

Salesforce.Certified-Business-Analyst.v2023-08-10.q113

Exam Code:	Certified-Business-Analyst
Exam Name:	Salesforce Certified Business Analyst Exam
Certification Provider:	Salesforce
Free Question Number:	113
Version:	v2023-08-10
# of views:	1426
# of Questions views:	1130
https://www.freepdfdumps.com/Salesforce.Certified-Business-Analyst.v2023-08-10.q113.html	

NEW QUESTION: 1

The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has been built and it is time to kick off user acceptance testing (UAT).

What is the goal of UAT?

- A. To identify acceptance criteria with pass/fail indicators
- B. summarize the overall ask and determine what is in scope
- C. To ensure what was originally requested is being delivered

Answer: C (LEAVE A REPLY)

NEW QUESTION: 2

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: C (LEAVE A REPLY)

NEW QUESTION: 3

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. Version control

B. Communication template

C. Business backlog

Answer: A (LEAVE A REPLY)

NEW QUESTION: 4

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: 5

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. Ask the project manager to reschedule UAT until after the defect is resolved

B. Log a defect for the page layout change and discuss it with the DevOps team.

C. Make the page layout change directly in UAT so the client can begin testing.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 6

Over the past month, a business analyst (BA) has worked with various stakeholders at Cloud Kicks to document requirements for an upcoming Tableau implementation. A stakeholder suggested a revision to the requirements. The BA sent the updated requirements to the stakeholders and they signed off.

Where should the BA track this milestone?

A. Sprint plan

B. Statement of work

C. Change log

Answer: (SHOW ANSWER)

NEW QUESTION: 7

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

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

NEW QUESTION: 8

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](#))

NEW QUESTION: 9

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. Customer experience
- C. Sales margins

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

A sales manager at Universal Containers (UC) customized all of their list views on the Account object to include a new field. Although they have multiple list views. The sales manager prefers to keep the recently viewed list as their default list. When the manager realize they are unable to modify the recently viewed list, they reach out to UC's Salesforce team for help?

What are the next steps the business analyst should take?

- A. Recommend that the user submit a ticket related to the field creation.
- B. Research AppExchange solution that offer customization options.
- C. Document the desired outcome and research the impact of making a change.

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

NEW QUESTION: 11

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 12

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 13

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 14

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

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)

NEW QUESTION: 16

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

Answer: (SHOW ANSWER)

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 17

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)

NEW QUESTION: 18

The sales team recently received training on a new sales methodology. When viewing an Opportunity in Sales Cloud, the sales manager wants the sales cycle to include new stages in addition to multiple custom fields. The business analyst is starting to construct user stories to support the new process.

What should each user story include?

- A. Who, what, and why
- B. Who, where, and how
- C. Value, purpose, and need

Answer: A (LEAVE A REPLY)

NEW QUESTION: 19

The business analyst (BA) at Cloud Kicks is managing a project to build a recruiting app for the management and human resources (HR) teams. The HR director wants the app to help the team navigate the hiring process more efficiently. The BA designs a Stakeholder Wheel to better understand all of the people with an interest in the project.

Which level of influence should the BA place the MR Director on the stakeholder wheel?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 20

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 22

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 23

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: 24

Universal Containers has a Salesforce Knowledge base solution; however support agents have indicated that the system has duplicate knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the articles. While researching solution option, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will generally available in the next release.

What should the BA suggest?

- A. Ask the support manager to wait until the idea is released.
- B. Ask the Salesforce Account Executive to release the idea early.
- C. Ask the development team to build a custom solution based on the idea.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 25

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

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

NEW QUESTION: 26

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. Observation
- B. Prototyping
- C. Brainstorming

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

NEW QUESTION: 27

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal.

Which step should the BA take next?

- A. Prioritize the effort as defined by sales and ask the director to review any service impacts. .
- B. Review the effort and impacts with the service team, and work to align requirements across the teams.
- C. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Universal Containers is developing a new recurring app utilizing Lightning screen flows.

The business analyst (BA) has started writing user stores 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 version control history.
- B. Review the change sets history
- C. Review the approval history.

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

NEW QUESTION: 29

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

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

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

NEW QUESTION: 31

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

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

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 32

Which permission is required to create, delete, refresh or activate a Sandbox?

- A. Sandbox Editor
- B. Environment Manager
- C. Manage Sandbox
- D. System Administrator

Answer: C (LEAVE A REPLY)

NEW QUESTION: 33

Business analyst (BA) at Universal Containers looks at the user stories for a new implementation of the for salesforce Customer Data Platform (CDP) and notices they are too large. The BA recommends that the large Dries be broken down into smaller stories which will decrease the future level of effort for subsequent ac. Which activity will be mast impacted by breaking down the user stories?

- A. Estimation
- B. Acceptance criteria
- C. Defining the persona

Answer: B (LEAVE A REPLY)

NEW QUESTION: 34

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 35

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

B. As a sales team member, I need additional enablement training and reporting information to help the 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: ([SHOW ANSWER](#))

NEW QUESTION: 36

What is the storage of the Developer Pro Sandbox?

A. 1GB

B. 200MB

C. 2GB

D. 300MB

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

NEW QUESTION: 37

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. Current state analyst

B. Stakeholder analysis

C. Business analysis plan

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

Universal Containers is transitioning to Slack as its internal communication tool and is ready to release.

What is the final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision?

A. Conduct a final retrospective meeting with the project team.

B. Complete development on bugs discovered during this phase.

C. Get written sign-off from all business stakeholders.

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

NEW QUESTION: 39

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

The Service Center at Universal Containers (UC) uses Service Cloud and Experience Cloud to manage its customer case lifecycle. UC wants to limit the number of interactions a customer has during the lifecycle. The project leader has asked the business analyst (BA) to visually illustrate the lifecycle.

Which document should the BA create?

- A. Process Map
- B. Heat Map
- C. Journey Map

Answer: C (LEAVE A REPLY)

NEW QUESTION: 43

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 44

What is used to declaratively move metadata from one environment to another?

- A. Data Loader
- B. Change Sets
- C. Import Wizard
- D. Ant Migration

Answer: B (LEAVE A REPLY)

NEW QUESTION: 45

Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.

Which management process should the business analyst suggest to help the teams align on their competing priorities?

- A. Vision, Values, Methods, Obstacles, and Measures (V2MOM)
- B. Integrated Definition for Process Description Capture Method (IDEF3)
- C. Business Process Modeling Notation (BPMN)

Answer: A (LEAVE A REPLY)

NEW QUESTION: 46

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

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

Answer: ([SHOW ANSWER](#))

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 47

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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

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

NEW QUESTION: 49

At Universal Containers, a business analyst (BA) solution architect, lead developer, quality assurance lead, and other team members need access to user stories as part of the Agile lifecycle of enhancements to a Marketing Cloud integration project.

What should the BA do to give all team members access and visibility to the most recent user stories as the project is in motion?

- A. Send emails to stakeholders with all of the changes to the user stories.
- B. Define a common repository to hold all user stories and track changes over time.
- C. Allow each team member to merge all user stories at the end of user acceptance testing.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

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

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

NEW QUESTION: 51

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

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. Schedule a storyboarding session.
- B. Build a capability model.

C. Create a UPN (Universal Process Notation) diagram.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 53

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 54

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 55

A business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp the case management process. The BA has gathered requirements and finished the first draft of user stories.

What should the BA use to assess the quality of a user story?

- A. Gap analysis document
- B. Numerical framework
- C. INVEST checklist

Answer: C (LEAVE A REPLY)

NEW QUESTION: 56

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)

NEW QUESTION: 57

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

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

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

NEW QUESTION: 58

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

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

NEW QUESTION: 59

Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.

Which management process should the business analyst suggest to help the teams align on their competing priorities?

- A. Business Process Modeling Notation (BPMN)
- B. Integrated Definition for Process Description Capture Method (IDEF3)
- C. Vision, Values, Methods, Obstacles, and Measures (V2MOM)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

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. Schedule additional discovery sessions with the sales users to understand what will be impacted by the changes.
- C. Ask the development team to investigate and document all affected components before the story can be written.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

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](#))

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 62

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: ([SHOW ANSWER](#))

NEW QUESTION: 63

Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each others changes.

What should JC use to prevent this from happening in the future?

- A.** Version control system
- B.** Change set deployments

C. Code review sessions

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

NEW QUESTION: 64

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

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

Answer: ([SHOW ANSWER](#))

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. Valuable
- B. Negotiable
- C. Small

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

NEW QUESTION: 67

The business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation.

When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 68

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: B (LEAVE A REPLY)

NEW QUESTION: 69

Universal Containers wants to build a simple activity capture process for leads. One of the objectives is to minimize technical debt and inherit new features of the Salesforce Platform in future releases.

What should the business analyst recommend to meet the requirements?

- A. Standard object for activity capture, screen Flow user interface
- B. Standard object for activity capture, custom Lightning Web Component user interface
- C. Custom object for activity capture, custom Lightning web component user interface

Answer: B (LEAVE A REPLY)

NEW QUESTION: 70

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates 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 provides faster speed to market.
- C. Configuration allows for any level of complexity.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 71

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. inspiring
- C. Collaborative

Answer: B (LEAVE A REPLY)

NEW QUESTION: 72

From where can an Admin unlock a user?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 73

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. Sprint review
- C. Daily stand-up

Answer: B (LEAVE A REPLY)

NEW QUESTION: 74

Cloud Kicks is implementing cases to handle its growing volume of customer inquiries. The Business analyst (BA) on the implementation has 2 years of experience with Service Cloud. This is one of the user stories the BA wrote for the implementation:

A customer service representative wants to use Salesforce Macros to update notes and change the case stats to close to reduce the time spent on each case.

Which mistake did the BA make when writing this user story?

- A. The story included feature- specific language.
- B. The story explained the value to the user.
- C. The incorrect persona was used in the story.

Answer: (SHOW ANSWER)

NEW QUESTION: 75

A business analysis (BA) is creating a business flowchart to review with a customer service team that is using service team that is using Service Cloud. The team is organized by the products and the regions they support.

Which step should the BA include e in the business flowchart?

- A. Set limits to the scope that will be documented.
- B. Capture decision steps and different outcomes.
- C. Illustrate which fields are integrated with an external system.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

Universal Containers has just been notified by authorities that govern the shipping industry of new regulatory requirements. To comply, they are several existing processes built on Salesforce that will need to change. A business analyst (BA) will help describe the additional business needs imports by the new regulations.

Which type of document should the BA prepare?

- A. Gap analysis
- B. Audit log
- C. Current state analysis

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

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 77

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 dose 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. As a sales rep, I see the Inventory closest to a customer.
- C. Sales rep can see the inventory closest to a customer

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

NEW QUESTION: 78

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

The Salesforce team at Cloud Kicks (CK) is reviewing the sales team's business processes. During a review session, the business analyst notices that quantifiable benchmarks have yet to be established.

Why is it a best practice to establish benchmarks to evaluate existing processes?

- A. Proves processes are out of date and require a new solution
- B. Compares processes against CK's closest competitors
- C. Shows tangible impact from changes to processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

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.** Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.
- B.** Give a perspective from a relatable persona that shows the development team can solve their business challenges.
- C.** Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.

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

NEW QUESTION: 83

Which tool is used to create reports, incorporate filters and select the Report Type?

- A.** Report Builder
- B.** A csv file that will then get imported.
- C.** Report Composer
- D.** Data Loader

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

NEW QUESTION: 84

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.** Single Sign-On
- C.** 2 FA
- D.** Email Proof

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.

How should the BA approach the project?

- A.** Analyze, build, operate, deliver
- B.** Analyze, build, deliver, operate
- C.** Analyze, operate, build, deliver

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

NEW QUESTION: 86

The business analyst (BA) 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. Schedule sprint planning meetings.
- B. Get approval and signoff on the requirements.
- C. Define the minimal viable product.

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

NEW QUESTION: 87

A business analyst (BA) at Northern Trail Outfitters has been asked to prepare documentation including acceptance criteria and definition of done for a Heroku project. Which way should the BA approach creation of this documentation?

- A. Include the personal perspective for acceptance criteria and the overall perspective for definition of done.
- B. Create one consolidated set of documentation as the two terms are synonymous and used interchangeably.
- C. Include the overall perspective for acceptance criteria and the persona's perspective for definition of done.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).

What is a business analyst's role during UAT?

- A. Document user stories and clarify business needs so IT can deliver results based on the requirements.
- B. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

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: ([SHOW ANSWER](#))

NEW QUESTION: 90

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

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

NEW QUESTION: 91

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

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

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

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 92

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

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

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

NEW QUESTION: 93

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

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

NEW QUESTION: 94

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: ([SHOW ANSWER](#))

NEW QUESTION: 95

The quality assurance (QA) team at Cloud Kicks is reviewing user stories to write test scripts. The QA team is having difficulty with a specific story where a modification to an existing flow is needed for a custom object. The QA team is unable to discern what needs to be tested as a result of the updated flow.

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

- A. The definition of done of the user story
- B. The acceptance criteria of the user story
- C. The who, what, and why of the user story

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

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. Attempt to reproduce the issue.
- B. Assign the test case to another tester.
- C. Assign a bug to the development team.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 97

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)

NEW QUESTION: 98

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 99

An executive stakeholders at Northern Trail Outfitters (NTO) wants to explore automating NTO's Quote-to-Cash process and has asked the business analyst (BA) to pull together some high-level information on possible solutions.

Which type of document should the BA present to the stakeholders?

- A. A business process map detailing the existing step-by-step Quote-to-Cash process
- B. A SIPOC (Support inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process
- C. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products

Answer: (SHOW ANSWER)

NEW QUESTION: 100

The business analyst (BA) at Northern Trail Outfitters recently configured a feature on Opportunities for the sales team. The BA plans to gather feedback from a small group of end users before rolling out the feature to the entire company.

What should the BA do to present this information?

- A. Demo the new feature.
- B. Share user stories about the feature.
- C. Create a feature manual.

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

NEW QUESTION: 101

Northern Trail Outfitters (NTO) wants to discuss an enhancement to Campaigns with the engineering, marketing, and sales teams. The changes involve detailed integration between systems that will be used by WTO's customers. The business analyst (BA) needs to complete the org impact analysis.

Which reference should the BA consult to understand the integration pattern?

- A. Salesforce Solution Kits
- B. Business Requirements Document
- C. Solution Architecture Diagram

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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

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

NEW QUESTION: 103

As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented.

What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce implementation?

- A. Setup Audit Trail
- B. Salesforce Optimizer
- C. Reports and Dashboards

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

NEW QUESTION: 104

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)

NEW QUESTION: 105

A business analyst (BA) is preparing for user acceptance testing for case management scenarios in Service Cloud.

What should the BA do to help prevent gaps from being discovered after go live?

- A. Streamline testing by limiting the number of testers involved.
- B. Write test scripts that reflect real life and cover the requirements.
- C. Focus more on happy path testing and less on edge case testing.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 106

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. Focus on the NA team's requirements.
- C. Refine the requirements to accommodate, both teams.

Answer: (SHOW ANSWER)

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here: https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 107

The sales team at Universal Containers has concerns that the process for distributing new leads is too slow. The VP of sales has engaged a business analyst (BA) to help map out a process to distribute new leads quickly. The BA sets up a meeting with stakeholders and learns a stakeholder already has a solution in mind.

What should the BA do next?

- A. Gather requirements and then note the proposal solution.
- B. Ask the stakeholder to demo their solution to the project team.
- C. Implement the solution now to save time in the planning phase.

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

NEW QUESTION: 108

Universal Container (CU) has brought in a business analyst to help implement an expensive AppExchange product in its Salesforce org to optimize the sales pipeline. The BA is free to speak to anyone at UC to gather the information they need to ensure success. The BA decides to speak to the stakeholders who are most impacted.

Which key stakeholder should the BA speak to first?

- A. IT leaders
- B. VP of sales
- C. Sales Users

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 109

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 110

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

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

NEW QUESTION: 111

A business analyst (BA) for Northern Trail Outfitters (NTO) is reviewing the business backlog and determines that many of the requirements would require custom code that is expensive and hard to maintain. The BA knows that the backlog should be prioritized by people who have knowledge of the features and functionality of the Salesforce Platform. Who should own the process of prioritizing the business backlog?

- A.** The third-party implementation team, with support from the internal technology teams affected by the project who understand NTO's vision and strategy
- B.** The project manager, with support from the third-party implementation and business teams who understand both platform and business priorities.
- C.** The business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features

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

NEW QUESTION: 112

The business analyst (BA) at Universal Containers is writing user stories for its Salesforce Field Service implementation.

What should the BA evaluate to understand the risk level of the user stories?

- A.** Technical, operational, and regulatory impact
- B.** Scope, resource, and documentation impact
- C.** Team, budget, and timeline impact

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers. The business analyst (BA) 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 whiteboarding session to ensure the requirements are accurate.

Answer: ([SHOW ANSWER](#))

Valid Certified-Business-Analyst Dumps shared by Actual4test.com for Helping Passing Certified-Business-Analyst Exam! Actual4test.com now offer the **newest Certified-Business-Analyst exam dumps**, the Actual4test.com Certified-Business-Analyst exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com Certified-Business-Analyst dumps with Test Engine here:

https://www.actual4test.com/Certified-Business-Analyst_examcollection.html (315 Q&As

Dumps, **30%OFF** Special Discount: **Freepdfdumps**)