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NEW QUESTION: 1

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?

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

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

NEW QUESTION: 2

In which of the following app markets CANT the Salesforce App be found?

- A. App Store
- B. AppExchange
- C. Google Play

Answer: (SHOW ANSWER)

NEW QUESTION: 3

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](#))

NEW QUESTION: 4

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Provide detailed test cases to validate the functional requirements
- B. Involve the stakeholders in the business requirements gathering sessions.
- C. Associate each set of metadata -changes to the corresponding user story.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

The business analyst at Cloud Kicks is beginning to write user stories for its Salesforce implementation.

Which three components should-be included when writing a user story?

- A. Who, when, why
- B. When, where, why
- C. Who, what, why

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Universal Containers has several independent Salesforce projects this quarter involving shared objects and a complex deployment process managed by a DevOps team. While smoke testing the shared user acceptance testing (UAT) environment, the business analyst (BA) noticed that one of the minor changes to the Account to the Account page layout for the project is missing. The client is eager to begin its UAT.

What should the BA do to address the issue?

- A. Log a defect for the page layout change and discuss it with the DevOps team.
- B. Ask the project manager to reschedule UAT until after the defect is resolved
- C. Make the page layout change directly in UAT so the client can begin testing.

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

NEW QUESTION: 7

Universal Containers is rolling out Sales Cloud for the contract renewals team. The team has expressed resistance to learning another platform and changing their processes. The business analyst (BA) shows them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by 30%.

Which influencing style is the BA using?

- A. Accommodating
- B. Collaborative

C. inspiring

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

NEW QUESTION: 8

Should the following item be included in a UX Research Plan? Advanced Prototype

A. No

B. Yes

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

NEW QUESTION: 9

The Cloud Kicks admin is getting ready to release a record-triggered flow that auto-generates Renewal Opportunity Order Line Items once an Opportunity is Closed/Won for a sales team user story.

During user acceptance testing, what should the business analyst do to ensure the solution fulfills the needs of the sales team?

A. Draft a list of test cases and scripts and choose "Run flow as another user" to debug the flow as a sales team user to identify and fix bugs.

B. Choose subject matter experts as testers and prepare a sandbox with quality test data, test cases, and scripts that match real-world scenarios.

C. Collaborate with the admin and a power user to test the flow for scalability, robustness, and maintainability in a sandbox.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Cloud Kicks has assembled a new product team to launch a brand ambassador partner portal in Experience Cloud. The team is debating various ways to document the requirements. The business analyst recommends writing user stories within the Agile methodology.

What is the benefit of creating user stories when documenting project requirements?

A. User stories translate requirements in a way that shows a product's value to the end user.

B. User stories decrease the need for collaboration within a product team throughout the project.

C. User stories provide specific details about a product early in the development lifecycle.

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

NEW QUESTION: 11

The product development team at Northern Trail Outfitters is creating a process within Salesforce to onboard new retail employees. The business analyst (BA) creates a current state process map by interviewing a few members of the onboarding team using email questionnaires. After presenting the process map to the entire onboarding team, the BA receives feedback that it is incorrect.

What should the BA do to provide the product development team with more accurate information about the onboarding team's process?

- A. Conduct individual interviews with each team member to gather more information about the existing onboarding process.
- B. Review survey feedback again to better understand pain points in the existing onboarding process.
- C. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.

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

NEW QUESTION: 12

The Cloud Kicks business analyst (BA) is frustrated because the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. The development team has recommended that the BA use a DevOps tool as an alternative.

What are the benefits of using a DevOps tool in this situation?

- A. Tracks changes on a daily basis and provides a history of changes
- B. Tracks changes in real time and provides a single source of truth
- C. Tracks changes for the testing team and provides access to user stories

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

NEW QUESTION: 13

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](#))

NEW QUESTION: 14

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. Salesforce License
- B. Identity Only
- C. SSO License
- D. Lightning Platform

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

The business analyst (BA) at Cloud Kicks (CK) has been tasked with optimizing CK's lead process. In the weekly sales meeting, the BA outlines the project and asks for input. A new entry-level employee reaches out multiple times with ideas and suggestions for improvements.

What should the BA do when responding to the new employee's input?

- A. Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.
- B. Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.
- C. Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps.

What should the BA do to close the gaps or confirm the process steps?

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

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

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NEW QUESTION: 17

The Salesforce project team at Cloud Kicks is about to start a project that crosses sales and service teams. The business analyst (BA) has been tasked with writing user stories with the teams in a workshop.

What should the BA keep in mind during the process?

- A. User stories are fixed upon stakeholder approval.
- B. User stories specify which technical components are impacted.
- C. User stories encourage iterative development.

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

NEW QUESTION: 18

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Northern Trail Outfitters is setting up a new team to support an implementation of Service Cloud and is considering which workflow to use.

In which scenario should the business analyst recommend Kanban?

- A. Work is generally project-based and can be broken into smaller pieces.
- B. Work includes platform support requiring immediate outage handling.
- C. Work is predictable but sometimes lacks sufficient planning.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

Universal Containers (UC) has decided to implement Salesforce and has assigned a business analyst (BA) to write user stories for the project. The BA plans to meet customer to their experience in their own words.

Which type of research should the BA use to elicit user stories from UC's customers?

- A. Shadowing
- B. Behavioral
- C. Interviewing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Northern Trail Outfitters is implementing Marketing Cloud. Stakeholders are having a difficult time conceptualizing how Marketing Cloud uses insights to create journeys. The Business analyst (BA) has been asked to show stakeholders how it works so the implementation project can move forward. Timelines are too tight to present a demo, and approval from stakeholders is needed soon in order to keep the project on track.

What should the BA do to help stakeholders visualize how it will work?

- A. Create a UPN (Universal Process Notation) diagram.
- B. Schedule a storyboarding session.
- C. Build a capability model.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Universal Containers is about to kick off a new Salesforce implementation, bringing both sales and service teams onto the platform. Each team has been managing Accounts and Contacts in their own way even though the Accounts and Contacts are shared between the teams. This has resulted in disagreements about what should be built in Salesforce.

Which groups should the business analyst work with to gain full alignment on a common program vision and strategy?

- A. Executive sponsors, IT leadership, and end users
- B. Business leaders, middle management, and end users
- C. Senior leadership, IT leadership, and middle management

Answer: B (LEAVE A REPLY)

NEW QUESTION: 23

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	Epic	Priority	Effort
US-4007	Case Closure Action	Case Closure	High	12 hours
US-4008	Case Reason Reports	Case Reports	Medium	12 hours
US-4009	Case Age Reports	Case Reports	Medium	4 hours
US-4010	Case Routing by type	Case Routing	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-4007 and US-4009
- C. US-4008 and US-4009

Answer: B (LEAVE A REPLY)

NEW QUESTION: 24

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: ([SHOW ANSWER](#))

NEW QUESTION: 25

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



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

What should the BA do?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.

Which diagramming notation should the BA use for the process map?

- A. Business Process Modeling Notation (BPMN)
- B. Unified Modeling Language (UML)
- C. Universal Process Notation (UPN)

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

NEW QUESTION: 27

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' 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. Scheduling an all-day collaboration workshop with both teams to resolve their differences
- C. Evaluating team's skill and experience to determine how they can better align.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

The leadership team at Universal Containers (UC) is focused on customer retention. The business analyst (BA) has been asked to implement a new customer for life program on the salesforce platform. Before their can move forward, they need to understand the lifecycle and all of the related interaction that IC has with its customers.

Which type of session should the BA perform?

- A. User Acceptance testing
- B. Journey Mapping
- C. Requirements Gathering

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

NEW QUESTION: 29

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. Definition of done
- B. User acceptance criteria
- C. Entity relationship diagram

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

NEW QUESTION: 30

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. Scrum team
- B. Stakeholders
- C. Personas

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

NEW QUESTION: 31

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. User story
- B. Use case

C. Business analysis plan

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

Which method should a business analyst use to show current state business flows in Salesforce?

- A. Storyboarding
- B. Universal Process Notation
- C. Entity Relationship Diagramming

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

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. Small
- C. Valuable

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

NEW QUESTION: 34

Cloud Kicks (CK) wants to redefine its lead-to-customer business process. CK wants to unify the interactions between sales, marketing, and customers to provide a more seamless experience. The business analyst (BA) need to create a visual representation that includes the steps and inputs from both sales and marketing.

Which tool should the BA use to capture all launches of the current state?

- A. Journey Mapping
- B. Whiteboarding
- C. Process Mapping

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

NEW QUESTION: 35

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

NEW QUESTION: 36

Universal Containers is working to improve Salesforce adoption. Customer reps are utilizing many Salesforce features in the org, but sales reps are still relying on their personal spreadsheets.

What should the business analyst do to better understand the sales reps process in order increase Salesforce adoption?

- A.** Run reports based on usage to see where the sales reps are spending the majority of their time in Salesforce.
- B.** Host Focus group, conduct surveys, and shadow the sales reps to observe the tools they use and how they use them.
- C.** Arrange for the sales reps to collaborate with customer service reps to learn service reps interact with Salesforce.

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

NEW QUESTION: 37

A group of business analysts (BA) at Universal Containers have been working with different teams of stakeholders on eliciting requirements for a new Salesforce app. The BAs have gathered and documented all of the information in a central location. Upon review of the requirements, the BAs discovered that changes made to the documentation were overwritten by each other, and they will lose time recapturing them.

What should the BAs do differently to prevent this error from happening?

- A.** Each BA should enter their business needs in a shared spreadsheet,
- B.** Each BA should use their own separate documentation.
- C.** Each BA should use a shared system that has version control.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

Universal Containers wants to integrate its Salesforce org with the largest online professional network so its sales reps can view information directly on Salesforce records. The business analyst will write acceptance criteria for this scenario.

What is an example of good acceptance criteria?

- A. A sales rep needs to have the CRM widget installed in the Lead and Contact Record Page Layout.
- B. Install a CRM widget to allow sales reps to view information in the Lead and Contact records.
- C. A sales rep can view current information directly in the Lead and Contact records.

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

NEW QUESTION: 39

Which step should a business analyst take to establish credibility and covert empathy with stakeholders during discovery sessions for a new Experience site?

- A. Reiterate the project objectives and the KPIs that will be tracked.
- B. Ensure the workshop schedule consider tome zone and language differences.
- C. Describe work with other companies that has solved similar problem.

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

NEW QUESTION: 40

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. Definition of done
- C. Project plan

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

NEW QUESTION: 41

Cloud Kicks is planning to create a new Service Cloud console app for its services team to resolve issues with delayed shipments to customers. The business analyst (BA) wrote the user stories based on a written list of requirements provided by the manager of the services team. Upon stakeholder review with the entire services team, many of the user stories were rejected and the BA had to revise them.

When the BA wrote the initial user stories, what was the likely cause of the issue?

- A. The user stories focused on well-defined personas.
- B. The project team failed to discuss the user stories as a group.
- C. The acceptance criteria of the user stories were too specific.

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

NEW QUESTION: 42

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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

- A. FALSE
- B. TRUE

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

NEW QUESTION: 44

Of the following Locale Settings, select which one CANNOT be selected when creating a new user.

- A. Locale
- B. Language
- C. Working Hours
- D. Time Zone

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

NEW QUESTION: 45

When creating a new User how can the Admin make sure a temporary password is generated?

- A. This is a default feature, no setup required.
- B. There are no temporary passwords available for setup of new users in Salesforce.
- C. Select "Temporary Password and Confirmation Email Required"
- D. Select "Generate Passwords and notify the user via email."

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

NEW QUESTION: 46

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. Capability model
- C. Value stream map

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Up to how many Profiles can a User have?

- A. The Administrator can have up to 3, normal users only 1.
- B. Up to 3
- C. As many as required.
- D. Only 1

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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

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

NEW QUESTION: 49

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. Strategy Analysis
- C. Stakeholder Analysis

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

The sales team is learning a new sales methodology. Management wants to align Salesforce opportunities with the methodology.

What is the first step a business analyst should take to begin overhauling the Opportunity object?

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

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

NEW QUESTION: 52

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

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](#))

NEW QUESTION: 54

A business analyst has been asked to evaluate all of the reporting tools that Universal Containers (UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality. Which tool would help UC understand the existing functionality.

- A. Value stream map
- B. Process map
- C. Capability model

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

NEW QUESTION: 55

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

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

NEW QUESTION: 56

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

NEW QUESTION: 57

The finance team is rolling out a new sales process in Sales Cloud for opportunities that are Closed/Won. After meeting with the team, a business analyst (BA) realizes that several requirements for the new process will need further refinement.

What should the BA use to keep track of changes to the process documents?

- A. Communication template
- B. Version control
- C. Business backlog

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

NEW QUESTION: 58

Northern Trail Outfitters launched a new feature on its Experience Cloud site to allow customers to compare features of similar products ahead of the major promotional event of the year. The user acceptance testing (UAT) passed successfully; however, many customers complained of issues when accessing the site.

What did the business analyst overlook before recommending that the release go live?

- A. The AT should have been performed with enough time to resolve bugs in the new feature,
- B. The UAT should have been performed with both peak load and average load simulation.
- C. The UAT should have been performed by customers who are familiar with the products.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

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. Encourage the project stakeholders to think of various ways to solve cases different before deciding on a specific solution.
- B. Configure a proof-of-concept demo within a sandbox environment to show the pros and cons of the requested solution.
- C. Produce a gap analysis document that will show the ways the requested solution can solve the limitations of NTO's current system.

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

NEW QUESTION: 60

The Salesforce development team is strictly following scrum to govern its releases. An executive trying to plan a vacation wants to know when work on the feature will begin so they can be available for additional implementation questions. After consulting with the product owner, the business analyst (BA) learns the team has decided to adopt Kanban instead for all future releases.

What should the BA tell the executive?

- A. Work will begin after executive approval is given.
- B. Work will begin in the next sprint.
- C. Work will begin when capacity becomes available

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

NEW QUESTION: 61

A business analyst at Universal Containers has begun user acceptance testing for a new Experience Cloud implementation with the project team. A major gap for one of the personas was identified in the documented scenarios.

What went wrong?

- A. Failure to include all stakeholders in the requirements gathering process
- B. Failure to validate the application against the functional requirements
- C. Failure to perform thorough unit testing during the development process

Answer: A (LEAVE A REPLY)

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