should be taken for adding a custom field to a page layout in a sandbox for Universal Containers. ALM is a framework that defines and manages the stages involved in developing, testing, deploying, and maintaining a software application. ALM typically consists of these steps:

gather requirements and analyze them, design and build solutions, test solutions, deploy solutions, and maintain solutions. Gathering requirements and analyzing them means that the BA identifies and understands the business needs and expectations of the stakeholders or users, and defines what the solution must do or have to meet them. References:

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

NEW QUESTION: 156

Northern Trail Outfitters wants to reduce the amount of time it takes for customers to receive their orders after making an online purchase.

Which initial steps should the business analyst take to help determine why the order management and fulfillment process is slow?

- A.** Create a process map that includes detailed steps related to order management and fulfillment, analyze the process map for inefficiencies, and present findings to leadership.
- B.** Conduct interviews with stakeholders in the order management and fulfillment departments to identify individual pain points and brainstorm process improvement solutions.
- C.** Work with stakeholders to identify relevant processes, select a key process with defined start and end points, and collaborate with process owners and users to create a current state process map.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "IF" component of the INVEST checklist to make a good user story from this requirement?

- A.** As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.
- B.** As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.
- C.** As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

Answer: ([SHOW ANSWER](#))

Explanation

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a

container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

NEW QUESTION: 158

A business analyst (BA) at Universal Containers is conducting discovery sessions for implementing Experience Cloud. The key stakeholders have been assembled. The user stories have been written.

What should the BA do next?

- A.** Write the test scripts.
- B.** Define the acceptance criteria
- C.** Plan the sprint schedule.

Answer: B ([LEAVE A REPLY](#))

Explanation

The BA should define the acceptance criteria next. This is because the acceptance criteria are the specific requirements that must be met in order for the user story to be considered complete. The acceptance criteria should be defined in collaboration with the stakeholders, and they should be clear, concise, and measurable.

Once the acceptance criteria have been defined, the BA can then begin to write the test scripts. The test scripts should be based on the acceptance criteria, and they should test all of the functionality that is required for the user story to be considered complete.

After the test scripts have been written, the BA can then begin to plan the sprint schedule. The sprint schedule should be based on the user stories that have been written, and it should include a timeline for when each user story will be completed.

The BA should also keep in mind that the sprint schedule is not set in stone. It is important to be flexible and to be able to adjust the schedule as needed. This is because things can change during the course of a sprint, and the BA needs to be able to adapt to these changes.

NEW QUESTION: 159

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. Reset project expectations at the next meeting with the stakeholder.
- C. Ask an executive sponsor to address the stakeholder's concerns.

Answer: A ([LEAVE A REPLY](#))

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->

NEW QUESTION: 160

The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.

What should the BA use?

- A. Setup Audit Trail
- B. Change Sets
- C. Version control

Answer: C ([LEAVE A REPLY](#))

Explanation

The business analyst should use version control to identify metadata dependencies across features to prevent overwriting before the release. Version control is a system that tracks and manages changes to files or code over time. It can help the business analyst compare different versions of metadata components, identify any conflicts or dependencies across features, and resolve them before deploying them to production. Setup Audit Trail is a tool that monitors and logs changes made by administrators in Setup. It can help the business analyst track who made what changes and when, but not identify metadata dependencies across features. Change Sets are tools that deploy metadata changes from one org to another org. They can help the business analyst move features from sandbox to production, but not identify metadata dependencies across features. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/git-and-git-hub-basics>

NEW QUESTION: 161

Northern Trail Outfitters is getting ready to enter the user acceptance testing (UAT) phase of its latest Salesforce project. The business analyst (BA) plans to solicit and document sign-offs from the business as part of the UAT process.

Which sign-offs should the BA seek?

- A. Functional requirements, individual test case functionality, and final go live date
- B. Test cases to implement, user stories, and final go live date
- C. Test cases to implement, individual test case functionality, and final go live date

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 162

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

- A. Business analysis plan
- B. Use case
- C. User story

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 163

Sales managers at Northern Trail Outfitters (NTO) have received feedback from sales reps that record pages are slow and often take longer to load when using the app on the phone. The business analyst (BA) has been asked to evaluate NTO's org to find out which pages are the slowest to load when using the app on the phone.

What is the first step the BA should take to help resolve the issue?

- A. Create a new page layout for the phone.
- B. Confirm steps to reproduce the issue.
- C. Use performance analyzer to view the assessment.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 164

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A business process model
- B. A persona journey map
- C. A collection of use cases

Answer: ([SHOW ANSWER](#)**)**

Explanation

A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process.

A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution.

References:

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

NEW QUESTION: 165

Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:

"As a human resources (HR) manager, I need to document the progress of a candidate's submission so I can manage the candidate's application throughout the recruiting process."

What is one definition of done for this user story?

- A. The Candidate Status field can be updated.
- B. The Candidate object has Edit access.
- C. The acceptance criteria has been approved.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 166

The lead business analyst (BA) at Cloud Kicks is putting together user Stories for the new sales process that will be implemented in Sales Cloud. The lead BA is advising junior BAS on how to construct a user story.

What should the lead BA tell the junior BAs to include in a user story?

- A. Include the V2MOM structure
- B. Include who, What, and why
- C. Include technical details

Answer: B ([LEAVE A REPLY](#))

The lead BA should tell the junior BAs to include who, what, and why in a user story. Who, what, and why are the essential elements of a user story that define who is requesting a feature or functionality (the user or persona), what they want to achieve or accomplish (the goal or value), and why they want it (the reason or benefit). A user story should include who, what, and why because it helps to:

Clarify the scope, functionality, and quality of the user story

Provide a basis for testing and validating the work done

Ensure that it meets the user's needs and expectations The other options are either incorrect or irrelevant.

Option A is incorrect because V2MOM is a structure that defines an organization's vision, values, methods, obstacles, and measures, not a user story. Option C is incorrect because technical

details are not part of a user story, but rather part of acceptance criteria or design specifications.
References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

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NEW QUESTION: 167

Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following:

User Story.

"As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction."

- * A manager can change the status of the request
- * A manager can send a comment to the employee about their request.
- * The solution must be intuitive.

Why does the BA need to make a change to improve the user story'?

- A. The acceptance criteria is too vague.
- B. The user story is too large to test.
- C. The acceptance criteria should be solution focused.

Answer: (SHOW ANSWER)

This answer states that the acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story for Cloud Kicks who wants managers to be able to approve time-off requests in Salesforce. A user story is a statement that describes who, what, and why of a feature or a functionality from a user's perspective. A user story typically consists of a role, a goal, and a benefit. An acceptance criteria is a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery. The acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how to measure if the solution is intuitive. The acceptance criteria should be more specific, measurable, achievable, relevant, and time-bound (SMART) to ensure that the user story is clear, concise, consistent, and complete. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION: 168

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. Assumption
- B. Why
- C. Where

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 169

Cloud Kicks (CK) recently decided to transition its business from spreadsheets to a Salesforce solution. CK leaders are excited about the capabilities of Salesforce. Each leader has different ideas about how the platform should be implemented. CK has hired a business analyst (BA) to help define and manage the implementation.

What should the BA do in the first discovery meeting with stakeholders?

- A. Collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision.
- B. Discuss and document specific pain points in existing processes to inform future project requirements.
- C. Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the direction of the project.

Answer: ([SHOW ANSWER](#))

The business analyst should do in the first discovery meeting with stakeholders is to collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision. Discovery is a phase of a Salesforce project that aims to understand the current state of a business, identify its problems or needs, and define its goals or desired outcomes. In the first discovery meeting, the business analyst should work with stakeholders to establish a common understanding of CK's business context, such as its mission, vision, values, customers, competitors, performance indicators, etc. This can help the business analyst align stakeholders on a shared vision and strategy for the Salesforce implementation. Discussing and documenting specific pain points in existing processes may be part of discovery, but not in the first meeting. The business analyst should first understand the big picture of CK's business before diving into the details of its processes. Previewing potential Salesforce solutions and collecting feedback from stakeholders may be part of discovery, but not in the first meeting. The business analyst should first understand the problems or needs of CK's business before proposing any solutions. References:

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

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

NEW QUESTION: 170

After completing requirements gathering session for a Sales Cloud implementation, the business analyst (BA) has started to write user stories. During an internal user story grooming session, the project manager decided that each user story must:

- * Be assigned a level of effort
- * Be demonstrated to the stakeholder
- * Have documented deployment steps

Where should the DA capture these requirements?

- A. Definition of done
- B. Assumptions
- C. Acceptance criteria

Answer: A (LEAVE A REPLY)

This answer states that definition of done is where the BA should capture these requirements after writing user stories for developing a solution for managing leads in Sales Cloud at UC: be assigned a level of effort, be demonstrated to the stakeholder, and have documented deployment steps. Definition of done is a set of criteria that defines when a user story or a task is completed and ready for deployment or delivery. Capturing these requirements in the definition of done means that the BA specifies that a user story or a task must meet or pass these criteria in order to be considered done. Capturing these requirements in the definition of done is where the BA should do it after writing user stories because it helps the BA to clarify and communicate the expectations and standards of the user stories or tasks, and to ensure that they are met or passed. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION: 171

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

Answer: B (LEAVE A REPLY)

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: 172

The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

What should the business analyst recommend to the project team to increase understanding when documenting requirements, process and potential solutions?

- A. Use customer terminology and language.
- B. Use industry terminology and language.
- C. Use Salesforce terminology and language.

Answer: C (LEAVE A REPLY)

This answer states that using Salesforce terminology and language is what the BA should recommend to the project team to increase understanding when documenting requirements, process and potential solutions for reviewing the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields. Salesforce terminology and language are the words and phrases that are commonly used in the Salesforce ecosystem, such as objects, fields, records, apps, tabs, profiles, roles, etc. Using Salesforce terminology and language can help the BA to communicate and document the requirements, process and potential solutions in a consistent and accurate way, and avoid confusion or misunderstanding among the project team members who are familiar with Salesforce.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION: 173

Universal Containers is developing a new recurring app utilizing Lightning screen flows. The business analyst (BA) has started writing user stories in a repository. The project lead has edited user stories in the DevOps tool to make them more complete.

What should the BA do to understand which user stories were modified?

- A. Review the approval history.
- B. Review the change sets history

C. Review the version control history.

Answer: C ([LEAVE A REPLY](#))

The business analyst should review the version control history to understand which user stories were modified by the project lead. Version control is a system that records changes to a file or set of files over time so that you can recall specific versions later. Version control can help track who made what changes, when, and why.

It can also help compare different versions, merge changes, resolve conflicts, and restore previous versions.

The business analyst should use a version control system to store and manage their user stories in a repository and review the version control history to see the edits made by the project lead.

Reviewing the approval history is not a good option because it would only show who approved or rejected the user stories, not who modified them or how. Reviewing the change sets history is not a good option because it would only show what metadata components were deployed or retrieved between orgs, not what user stories were modified or how. References:

<https://trailhead.salesforce.com/en/content/learn/modules/org-development-model/get-to-know-org-development>

NEW QUESTION: 174

Universal Containers (UC) needs a Quip template to create Account plans. UC's business analyst has been tasked with documenting requirements for this initiative. During one of the business requirements gathering sessions, a sales manager notes that it's important the new template is user-friendly and only accessible to the account team.

Which option captures this requirement?

A. Make the template user-friendly and accessible only by members of the account team.

B. The sales manager can make the template user-friendly.

C. Accessible by members of the account team.

Answer: A ([LEAVE A REPLY](#))

Explanation

The option that captures this requirement is "Make the template user-friendly and accessible only by members of the account team." This option clearly states what needs to be done (make the template user-friendly and accessible) and who it is for (members of the account team). The other options are either incomplete or irrelevant. Option B does not specify what needs to be done or who it is for. Option C does not specify what needs to be done or why it is important.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-requirements/understand>

NEW QUESTION: 175

Northern Trail Outfitters (NTO) is a rapidly growing company that hired a business analyst (BA) to help revamp its sales and support processes. The stakeholder at NTO wants to understand the value of Application Lifecycle Management (ALM).

What are benefits of ALM that the BA should share with the stakeholder?

- A.** ALM provides processes and policies which help build apps more efficiently.
- B.** ALM offers preview access to the three Salesforce Releases per year.
- C.** ALM allows features to remain static and reduces incremental changes.

Answer: ([SHOW ANSWER](#))

One of the benefits of ALM that the BA should share with the stakeholder is that ALM provides processes and policies which help build apps more efficiently. ALM is a framework that defines and manages the stages and activities involved in developing, testing, deploying, and maintaining software applications. ALM helps to:

- * Build apps more efficiently: ALM helps to streamline and standardize the development process, reduce errors and rework, improve collaboration and communication among team members and stakeholders, and ensure quality and consistency of the applications.
- * Align with business goals and needs: ALM helps to ensure that the applications meet the requirements and expectations of the users and stakeholders, deliver value and benefits to the business, and support the business strategy and objectives.
- * Adapt to changes and challenges: ALM helps to enable continuous feedback and improvement, incorporate new features and functionalities, address issues and risks, and leverage new technologies and innovations. The other options are either incorrect or irrelevant. Option B is incorrect because ALM does not offer preview access to the three Salesforce releases per year, but rather requires maintenance exams or modules to keep up with the releases. Option C is incorrect because ALM does not allow features to remain static and reduce incremental changes, but rather encourages iterative and agile development that embraces changes and enhancements. References: <https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/understand-the-application-lifecycle>

NEW QUESTION: 176

A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.

Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

- A.** Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.
- B.** Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.
- C.** Give a perspective from a relatable persona that shows the development team can solve their business challenges.

Answer: **C** ([LEAVE A REPLY](#))

NEW QUESTION: 177

Of the following Locale Settings, select which one CANNOT be selected when creating a new user.

- A. Time Zone
- B. Language
- C. Working Hours
- D. Locale

Answer: C ([LEAVE A REPLY](#))

Explanation

Working Hours is not a Locale Setting that can be selected when creating a new user. Working Hours are set at the organization level or at the resource level for scheduling purposes. Time Zone, Language, and Locale are Locale Settings that can be selected when creating a new user.

References:

https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION: 178

Northern Trail Outfitter is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the stakeholders has a tendency to dominate the conversation which takes the group off topic and interfaces with meeting the objective.

How should the business analyst collaborate with the key stakeholder's?

- A. Conduct individual interviews to gather input.
- B. Conduct a group brainstorming session to generate ideas.
- C. Conduct a focus group to identify pain points.

Answer: ([SHOW ANSWER](#)**)**

Explanation

The business analyst should conduct individual interviews to gather input from the key stakeholders.

Interviews are a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc. Interviews help to elicit requirements and user stories from the key stakeholders by allowing them to express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviews also help to avoid the influence or dominance of one stakeholder over others, as well as reduce the risk of groupthink or conformity. References:

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

NEW QUESTION: 179

Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.

Which elicitation technique should the business analyst use to help the team meet its goal?

- A. Prototyping
- B. Brainstorming
- C. Observation

Answer: A ([LEAVE A REPLY](#))

Explanation

This answer recommends prototyping as an elicitation technique to help the team meet its goal of filling out a survey based on customer feedback. Prototyping is a technique that involves creating a mockup or a sample of a solution to demonstrate how it will look and function. Prototyping can help the BA validate requirements, solicit feedback, and refine the design of the solution.

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

NEW QUESTION: 180

A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing and qualification process. The solution will include automated and manual features.

Which artifact should help the BA illustrate the vision of a solution to stakeholders?

- A.** Detailed user stories with technical documentation about the existing process
- B.** Annotated process flows with modifications to an existing process
- C.** Collected pain points from people who follow the existing process

Answer: B ([LEAVE A REPLY](#))

Annotated process flows are a great way to illustrate the vision of a solution to stakeholders.

They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:

- * Annotated process flows are process flows that include additional information, such as notes, comments, and explanations.
- * Modifications to an existing process are changes that are made to an existing process.
- * Stakeholders are people who have an interest in the success of a project.

In conclusion, annotated process flows with modifications to an existing process are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

An artifact that can help the business analyst illustrate the vision of a solution to stakeholders is annotated process flows with modifications to an existing process. Annotated process flows are diagrams that show how a process works step by step, with notes or comments that explain the logic or rationale behind each step. They can help the business analyst show how the lead routing and qualification process will change or improve with the new solution, and invite feedback or validation from stakeholders. Detailed user stories with technical documentation about the existing process are artifacts that can help the business analyst capture the requirements or specifications of the new solution, but not illustrate the vision of it. Collected pain points from people who follow the existing process are artifacts that can help the business

analyst understand the problems or needs of the end users, but not illustrate the vision of the solution. References:

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

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

NEW QUESTION: 181

During the discovery phase of a Salesforce project, which types of analyses should a business analyst typically perform?

- A. Financial, Technical, Operational
- B. Technical, Stakeholder, Enterprise
- C. Enterprise, Strategy, Stakeholder

Answer: C (LEAVE A REPLY)

The types of analyses that a business analyst typically performs during the discovery phase of a Salesforce project are enterprise analysis, strategy analysis, and stakeholder analysis. Enterprise analysis is a technique that examines and evaluates the internal and external factors that affect a business or organization. It can help the business analyst understand the strengths, weaknesses, opportunities, and threats (SWOT) of a business or organization. Strategy analysis is a technique that defines and clarifies the goals, objectives, scope, and success criteria of a project or initiative. It can help the business analyst align the project or initiative with the vision and mission of a business or organization. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc. Financial analysis is a technique that assesses the costs and benefits of a project or initiative. It can help the business analyst justify or prioritize the project or initiative based on its return on investment (ROI) or net present value (NPV). Technical analysis is a technique that examines and evaluates the technical aspects of a project or initiative. It can help the business analyst understand the feasibility or complexity of a project or initiative based on its architecture or design. Operational analysis is a technique that analyzes and optimizes the processes and workflows of a business or organization. It can help the business analyst improve the efficiency or effectiveness of a business or organization based on its performance metrics or best practices.

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NEW QUESTION: 182

Universal Containers is planning to implement Commerce Cloud to sell more products. The business analyst working on this project has gathered requirements and is translating them into user stories.

What should the user story focus on?

- A. Product functionality
- B. Sales margins
- C. Customer experience

Answer: (SHOW ANSWER)

NEW QUESTION: 183

The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

- A. Storage capacity and license type
- B. Organization edition and license type
- C. Number of active users and license type

Answer: B (LEAVE A REPLY)

NEW QUESTION: 184

Universal Containers recently kicked off a project to build an Experience Cloud solution for partners. Partners need to upload their monthly sales reports to this account portal.

Which option should the business analyst use as the functional requirement specification?

- A. Partners need to submit monthly sales reports.
- B. The portal should allow for partners to upload monthly sales reports.
- C. The portal should allow for partners to access monthly sales reports.

Answer: B (LEAVE A REPLY)

Explanation

A functional requirement specification is a statement that describes what a product or service must do or provide to meet user needs or business objectives. It should be clear, concise, testable, and measurable. The option B is an example of a functional requirement specification because it describes what the portal should do (allow for partners to upload monthly sales reports) without specifying how it should do it or why it should do it. References:

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

NEW QUESTION: 185

Universal Container wants to build a Salesforce application to manage its recruitment lifecycle. The project lead wants to identify the key recruitment steps and stakeholders in a visual format. What should the business analyst do to meet the requirement?

- A. Map the business process.
- B. Review department procedures and consult the org chart.
- C. Create an entity relationship diagram.

Answer: A ([LEAVE A REPLY](#))

Explanation

The best tool for identifying the key recruitment steps and stakeholders in a visual format is to map the business process. Business process mapping is a technique that helps to create a visual representation of a business process. It shows the steps, inputs, outputs, roles, and decisions involved in the process. Business process mapping helps to understand the current state of the process, identify areas for improvement, and design the future state of the process. A BA should use business process mapping to identify the key recruitment steps and stakeholders for the Salesforce application.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/underst>

NEW QUESTION: 186

The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.

Which type of requirement documentation is the BA using in this scenario?

- A. Process mapping
- B. Value stream mapping
- C. Data modeling

Answer: ([SHOW ANSWER](#)**)**

The type of requirement documentation that the business analyst is using in this scenario is process mapping.

Process mapping is a technique that involves creating a visual diagram of the steps or activities involved in completing a business process or workflow. Process mapping helps to document how users perform their daily work in Salesforce, what inputs and outputs they use or produce, what decisions they make, and what roles or systems they interact with. Process mapping also helps to identify any inefficiencies, bottlenecks, redundancies, or risks in the existing process, as well as opportunities for improvement or optimization.

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

NEW QUESTION: 187

Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A.** 1. Review information from the discovery.2. Ask clarifying questions.3. Draft requirements.4. Share requirements with the technical so they can begin building.5. Create user acceptance criteria and test cases.
- B.** 1. Review information from the discovery.2. Draft requirements.3. Ask clarifying questions.4. Draft user stories.5. Share user stories with the technical team so they can begin building.
- C.** 1. Review information from the2. Ask clarifying questions.3. Draft requirements.4. Refine and confirm requirements.5. Prioritize which requirements will be included in the minimum viable product.

Answer: ([SHOW ANSWER](#))

This answer states that following these steps is the process that the BA should follow to draft and finalize the requirements for implementing a new Service Cloud feature for Cloud Kicks.

Reviewing information from the discovery means that the BA revisits the information or data that was collected during the discovery phase, such as business goals, stakeholder needs, pain points, opportunities, etc. Asking clarifying questions means that the BA seeks to understand and verify the information or data that was collected, and to resolve any ambiguities or conflicts among them. Drafting requirements means that the BA writes down the statements that describe what the solution must do or have to meet the business goals and stakeholder needs. Refining and confirming requirements means that the BA revises and validates the requirements with the stakeholders, and ensures that they are clear, concise, consistent, and complete. Prioritizing which requirements will be included in the minimum viable product means that the BA determines which requirements are essential or desirable for delivering a solution that provides value to the stakeholders, and which requirements can be deferred or excluded from the scope. References:

<https://trailhead.salesforce.com/en/content/learn/modules>

</salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

NEW QUESTION: 188

Cloud Kicks is conducting sprint planning for an Experience Cloud user portal project. The focus for this sprint is on the minimum viable product.

Which requirement should the business analyst prioritize?

- A.** Items that are user-friendly features
- B.** Items requested by the majority of users
- C.** Items that are crucial to the business

Answer: **C** ([LEAVE A REPLY](#))

The minimum viable product (MVP) is the version of a product that has just enough features to satisfy early customers and provide feedback for future development. The MVP should focus on the items that are essential to the business value and goals, not on the items that are nice to have or preferred by some users. Therefore, the business analyst should prioritize the items that

are crucial to the business over the items that are user-friendly features or requested by the majority of users. References:

* Certification - Business Analyst - Trailhead, under "About the Exam"

* Get Started with Salesforce Business Analyst Certification Prep, under "The Salesforce Business Analyst Certification"

* Cert Prep: Salesforce Business Analyst | Salesforce Trailhead, under "Get Started with Salesforce Business Analyst Certification Prep"

NEW QUESTION: 189

Northern Trail Outfitters (NTO) has noticed that many customers are posting to social media about issues they are having with a new product. The services team is looking for easy ways to engage with these customers and resolve their complaints. During the first discovery meeting of the project, the business analyst (BA) hears that the VP of services and support wants to implement Omni-Channel for NTO's Service Cloud.

What should the BA do first to ensure the ongoing success of the project?

- A.** Configure a proof-of-concept demo within a sandbox environment to show the pros and cons of the requested solution.
- B.** Produce a gap analysis document that will show the ways the requested solution can solve the limitations of NTO's current system.
- C.** Encourage the project stakeholders to think of various ways to solve cases different before deciding on a specific solution.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 190

A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers.

The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

- A.** Assign the test case to another tester.
- B.** Assign a bug to the development team.
- C.** Attempt to reproduce the issue.

Answer: ([SHOW ANSWER](#)**)**

The next thing that the business analyst should do after reviewing the details of the failed test case is to attempt to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc. Reproducing an issue also helps to

document it clearly and accurately for reporting and resolution purposes. References: <https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-resolve-issues>

NEW QUESTION: 191

Which tool is used to create reports, incorporate filters and select the Report Type?

- A. Data Loader
- B. Report Builder
- C. A csv file that will then get imported.
- D. Report Composer

Answer: B (LEAVE A REPLY)

Report Builder is the tool used to create reports, incorporate filters and select the Report Type. Data Loader is a tool used to import and export data in Salesforce. A csv file is a file format that can be used to import or export data in Salesforce, but it is not a tool to create reports. Report Composer is not a valid tool in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5

NEW QUESTION: 192

Universal Containers is working with a business analyst (BA) to develop a solution to help the marketing department manage lead in Sales Cloud. The current solution meets the requirements, but the marketing team tells the BA they feel it is incomplete.

What is important for the BA to consider when responding to the team's feedback?

- A. Acceptance criteria
- B. Product limitation
- C. Intent of both parties

Answer: (SHOW ANSWER)

This answer states that intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team who feels that their current solution for managing leads in Sales Cloud is incomplete. Intent of both parties means that what both UC's marketing team and UC's Salesforce team want to achieve or accomplish by implementing a solution for managing leads in Sales Cloud, such as increasing lead conversion rate, improving lead quality, enhancing lead tracking, etc. Intent of both parties is what is important for the BA to consider when responding to feedback from UC's marketing team because it helps the BA to align and communicate their goals and expectations, and to identify and resolve any gaps or issues between them. References:

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

NEW QUESTION: 193

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.

Which level of detail should the BA use for the process map and why?

- A.** Very detailed-It should be prescriptive for new users following an unfamiliar process.
- B.** Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.
- C.** Simple-A high-level overview of the process is sufficient to show a new user experience.

Answer: ([SHOW ANSWER](#))

The level of detail that the business analyst should use for the process map and why is somewhat detailed.

This is because the process map should provide enough information to guide new users through the onboarding process, but not overwhelm them with too much detail that may be irrelevant or unnecessary.

Since the process will be repetitive, new users will learn and remember the details over time, and they can always refer back to the process map if needed. The process map should include the main steps, decisions, inputs, outputs, and roles involved in the onboarding process, as well as any exceptions or variations. The process map should also use clear and consistent terminology, symbols, and notation to ensure readability and understanding. References:

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

NEW QUESTION: 194

The Business analyst (BA) at Northern Outfitters (NTO) has gathered preliminary functional requirements for an upcoming Salesforce implementation project. Before translating these requirements into user stories, the BA wants to gain additional perspective, feedback, and detail on the requirements from the NTO team.

Which document should help the BA gather this information?

- A.** Business analysis plan
- B.** Stakeholder analysis
- C.** Current state analyst

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 195

The business analyst (BA) working with the contract renewal team at Cloud kicks has mapped out its current renewal process, the BA has noted where representatives are inputting contract information from PDF document which is introducing errors and inaccurate data into Salesforce. Which type of inefficiency is happening during this step in the process?

- A.** Avoidance
- B.** Manual effort
- C.** Duplication

Answer: B ([LEAVE A REPLY](#))

Explanation

The type of inefficiency that is happening during this step in the process is manual effort. Manual effort is a type of inefficiency that occurs when a task or activity requires human intervention or input that could be automated or eliminated. Manual effort can lead to errors, delays, inconsistencies, or redundancies in the process. In this case, the representatives are inputting contract information from PDF documents into Salesforce manually, which introduces errors and inaccurate data into Salesforce. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiency>

NEW QUESTION: 196

Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA).

The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.

Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?

- A. Test
- B. Plan
- C. Build

Answer: B (LEAVE A REPLY)

The step of the application lifecycle management (ALM) cycle that requires the business analyst to study current business processes, gather requirements, and analyze them is plan. ALM is a process that helps manage changes to an application from planning to deployment and beyond. ALM has six steps: plan, develop, test, build release, test release, and release. The plan step is where the business analyst studies current business processes, gathers requirements, and analyzes them to understand what needs to be changed or improved in an application. The plan step also involves defining objectives, scope, budget, timeline, deliverables, roles and responsibilities for a project. The develop step is where developers create or modify code or declarative components based on the requirements gathered in the plan step. The test step is where testers verify that the code or declarative components work as expected and meet quality standards using various testing techniques and tools. The build release step is where developers package all code or declarative components into a release that can be deployed to other environments using various deployment techniques and tools. The test release step is where end users test the release in a sandbox or test environment to verify that it works as intended, and what was originally requested is actually being delivered. The release step is where the release is deployed to production and made available to end users. References:

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

[/understand-what-application-lifecycle-management-is](#)

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NEW QUESTION: 197

Management at Cloud Kicks has asked a business analyst (BA) to gain alignment from a group of people to determine what is in scope and out of scope on a Salesforce project.

Which group should the BA include early in the scoping process?

- A. Personas
- B. Stakeholders
- C. Scrum team

Answer: B ([LEAVE A REPLY](#))

The group that the business analyst should include early in the scoping process is stakeholders. Stakeholders are individuals or groups who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Stakeholders should be involved early in the scoping process because they can help to define the project vision, goals, objectives, requirements, expectations, and success criteria.

Stakeholders can also help to identify any risks, issues, assumptions, or constraints that may affect the project scope. Involving stakeholders early in the scoping process can help to ensure alignment, engagement, and satisfaction with the project outcome. References:

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

NEW QUESTION: 198

The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing.

What does the project team need to agree upon to ensure the work is ready to be deployed?

- A. Entity relationship diagram
- B. Definition of done
- C. User acceptance criteria

Answer: B ([LEAVE A REPLY](#))

Explanation

The project team needs to agree upon a definition of done to ensure that the work is ready to be deployed. A definition of done is a set of criteria that determines when a user story is completed and ready for deployment.

It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. A definition of done helps to ensure that the work meets the expected standards and quality, satisfies the user's needs and expectations, and aligns with the project goals and scope. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done>

NEW QUESTION: 199

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. Identity Only
- B. Lightning Platform
- C. SSO License
- D. Salesforce License

Answer: A (LEAVE A REPLY)

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

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