Salesforce.Certified-Business-Analyst.v2023-09-01.q120

Exam Code:	Certified-Business-Analyst
Exam Name:	Salesforce Certified Business Analyst Exam
Certification Provider:	Salesforce
Free Question Number:	120
Version:	v2023-09-01
# of views:	1298
# of Questions views:	1200
https://www.freepdfdumps.com/Salesforce.Certified-Business-Analyst.v2023-09-01.q120.html	

NEW QUESTION: 1
The business analyst (BA) at Universal Containers is also its primary system admin. The BA knows that version is mandatory when it comes to releasing.
What is the most efficient process for the BA to track the changes they are committing?
A. Agile planning
B. DevOps
C. Metadata backups
Answer: B (LEAVE A REPLY)
Explanation
DevOps is a set of practices that combines software development and IT operations to deliver software faster and more reliably. DevOps helps business analysts and system admins track the changes they are committing to Salesforce by using tools such as version control, continuous integration, continuous delivery, and testing automation.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/im
https://www.salesforce.com/products/platform/best-practices/devops/

NEW QUESTION: 2
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. Use UC's existing terminology.
B. Adhere to agreed upon mapping standards.
C. Identify resources engaged in each step.

Answer: (SHOW ANSWER)
Explanation
To successfully meet governance requirements to identify the business purpose, the business analyst should adhere to agreed upon mapping standards. Mapping standards are guidelines or conventions that define how to create and document business process maps. They help to ensure consistency, clarity, and quality of the process maps across different projects and teams. They also help to align the process maps with the business objectives and requirements, and support regulatory considerations.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 3
The business analyst at Universal Containers is writing users stories to support the Salesforce implementation for the sales operations division.
There is a request for visibility into sales rep' pipeline so that can see their revenue.
Which missing component is necessary to finish this user story?
A. Who
B. Why
C. When
Answer: B (LEAVE A REPLY)
Explanation
The missing component necessary to finish this user story is why because it describes the benefit or value that sales reps will get from having visibility into their pipeline revenue (such as forecasting sales performance or identifying opportunities). The who part of this user story is "sales reps" because it describes the user role or persona who will benefit from this feature or functionality. The what part of this user story is "visibility into sales rep' pipeline" because it describes the feature or functionality that sales reps want or need.

NEW QUESTION: 4
At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team, The director believes their needs are of the highest importance.
What should the business analyst do when disruptions to the project occur?
A. Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
B. Ask the project manager for an additional resource to implement the new requests.
C. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.
Answer: (SHOW ANSWER)
Explanation

The best way for a business analyst to handle disruptions to the project from urgent requests by the marketing director is to interpret them as guidelines to be used when determining priorities for the upcoming release.
This will help them balance between meeting stakeholder expectations and following scrum methodology principles. Focusing on agreed upon deliverables instead of new requests may ignore changing business needs or miss opportunities for improvement. Asking for an additional resource to implement new requests may increase complexity or cost without adding value or quality. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 5
Cloud Kicks uses declarative change set development to deliver its Salesforce customizations. The business analyst (BA) works with the technical leas on the project to track changes that require manual migration.
Which resources should the BA use to determine which changes must be made manually in each environment?
A. Metadata coverage report
B. Object Schema Builder
C. Setup Audit Trail
Answer: A (LEAVE A REPLY)
Explanation
The business analyst should use the metadata coverage report to determine which changes must be made manually in each environment. The metadata coverage report is a tool that shows which metadata types and components are supported in different development models and tools, such as change sets, Metadata API, Salesforce CLI, etc. The business analyst should use the metadata coverage report to identify which changes can be deployed automatically using declarative change sets and which changes must be made manually using other tools or methods. The object schema builder is not a resource to determine which changes must be made manually in each environment. The object schema builder is a tool that lets you create and modify custom objects and fields using a graphical interface. It does not show which metadata types and components are supported in different development models and tools. The setup audit trail is not a resource to determine which changes must be made manually in each environment. The setup audit trail is a tool that tracks the recent setup changes that you and other admins have made to your org. It does not show which metadata types and components are supported in different development models and tools. References: https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/underst

NEW QUESTION: 6
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 for the testing team and provides access to user stories
C. Tracks changes in real time and provides a single source of truth
Answer: C (LEAVE A REPLY)
Explanation
The benefits of using a DevOps tool in this situation are that it tracks changes in real time and provides a single source of truth. A DevOps tool is a software application that supports the collaboration and coordination of development and operations teams throughout the software development lifecycle. It helps to automate, monitor, and manage various tasks and processes, such as version control, code review, testing, deployment, and feedback. A DevOps tool tracks changes in real time and provides a single source of truth by keeping all team members updated on the status and progress of the project and ensuring that everyone is working on the latest version of the code and requirements. References:
https://trailhead.salesforce.com/en/content/learn/modules/devops-for-the-salesforce-platform/introduction-to-dev

NEW QUESTION: 7
The Sen/ice 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. Journey Map
B. Heat Map
C. Process Map
Answer: A (LEAVE A REPLY)
Explanation
A journey map is a document that illustrates the steps and interactions a customer has during a specific process or experience. It can help UC understand how to optimize the case lifecycle and limit the number of interactions a customer has. A heat map is a document that shows the relative intensity or frequency of a variable using colors. It can help UC analyze data or trends, but not the case lifecycle. A process map is a document that shows how a business process flows from start to end. It can help UC understand how its service agents work, but not how its customers experience the case lifecycle.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio
https://trailhead.salesforce.com/content/l

NEW QUESTION: 8
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. Make the page layout change directly in UAT so the client can begin testing.

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

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

Answer: (SHOW ANSWER)

Explanation

The business analyst should log a defect for the page layout change and discuss it with the DevOps team to address the issue of one of the minor changes to the Account page layout for the project being missing. A defect is an error or flaw in an application that causes it to deviate from its expected behavior or result.

Logging a defect for the page layout change can help document the issue, its impact, and its priority, and assign it to someone responsible for fixing it. Discussing it with the DevOps team can help understand why the change was missing, how it can be resolved, and when it can be deployed. Making the page layout change directly in UAT so the client can begin testing is not a good option because it would bypass the development process, create inconsistency among environments, and introduce potential risks or errors. Asking the project manager to reschedule UAT until after the defect is resolved is not a good option because it would delay the testing schedule, impact the project timeline, and reduce customer satisfaction. References: 1

https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION: 9

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

A. Google Play

B. AppExchange

C. App Store

Answer: (SHOW ANSWER)

Explanation

The Salesforce App cannot be found in the AppExchange market. The AppExchange is a marketplace for Salesforce apps, components, and consulting services, but it does not host the official Salesforce app itself.

The Salesforce App can be found in Google Play and App Store markets for Android and iOS devices respectively. References: https://help.salesforce.com/s/articleView?id=sf.appexchange_overview.htm&type=5

NEW QUESTION: 10

Northern Trail Outfitters is undergoing a service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint.

Which step should the BA take next?
A. Begin working on the change request as soon as the team has capacity.
B. Add the change request to the prioritized for the next sprint.
C. De-prioritize some user stories and add the change request to the current sprint.
Answer: (SHOW ANSWER)
Explanation
The best practice for handling an urgent, high-priority change request in Scrum is to add it to the prioritized backlog for the next sprint. This way, the change request can be reviewed by the product owner and estimated by the development team before being added to a sprint. Adding a change request to an ongoing sprint would disrupt the planned scope and schedule of work.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/ma
https://www.scrum.org/resources/blog/how-handle-change-request-scrum

NEW QUESTION: 11
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. Interviewing
C. Behavioral
Answer: B (LEAVE A REPLY)
Explanation
The type of research that the business analyst should use to elicit user stories from UC's customers is interviewing. Interviewing is a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc.
Interviewing helps to elicit user stories from UC's customers by allowing them to express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviewing also helps to build rapport and trust with the customers and show them respect and appreciation for their input. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 12
During a Service Cloud implementation at Cloud Kicks, the business analyst (BA) reviewed the user acceptance testing and identified results that conflict with the functionality that was requested, While the testing was error-free, business stakeholders indicted that values in reports and the layout of screens were unexpected.

What should the BA do next?
A. Run testing again, ensuring the scripts reflect expectations and business processes match functionality,
B. Decompose and model the business processes, and identify testing procedures to calculate new values.
C. Present recommendations from testing to determine if improvements should be made to the underlying implementation.
Answer: (SHOW ANSWER)
Explanation
After reviewing the user acceptance testing results, the business analyst should present recommendations from testing to determine if improvements should be made to the underlying implementation. Recommendations are suggestions or proposals on how to enhance or modify the solution based on the feedback and findings from testing. They should be prioritized according to their impact, urgency, and feasibility. The business analyst should collaborate with stakeholders, developers, and testers to review and evaluate the recommendations and decide which ones should be implemented before deploying the solution to production. Running testing again, ensuring the scripts reflect expectations and business processes match functionality, is not a good option because it does not address the root cause of why the functionality was different from what was requested. Decomposing and modeling the business processes, and identifying testing procedures to calculate new values, is not a good option because it does not involve the stakeholders or developers in finding solutions. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION: 13
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 goal is undefined.
B. The persona is undefined.
C. The need is undefined.
Answer: B (LEAVE A REPLY)
Explanation
The mistake that the business analyst made when creating this story is that the persona is undefined. A persona is a fictional representation of an end user who has a specific role, goal, or need. A user story should specify the persona as part of its format: "As a [persona], I need [need], so I can [goal]". Specifying the persona can help the business analyst communicate who will use the feature and why it matters to them. The goal and the need are defined in this user story. The goal is to increase

efficiencies and improve closure rates by better tailoring sales offerings. The need is visibility to customers' purchase history details. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 14
The business analyst (BA) at Northern Trail Outfitters is helping to improve the process for handling customer returns using Salesforce. The BA has completed a current state process map to identify areas for improvement.
The BA plans to present ideas for a future state return handling process to the larger project team.
What should the BA present to the team in a way that is relatable and invites discussion, feedback, and ideas?
A. A prototype for a specific business outcome
B. Detailed technical documentation with annotations
C. A story using personas to illustrate potential solutions
Answer: C (LEAVE A REPLY)
Explanation
The best way for the BA to present ideas for a future state return handling process to the team in a way that is relatable and invites discussion, feedback, and ideas is to use a story using personas to illustrate potential solutions. A story is a narrative that describes how a user interacts with a system or process to achieve a specific goal. A persona is a fictional representation of a typical user of a system or process, based on real data and research. Using a story with personas helps to:
Relate to the team: This helps to show how the potential solutions address the real needs and pain points of the users, and how they improve their experience and satisfaction.
Invite discussion, feedback, and ideas: This helps to engage the team in an interactive and collaborative way, and encourage them to share their opinions, suggestions, or concerns about the potential solutions.
References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 15
The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment.
The BA wants to leverage Universal Process Notation (UPN) to document the current process.
What is one benefit of using UPN in this scenario?
A. Complex processes can be documented with 20 or more activity boxes.
B. A single activity box can answer Who, What, When, Why, and How.
C. Key parts of a process can be easily identified by using different shapes.

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

NEW QUESTION: 16
The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.
Which type of document should the BA create to achieve the objective?
A. Business analysis plan
B. Scope statement specification
C. Functional requirements specification
Answer: (SHOW ANSWER)
Explanation
A functional requirements specification (FRS) is a document that defines what features and functions a system should provide to meet the business needs and objectives. It describes how users will interact with the system and what outcomes they expect from it. An FRS typically includes use cases, user stories, acceptance criteria, data models, business rules, workflows, diagrams, mockups, and other details that describe how the system should work. A BA should create an FRS to define the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/understand-

NEW QUESTION: 17
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)
Explanation
The user story that the business analyst should write to describe the functional requirement is:
As a sales clerk, I want to see item availability and locations to help customers find items.
This user story follows the standard format of "As a <role>, I want <goal> so that <reason>". The role is "sales clerk", the goal is "to see item availability and locations", and the reason is "to help customers find items". This user story is concise, focused, and valuable to the user and the customer. It does not specify how the goal will be achieved or implemented, which will be defined later in the acceptance criteria or design phase. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 18
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. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
C. Value stream map
Answer: A (LEAVE A REPLY)
Explanation
The type of process diagram that the business analyst should use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract" is a capability model. A capability model is a visual representation of the core capabilities or functions that an organization performs or delivers to achieve its strategic objectives. A capability model helps to identify and organize high-level process areas that span across different departments or teams, as well as highlight any gaps or overlaps in functionality. A capability model can also help to prioritize and scope Salesforce projects based on business value and impact.

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

NEW QUESTION: 19
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: (SHOW ANSWER)
Explanation
The business analyst should conduct elicitation with stakeholders regarding their parts of the process to close the gaps or confirm the process steps. Elicitation is a technique that involves collecting information and feedback from stakeholders or users about their needs, expectations, preferences, pain points, goals, etc.
Elicitation helps to close the gaps or confirm the process steps by allowing the business analyst to ask questions, clarify doubts, verify assumptions, resolve conflicts, or validate information with the stakeholders who are involved or affected by the process. Elicitation also helps to ensure alignment and engagement among the stakeholders on the process definition and design. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 20
The project team at Cloud Kicks is under a tight deadline to implement a new Service Cloud feature. The business analyst, BA) has received feedback from the customer that the existing functionality is difficult to use. The BA wants to better understand the customers pair points before writing requirements Which document should the BA use?
A. Journey map
B. Process map
C. Capability map
Answer: A (LEAVE A REPLY)
Explanation
The document that the BA should use is a journey map. A journey map is a visual representation of a user's experience with a product or service over time. It shows the user's actions, thoughts, feelings, pain points, and touchpoints at each stage of their journey. A journey map helps to understand the user's needs, expectations, challenges, and opportunities from their perspective, and identify areas for improvement or innovation in the product or service. In this case, the BA wants to improve the UX of marketing employees who manage webinar data. A journey map can help the BA to understand how marketing employees interact with Salesforce Campaigns at each stage of their webinar management

process, what are their pain points and frustrations with the existing functionality, and what are their desired outcomes and goals. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-research/create-a-journey-map

NEW QUESTION: 21

The business analyst (BA) at universal Containers is grooming user stories to add to the next sprint The BA Is having difficulty understanding the level of testing that's necessary for a particular story involving an update to an Important trigger.

What should the BA do to address the need for user acceptance testing (UAT)?

A. Run all Apex tests using change set validation.

B. Gather testing requirements from the stakeholder.

C. Perform testing on all objects in the trigger.

Answer: B (LEAVE A REPLY)

Explanation

The business analyst should gather testing requirements from the stakeholder to address the need for user acceptance testing (UAT) for a particular story involving an update to an important trigger. UAT is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended and what was originally requested is actually being delivered. The business analyst should gather testing requirements from the stakeholder to understand what scenarios or cases need to be tested, what data or inputs need to be used, what outputs or results need to be expected, and what criteria or metrics need to be measured.

The business analyst should also document and communicate these testing requirements to the testers and developers involved in UAT. Running all Apex tests using change set validation is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Running all Apex tests using change set validation is a process that checks whether deploying a change set would succeed or fail in another org without actually deploying it. Running all Apex tests using change set validation helps ensure code quality and coverage but does not verify whether a project or enhancement meets user needs or expectations. Performing testing on all objects in the trigger is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Performing testing on all objects in the trigger is a process that checks whether the trigger works correctly and consistently for all objects that it affects. Performing testing on all objects in the trigger helps ensure functionality and performance but does not verify whether a project or enhancement meets user needs or expectations. References:
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accepta

NEW QUESTION: 22

A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.

Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

A. Highlight a perspective from testing feedback that identifies bugs and pain points in their business challenges.

B. Give a perspective from a relatable persona that shows the development team can solve their business challenges.

C. Describe a perspective from the business requirements document that addresses architectural concerns based on their business challenges.

Answer: B (LEAVE A REPLY)

Explanation

A business analyst should use storytelling to communicate the vision for a Salesforce solution to business stakeholders by giving a perspective from a relatable persona that shows how the development team can solve their business challenges. This will help them empathize with the user's needs and goals, and see how the solution will benefit them. Highlighting a perspective from testing feedback that identifies bugs and pain points in their business challenges may be discouraging or demotivating for the stakeholders. Describing a perspective from the business requirements document that addresses architectural concerns based on their business challenges may be too technical or abstract for the stakeholders. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 23

The technical team at Cloud Kicks is trying to deliver one of its Salesforce customizations. The business analyst (BA) has been asked to put assignments, test plans, decisions, and milestones in writing and share this document with stakeholders so there is less potential for confusion.

Which tactical document should the BA use to capture features?

A. Business analysis plan

B. User Acceptance Test plan

C. Release plan

Answer: C (LEAVE A REPLY)

Explanation

The tactical document that the business analyst should use to capture features is a release plan. A release plan is a document that outlines the scope, schedule, resources, and deliverables of a project or enhancement that will be released to production. A release plan helps to communicate and align with stakeholders on what features will be delivered, when they will be delivered, how they will be delivered, and who will be involved in delivering them. A release plan also helps to manage expectations, risks, dependencies, and changes throughout the project lifecycle. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-plan

NEW QUESTION: 24

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

A. Mapping historical leas data from each team and building charts to highlight similarities

B. Evaluating team' skill and experience to determine how they can better align.

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

Answer: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 25

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

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

A. Using live workshops to map out the sales process

B. Asking stakeholders to complete a questionnaire

C. Conducting individual interviews with stakeholders

Answer: C (LEAVE A REPLY)

Explanation

The most effective activity for the business analyst to understand the sales process is conducting individual interviews with stakeholders. Individual interviews are one-on-one conversations that allow the business analyst to ask open-ended questions, listen actively, and probe deeper into the stakeholder's perspective, experience, and expectations. They can help the business analyst gain insights into how different stakeholders follow or perceive the sales process, and identify any variations or inconsistencies across states or countries.

Using live workshops to map out the sales process may be useful for validating or refining the sales process, but not for understanding it in the first place. Asking stakeholders to complete a questionnaire may be useful for collecting quantitative data or feedback, but not for understanding the sales process in depth. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 26
The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation.
In which order should the BA arrange the three components of a user story?
A. I want <xyz>, as a <xyz>, so that <xyz>
B. As a <xyz>, I want <xyz>, so that <xyz>
C. I want <xyz>, so that <xyz>, for a <xyz>
Answer: B (LEAVE A REPLY)
Explanation
This is the correct order for arranging the three components of a user story. The first component is "As a
<xyz>", which specifies the role or persona of the user who will benefit from the user story. The second component is "I want <xyz>", which describes the goal or feature that the user wants to achieve or use. The third component is "so that <xyz>", which explains the reason or value behind the goal or feature for the user.
References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 27
The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.
Which type of meeting should be held?
A. Retrospective
B. Daily stand-up
C. Sprint review
Answer: (SHOW ANSWER)
Explanation
A sprint review is a meeting that should be held by the scrum team working on Salesforce projects at Northern Trail Outfitters to review the current build with stakeholders and gather feedback. A sprint review is an event that occurs at the end of each sprint, where the scrum team demonstrates the work done during the sprint and invites feedback from stakeholders. A retrospective is a meeting that occurs after each sprint, where the scrum team reflects on what went well and what can be improved in the

next sprint. A daily stand-up is a meeting that occurs every day during a sprint, where the scrum team members share their progress, plans, and impediments. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta
https://trailhead.salesforce.com/content/learn/modules/agile-development-with-scrum

NEW QUESTION: 28
Northern Trail Outfitter is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the stakeholders has a tendency to dominate the conversation which takes the group off topic and interfaces with meeting the objective.
How should the business analyst collaborate with the key stakeholder's?
A. Conduct individual interviews to gather input.
B. Conduct a group brainstorming session to generate ideas.
C. Conduct a focus group to identify pain points.
Answer: (SHOW ANSWER)
Explanation
The business analyst should conduct individual interviews to gather input from the key stakeholders. Interviews are a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc. Interviews help to elicit requirements and user stories from the key stakeholders by allowing them to express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviews also help to avoid the influence or dominance of one stakeholder over others, as well as reduce the risk of groupthink or conformity. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 29
Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.
Which type of document should the BA use to meet the requirement?
A. Change management
B. Use case
C. Gap analysis
Answer: C (LEAVE A REPLY)
Explanation
A gap analysis is a document that compares the current state with the desired future state of a process or system, identifies what needs to change or improve, and recommends actions or solutions to bridge the gap. A gap analysis can help CK understand how to enhance its user experience for customer

service agents on Service Cloud so they can effectively meet their service-level agreements. A change management document is a document that outlines how changes will be planned, implemented, communicated, monitored, controlled, etc., during a project lifecycle

NEW QUESTION: 30

Universal Containers is currently doing user acceptance testing for a global customer service project that leverages Service Cloud. A stakeholder is executing a test case for a specific user story. The stakeholder has provided this feedback:

* The functionality described in the test case is working as expected.
* The stakeholder wants to change the label of several fields described in the test case.
* The stakeholder wants to add two new fields that were excluded from the test case.

Which step should the business analyst take next?

A. Acknowledge the feedback, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.

B. Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case hack to the stakeholder far immediate testing.

C. Acknowledge the feedback, create a new user Story that includes the field changes, and ask the stakeholder to update the existing tat case to show it was successfully tested.

Answer: C ([LEAVE A REPLY])

Explanation

The business analyst should acknowledge the feedback, create a new user story that includes the field changes, and ask the stakeholder to update the existing test case to show it was successfully tested. This is because changing the label of several fields and adding two new fields are new requirements that were not part of the original user story or test case. Therefore, they should be captured as a new user story with its own acceptance criteria and priority. The existing test case should not be modified to include these changes, but rather updated to reflect that it passed successfully based on the original acceptance criteria. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing

NEW QUESTION: 31

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs.

Which additional step is required during the UAT planning process?

A. Identify power users.

B. Schedule deployment.

C. Gather business requirements.

Answer: A ([LEAVE A REPLY])

Explanation

The first step that the business analyst should take before starting UAT is to identify power users. Power users are users who have extensive knowledge and experience with using Salesforce, and can provide valuable feedback and insights during UAT. Power users can help to write, review, and execute UAT scenarios, as well as train and support other users during UAT. Power users can also act as champions for change management, and help to promote adoption and satisfaction with the solution. The business analyst should identify power users from different roles, teams, or regions, depending on the scope and scale of the project. The business analyst should also communicate with power users about their expectations, responsibilities, and availability for UAT.

NEW QUESTION: 32
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. Review the effort and impacts with the service team, and work to align requirements across the teams.
B. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.
C. Prioritize the effort as defined by sales and ask the director to review any service impacts. .
Answer: A (LEAVE A REPLY)
Explanation
When a business analyst uncovers a workflow which could have an impact on another team, they should review the effort and impacts with that team, and work to align requirements across the teams. This is because ignoring or minimizing the impact on another team could lead to missed requirements, conflicting solutions, reduced quality, increased costs, or decreased customer satisfaction. The business analyst should collaborate with both teams to understand their needs, expectations, dependencies, and constraints, and find ways to balance them in order to deliver value for both teams.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 33

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. Value, purpose, and need

B. Who, what, and why

C. Who, where, and how

Answer: (SHOW ANSWER)

Explanation

Each user story should include who, what, and why. Who refers to the user role that needs the functionality, such as a sales manager or a customer service agent. What refers to the functionality that the user wants to do, such as create a report or escalate a case. Why refers to the benefit or value that the user expects from the functionality, such as improve productivity or increase customer satisfaction. These elements help to define the scope, purpose, and outcome of the user story. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 34

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

Which best practice should the 6A train the employee on fir

A. Use standard naming conventions.

B. Use acceptance criteria to define success.

C. Use a version control repository.

Answer:

Explanation

The best practice that the business analyst should train the employee on for managing documents such as UserStories_v37_final_final_final.docx is to use a version control repository. A version control repository is a system that records changes to a file or set of files over time so that you can recall specific versions later. A version control repository can help manage documents such as user stories by tracking who made what changes, when, and why; comparing different versions; merging changes; resolving conflicts; restoring previous versions; etc.

Using standard naming conventions is not a best practice that the business analyst should train the employee on for managing documents such as UserStories_v37_final_final_final.docx. Using standard naming conventions is a practice that helps name documents in a consistent and meaningful way so that they can be easily identified and organized. Using standard naming conventions can help manage documents such as user stories by avoiding confusion, duplication, ambiguity, etc.

NEW QUESTION: 35

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. Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.
B. Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.
C. Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.
Answer: (SHOW ANSWER)
Explanation
The business analyst should do when responding to the new employee's input is to schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind. A one-on-one meeting is an elicitation technique that allows the business analyst to have a direct and focused conversation with a stakeholder. It can help the business analyst explore the new employee's ideas and suggestions in depth, understand their rationale or motivation, and appreciate their fresh or innovative perspective. A beginner's mind is a mindset that approaches a problem or situation with curiosity, openness, and eagerness to learn. It can help the business analyst avoid assumptions or biases, and discover new insights or opportunities.Acknowledging the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge may not be a good way to respond to the new employee's input because it may imply that their input is less valuable or relevant than others', and discourage them from sharing their thoughts or feedback. Sending a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities may not be a good way to respond to the new employee's input because it may not allow the business analyst to capture the nuances or details of their input, and miss the opportunity to build rapport or trust with them. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 36
Support managers at Cloud Kicks have received urgent feedback from staff that record pages are slow to respond and users and growing frustrated. The business analyst (BA) has been asked to evaluate to determine which pages are being accessed most frequently and which pages are the slowest to load.
What is the first step the BA should take to help resolve the issue?
A. Update page layouts in production.
B. Create a test plan for each web browser.
C. Confirm steps to reproduce the issue.
Answer: C (LEAVE A REPLY)

Explanation

The first step that the business analyst should take to help resolve the issue is to confirm steps to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc. Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes. References:
https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-resolve-issues

NEW QUESTION: 37

Universal Container (UC) is implementing Sales Cloud. The business analyst (BA) assigned to the project wants to the project wants to become a trusted advisor to UC stakeholders.

What are some communication best practices a BA should follow to help achieve this goal?

What are some communication best practices a BA should follow to help achieve this goal?

A. Ask each project team member to complete a survey, create a project plan, and delegate roles and responsibilities to stakeholders.

B. Outline previous project experience, record and take notes for every meeting, and limit communication to weekly updates.

C. Ask questions and document the answers, make suggestions based on previous project success, and provide a meeting agenda period to each session>

Answer: (SHOW ANSWER)

Explanation

Some communication best practices that a BA should follow to become a trusted advisor to UC stakeholders are:

Ask questions and document the answers: This helps to understand the stakeholders' needs, expectations, pain points, goals, and priorities. It also shows interest and curiosity in their perspectives and opinions, and helps to clarify any assumptions or ambiguities.

Make suggestions based on previous project success: This helps to demonstrate expertise and experience in Salesforce implementations, and provide valuable insights and recommendations for UC stakeholders.

It also shows confidence and credibility in delivering solutions that meet their needs.

Provide a meeting agenda prior to each session: This helps to set clear expectations and objectives for each meeting, and ensure that all relevant topics are covered. It also shows respect for the stakeholders' time and availability, and helps to keep the meeting focused and productive. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/comm

NEW QUESTION: 38

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

Which sign-offs should the BA seek?

A. Test cases to implement, individual test case functionality, and final go live date

B. Test cases to implement, user stories, and final go live date

C. Functional requirements, individual test case functionality, and final go live date

Answer: C (LEAVE A REPLY)

Explanation

The business analyst should seek sign-offs from the business for the functional requirements, individual test case functionality, and final go live date. The functional requirements are the statements that describe what the solution must do or provide to meet user needs or business objectives. The individual test case functionality is the verification that each test case meets the acceptance criteria for the corresponding user story or requirement. The final go live date is the date when the solution will be released to production and available for users or customers. These sign-offs help to ensure that the solution is complete, satisfactory, and ready for launch.

NEW QUESTION: 39

A business analyst (BA) at Universal Containers (UC) has been asked to improve the user experience (UX) of marketing employee who manages webinar data. The chief marketing officer (CMO) thinks the UX issues are related to standard Salesforce Campaign functionality that misaligns with UC s business requirements. The BA surveyed the marketing group about their pain points and was surprised to discover that their concerns differ from the CMOs theory about issues with the UX of Campaigns in Salesforce.

Which influencing style should the BA use when presenting their findings to the CMO and other stakeholders?

A. Collaborative

B. Assertive

C. Analytical

Answer: (SHOW ANSWER)

Explanation

The influencing style that the BA should use when presenting their findings to the CMO and other stakeholders is collaborative. Collaborative is a style that seeks to build trust and rapport with the stakeholders, and work with them to find mutually beneficial solutions or outcomes. The BA should use a collaborative style by showing respect and appreciation for the CMO's theory, acknowledging the different perspectives and feedback from the marketing group, and inviting the CMO and other stakeholders to discuss and explore the best ways to improve the UX of Campaigns in Salesforce. The other options are either inappropriate or ineffective. Option B is inappropriate because it may come across as aggressive or confrontational, and damage the relationship with the CMO and other stakeholders. Option C is ineffective because it may not address the CMO's concerns or expectations, and fail to engage or persuade the CMO and other stakeholders.

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

NEW QUESTION: 40

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: C (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 41

Cloud Kicks (CK) needs to implement an event management system within Salesforce. After researching potential solutions, a managed package meets the majority of CK s business requirements. However, the CRM director has expressed a desire to heavily customize an open source solution.

Which benefit of using a managed package versus an open source solution should the business analyst share to help the CRM director make a decision?

A. Managed packages are easily customizable to meet CK's exact requirements.

B. Managed packages are updated automatically with each Salesforce Release.

C. Each version of a managed package on the AppExchange undergoes a security review.

Answer: C (LEAVE A REPLY)

Explanation

The benefit of using a managed package versus an open source solution that the business analyst should share to help the CRM director make a decision is that each version of a managed package on the AppExchange undergoes a security review. A managed package is a collection of application components that are developed and distributed by a provider as a single entity on the AppExchange. A

managed package can include standard and custom objects, fields, tabs, pages, components, triggers, workflows, reports, dashboards, etc. A managed package can also be upgraded by the provider without affecting the customizations made by the customer. An open source solution is a software solution that is developed and distributed by a community of developers and users who share the source code and allow anyone to modify or enhance it. An open source solution can offer more flexibility and customization options, but it may also require more technical skills and maintenance efforts. Each version of a managed package on the AppExchange undergoes a security review by Salesforce to ensure that it meets the security standards and best practices for protecting customer data and preventing malicious attacks. An open source solution may not have the same level of security assurance or support from Salesforce or the provider. References:
https://trailhead.salesforce.com/content/learn/modules/appexchange_basics/appexchange_basics_install

NEW QUESTION: 42

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes.

What should the BA do to prevent the session from being derailed?

A. Shift the conversation from onboarding to the stakeholder's concerns.

B. Ask the stakeholder to focus on the onboarding process.

C. Add the stakeholder's concerns to a "parking lot" for further discussion.

Answer: C (LEAVE A REPLY)

Explanation

The best practice for preventing a session from being derailed by an off-topic stakeholder is to use a "parking lot" technique. A parking lot is a list of topics or issues that are not relevant to the current session but may need further discussion or resolution later. The BA should add the stakeholder's concerns to a parking lot for further discussion, and acknowledge that they are important but out of scope for the current session. This way, the BA can keep the session focused on the onboarding process and avoid wasting time or losing engagement from other stakeholders. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/plan-and-facilitate-

NEW QUESTION: 43

Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.

UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

A. Entity Relationship Diagram (ERD)

B. System requirements specification

C. Change request logs

Answer: A (LEAVE A REPLY)

Explanation

The reference that the business analyst should consult to learn more about the previous consultant's recommendation is an Entity Relationship Diagram (ERD). An ERD is a diagram that shows the logical structure and relationships of data entities in a database or system. An ERD helps to model and document how data entities are organized, connected, and interact with each other. An ERD also helps to normalize data entities by reducing redundancy and inconsistency in data storage and retrieval. The previous consultant recommended that Universal Containers move to a more normalized data model to represent its containers, which means that they wanted to avoid storing duplicate or unnecessary data in multiple tables or fields. The business analyst should consult an ERD to learn more about how the previous consultant proposed to design and implement a more normalized data model for Universal Containers. References:

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

NEW QUESTION: 44

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)

Explanation

The best practice to establish benchmarks to evaluate existing processes is to show tangible impact from changes to processes. Benchmarks are quantifiable measures that can be used to compare current performance with desired performance or best practices. They can help CK evaluate how effective its sales processes are, identify gaps or opportunities for improvement, and measure the results or benefits of process changes.

Proving processes are out of date and require a new solution is not a best practice, but a potential outcome of benchmarking. Comparing processes against CK's closest competitors is not a best practice, but a possible source of benchmarking data. References:

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

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

NEW QUESTION: 45

Which users will be able to reset a Single Sign-On user Password?

A. The SSO Manager
B. Users above the SSO user in the role hierarchy.
C. Only the Admin
D. Admin and Users with the right permission sets.
Answer: (SHOW ANSWER)
Explanation
Only the Admin can reset a Single Sign-On user password because they have the Manage Users permission.
The SSO Manager, users above the SSO user in the role hierarchy, and users with the right permission sets cannot reset a Single Sign-On user password unless they also have the Manage Users permission. References:
https://help.salesforce.com/s/articleView?id=sf.users_password_reset.htm&type=5

NEW QUESTION: 46
A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.
What is the largest risk with this approach?
A. The previous VP's requirements fail to meet current formatting standards.
B. The previous VP's requirements may differ from those of the new executive.
C. The previous VP's requirements are outside of the Salesforce framework.
Answer: B (LEAVE A REPLY)
Explanation
The largest risk with using the inherited requirements instead of conducting a discovery process is that the requirements may not reflect the current needs and expectations of the new executive sponsor. The sponsor may have different goals, priorities, preferences, or assumptions than the previous VP, and may not agree with or support the inherited requirements. This could lead to misalignment, dissatisfaction, scope creep, or project failure. Therefore, the BA should conduct a discovery process with the new sponsor to validate and update the requirements as needed. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/understand-the-discovery-

NEW QUESTION: 47

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: (SHOW ANSWER)

Explanation

Change Sets are used to declaratively move metadata from one environment to another in Salesforce. Change Sets are outbound sets of changes that can be sent from one Salesforce org to another using deployment connections. Data Loader, Import Wizard, and Ant Migration are not used to declaratively move metadata in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5

NEW QUESTION: 48

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

Answer: C (LEAVE A REPLY)

Explanation

The business analysts should use a shared system that has version control to prevent this error from happening.

Version control is a feature that allows users to track and manage changes made to documents or files over time. Version control helps to avoid overwriting or losing previous versions of documents or files by creating backups or snapshots of each change. Version control also helps to compare different versions of documents or files and resolve any conflicts or discrepancies. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 49

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction.
What should the business analyst do to help the team work together more effectively?
A. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders
B. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
C. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success
Answer: C (LEAVE A REPLY)
Explanation
The best way for a business analyst to help the team work together more effectively is to lead them in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success. This will help them align on common goals, expectations, and norms, and resolve any conflicts or misunderstandings. Encouraging leadership to share their vision for the project and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders may create a top-down approach that ignores other stakeholder perspectives or needs. Limiting participation in key project discovery, requirements, and solutioning meetings to leadership and engaging the larger team to answer questions directly related to their roles when needed may create a siloed approach that reduces collaboration or buy-in. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

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. Review configuration settings.
B. Conduct stakeholder interviews.
C. Read business process documentation
Answer: (SHOW ANSWER)
Explanation
The path that the business analyst should take to find information about custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages is to review configuration settings. Configuration settings are options or preferences that can be customized or modified in Setup. They can help the

business analyst understand how Salesforce was implemented and what features or components were enabled or disabled.
Custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages are examples of configuration settings that can be accessed or changed in Setup.Conducting stakeholder interviews may be a useful way to gather information about business needs, expectations, or feedback, but not about technical details or configuration settings. Reading business process documentation may be a useful way to understand how a business process works or flows, but not about technical details or configuration settings. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

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)
Explanation
A user story is a short description of a feature or functionality from the perspective of an end user. It follows the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The what is the feature or functionality that the user wants or needs. The why is the benefit or value that the user will get from the feature or functionality. The when and where are not part of a user story format because they are usually captured in other documents or artifacts, such as acceptance criteria or wireframes. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-sto

NEW QUESTION: 52
The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.
Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?
A. Organization edition and license type
B. Storage capacity and license type
C. Number of active users and license type
Answer: A (LEAVE A REPLY)

Explanation
The information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs organization edition license type organization edition determines features functionality available Salesforce org such objects apps reports dashboards etc license type determines features functionality available specific user such access permissions security settings etc knowing organization edition license type can help business analyst understand what capabilities limitations Universal Containers has what additional costs may incur if need upgrade edition buy more licenses.
Storage capacity license type not information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs storage capacity determines amount data files can stored Salesforce org such records attachments documents etc license type determines features functionality available specific user such access permissions security settings etc knowing storage capacity license type can help business analyst understand how much space consuming how much space left but does not help understand what features functionality can implement.
Number active users license type not information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs number active users determines how many users can log Salesforce org same time license type determines features functionality available specific user such access permissions security settings etc knowing number active users license type can help business analyst understand how many users using system how many users need but does not help understand what features functionality can implement.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/understan

NEW QUESTION: 53
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: (SHOW ANSWER)
Explanation
The type of session that the business analyst should perform to elicit user stories from UC's customers is journey mapping. Journey mapping is a technique that involves creating a visual representation of the steps or stages that a customer goes through when interacting with an organization, product, or service. Journey mapping helps to capture the customer's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. Journey mapping also helps to identify any gaps or

opportunities for improvement or innovation in the customer journey. Journey mapping can help elicit user stories from UC's customers by allowing them to share their perspectives and feedback in their own words, as well as showing how the solution can add value and benefits to their journey.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 54
The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.
Which type of requirement documentation is the BA using in this scenario?
A. Process mapping
B. Value stream mapping
C. Data modeling
Answer: A (LEAVE A REPLY)
Explanation
The type of requirement documentation that the business analyst is using in this scenario is process mapping.
Process mapping is a technique that involves creating a visual diagram of the steps or activities involved in completing a business process or workflow. Process mapping helps to document how users perform their daily work in Salesforce, what inputs and outputs they use or produce, what decisions they make, and what roles or systems they interact with. Process mapping also helps to identify any inefficiencies, bottlenecks, redundancies, or risks in the existing process, as well as opportunities for improvement or optimization.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 55
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 export their data back it up locally.
B. They implement their data entry workarounds in the system.
C. They provide valuable feedback on how they use data.
Answer: C (LEAVE A REPLY)
Explanation
One way that end users participate as stakeholders in data governance is by providing valuable feedback on how they use data. Data governance is a set of policies and practices that ensure data quality, security, accessibility, usability, and compliance throughout an organization. End users are

important stakeholders in data governance because they are the ones who create, consume, update, delete, or share data on a daily basis.
End users can provide valuable feedback on how they use data for their tasks or goals, what data they need or don't need, what challenges or issues they face with data quality or availability, what suggestions they have for improving data processes or systems, etc.

NEW QUESTION: 56
The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.
What should the business analyst recommend to the project team to increase understanding when documenting requirements, process and potential solutions?
A. Use customer terminology and language.
B. Use industry terminology and language.
C. Use Salesforce terminology and language.
Answer: A (LEAVE A REPLY)
Explanation
The business analyst should recommend to use customer terminology and language when documenting requirements, process, and potential solutions for a Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields. Using customer terminology and language can help avoid confusion, ambiguity, or misunderstanding among stakeholders, developers, testers, and end users. It can also help increase adoption and satisfaction by making the solution more familiar and intuitive to use. Using industry terminology and language is not a good option because it may not reflect the specific needs or preferences of the customer or their end users. Using Salesforce terminology and language is not a good option because it may not match the customization or renaming that has been done in the existing solution. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collabor

NEW QUESTION: 57
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: B (LEAVE A REPLY)
Explanation

The level of detail that the business analyst should use for the process map and why is somewhat detailed.
This is because the process map should provide enough information to guide new users through the onboarding process, but not overwhelm them with too much detail that may be irrelevant or unnecessary.
Since the process will be repetitive, new users will learn and remember the details over time, and they can always refer back to the process map if needed. The process map should include the main steps, decisions, inputs, outputs, and roles involved in the onboarding process, as well as any exceptions or variations. The process map should also use clear and consistent terminology, symbols, and notation to ensure readability and understanding. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 58
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 m 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: C (LEAVE A REPLY)
Explanation
The level influence that business analyst should place HR Director stakeholder wheel project stakeholder wheel tool identifies understands needs expectations interests influence power stakeholders involved project stakeholder wheel has four levels influence sponsor project enterprise environment sponsor highest level influence project second highest level influence enterprise third highest level influence environment lowest level influence HR Director should placed project level influence stakeholder wheel HR Director makes decisions determines priorities requirements project HR Director also directly affected outcome project.
The sponsor is not level influence that business analyst should place HR Director stakeholder wheel sponsor highest level influence stakeholder wheel sponsor provides funding resources support project sponsor also defines vision objectives success criteria project HR Director not sponsor project unless also provides funding resources support project.
The enterprise is not level influence that business analyst should place HR Director stakeholder wheel enterprise third highest level influence stakeholder wheel enterprise includes internal individuals teams groups affected outcome project but not actively contribute project enterprise also includes policies procedures standards guidelines govern project HR Director not enterprise unless also affected outcome project but not actively contribute project.
References:

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

NEW QUESTION: 59

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. Associate each set of metadata -changes to the corresponding user story.

B. Provide detailed test cases to validate the functional requirements

C. Involve the stakeholders in the business requirements gathering sessions.

Answer: A (LEAVE A REPLY)

Explanation

The business analyst should associate each set of metadata changes to the corresponding user story to resolve these challenges with the release team. Metadata changes are modifications made to the configuration or customization of Salesforce objects, fields, layouts, workflows, etc., as part of implementing a user story or requirement. Associating metadata changes to user stories helps to track and document what changes were made for each user story, why they were made, and who made them. This helps to avoid confusion, errors, or conflicts during deployment and testing. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 60

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

User Story.

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

* A manager can change the status of the request

* A manager can send a comment to the employee about their request.

* The solution must be intuitive.

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

A. The acceptance criteria is too vague.

B. The user story is too large to test.

C. The acceptance criteria should be solution focused.

Answer: A (LEAVE A REPLY)

Explanation

The reason why the business analyst needs to make a change to improve the user story is that the acceptance criteria is too vague. Acceptance criteria are statements that describe how a user story will be tested or verified to ensure that it meets the requirements or expectations of the user or stakeholder.

Acceptance criteria help to define and measure the quality and success of a user story. The acceptance criteria in this user story is too vague because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how the solution must be intuitive. The acceptance criteria should be more clear and concise to avoid ambiguity or confusion. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 61
The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.
What is the name of this documentation type?
A. Business analysis plan
B. Use case
C. User story
Answer: C (LEAVE A REPLY)
Explanation
A user story is a type of documentation that describes what functionality a system should provide from a user's perspective. It is written in simple language that anyone can understand and follows a standard format of "As a [user role], I want [functionality], so that [benefit]". A user story helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use user stories to document the functionality that a system should provide so it can be developed into a work item. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 62
A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in

the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.
What should the BA do next?
A. Assign the test case to another tester.
B. Assign a bug to the development team.
C. Attempt to reproduce the issue.
Answer: C ([LEAVE A REPLY])
Explanation
The next thing that the business analyst should do after reviewing the details of the failed test case is to attempt to reproduce the issue. Reproducing an issue means following the same steps or actions that caused the issue to occur in order to verify its existence and severity. Reproducing an issue helps to confirm whether it is a real bug or a human error, as well as gather more information about its root cause, impact, frequency, etc.
Reproducing an issue also helps to document it clearly and accurately for reporting and resolution purposes.
References:
https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-resolve-issues

NEW QUESTION: 63
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 IdeaExchage 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: ([SHOW ANSWER])
Explanation
The best option for the BA to suggest is to ask the support manager to wait until the idea is released. This option avoids spending time and resources on building a custom solution that may not be compatible or necessary once the idea is released. It also ensures that the support team can benefit from the latest features and functionality that Salesforce provides, and avoid potential issues or conflicts with future updates or releases. The other options are either impractical or risky. Option B may not be possible or feasible, as the idea may not be ready or stable for early release. Option C may result in wasted effort or duplication, as the custom solution may become obsolete or incompatible once the idea is released. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/evaluate-sol

NEW QUESTION: 64
Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.
Which elicitation technique should the business analyst use to help the team meet its goal?
A. Prototyping
B. Brainstorming
C. Observation
Answer: A (LEAVE A REPLY)
Explanation
Prototyping is an elicitation technique that a business analyst can use to help stakeholders visualize a possible solution based on customer feedback surveys. Prototyping involves creating a simple sketch or mockup of an idea that can be used to test assumptions, gather feedback, or validate solutions.
Brainstorming is an elicitation technique that can be used to generate ideas based on customer feedback surveys, but not to visualize them.
Observation is an elicitation technique that can be used to collect data based on customer behavior or actions, but not based on customer feedback surveys. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta

NEW QUESTION: 65
Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution.
What should the BA do next?
A. Review future state distribution processes for CK.
B. Explore how retailers similar to CK handle distribution.
C. Shadow an operations team member at the CK distribution facility.
Answer: C (LEAVE A REPLY)
Explanation
The best way for a business analyst to uncover the issue and propose a business solution for CK's distribution process is to shadow an operations team member at the CK distribution facility. This will help them observe how the process works in reality, identify bottlenecks or inefficiencies, and understand the pain points and needs of the end users. Reviewing future state distribution processes for CK may be premature or unrealistic without understanding the current state first. Exploring how retailers similar to CK handle distribution may be helpful for benchmarking or best practices, but it may not address CK's specific issues or context. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 66

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. Project plan

B. Definition of done

C. Pull request template

Answer: B (LEAVE A REPLY)

Explanation

The business analyst should move this item to the definition of done. The definition of done is a set of criteria that must be met before a user story or sprint can be considered complete or ready for release. The definition of done helps to ensure quality, consistency, and transparency across the project team. The step "Code Review by Technical Architect" is not part of the acceptance criteria for a specific user story, but rather a general requirement that applies to all user stories or sprints. References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 67

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

What should the BA use to accomplish the goal?

A. Business analysis plan

B. Process mapping

C. Change management

Answer: B (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 68

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

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

A. ALM provides processes and policies which help build apps more efficiently.

B. ALM offers preview access to the three Salesforce Releases per year.

C. ALM allows features to remain static and reduces incremental changes.

Answer: (SHOW ANSWER)

Explanation

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

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

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

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

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

NEW QUESTION: 69

Universal Containers in 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 it's 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)

Explanation

The influencing style that the BA is using is inspiring. Inspiring is a style that appeals to the emotions and values of the stakeholders, and motivates them to achieve a shared vision or goal. The BA is using an inspiring style by showing 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%. This helps to create a positive and aspirational image of what Sales Cloud can do for them, and encourages them to overcome their resistance and embrace the change. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/influence-s

NEW QUESTION: 70

The business analysis (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. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

B. Detailed Process Map

C. Value Stream Map

Answer: C (LEAVE A REPLY)

Explanation

The type of diagram that business analyst should use to identify waste within and between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation is value stream map.

A value stream map is diagram that shows flow of materials information value-added non-value-added activities cycle times wait times involved in process value stream map can help identify waste inefficiencies opportunities improvement within between processes by highlighting where time resources being wasted where value being added where bottlenecks occurring etc.

A Suppliers Inputs Process Outputs Customers (SIPOC) Map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation SIPOC Map high-level process map shows key elements process such suppliers inputs outputs customers SIPOC Map can help define scope boundaries project identifying what triggers process what are inputs outputs process who are involved affected by process what are expectations requirements process SIPOC Map does not help identify waste within between processes detail.

A detailed process map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation detailed process map diagram shows steps activities decisions involved in process detailed process map can help document existing processes clear concise way can easily understood anyone involved project but does not help identify waste within between processes detail.

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

NEW QUESTION: 71

Cloud Kicks (CK) faces challenges with accurate reporting and metrics to use when CK schedules service agent shifts. The VP of service is unsure how the challenges can be solved in Salesforce.

Which analysis should a business analyst perform?

A. Strategy Analysis

B. Stakeholder Analysis

C. Enterprise Analyst

Answer: (SHOW ANSWER)

Explanation

The analysis that a BA should perform is strategy analysis. Strategy analysis is a technique that helps to understand the business context and environment of an organization, its vision and goals, its strengths and weaknesses, its opportunities and threats, its capabilities and resources, and its stakeholders and competitors.

Strategy analysis helps to identify the business problems or needs that need to be addressed, evaluate potential solutions or options that can address them, and align them with the business strategy and objectives. In this case, CK faces challenges with accurate reporting and metrics to use when scheduling service agent shifts. A BA should perform strategy analysis to understand CK's business context and environment, identify the root causes of the challenges, evaluate potential solutions or options that can solve them in Salesforce, and align them with CK's business strategy and objectives.

References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-strategy-analysis/understand-strategy

NEW QUESTION: 72

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

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

A. CK will be better able to prioritize across teams and streamline processes.

B. CK will get insights to current business processes.

C. CK will develop a process to gather feedback from end users regularly.

Answer: A (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 73

Universal Containers recently kicked off a project to build an Experience Cloud solution for partners. Partners need to upload their monthly sales reports to this account portal.

Which option should the business analyst use as the functional requirement specification?

A. Partners need to submit monthly sales reports.

B. The portal should allow for partners to upload monthly sales reports.

C. The portal should allow for partners to access monthly sales reports.

Answer: B (LEAVE A REPLY)

Explanation

A functional requirement specification is a statement that describes what a product or service must do or provide to meet user needs or business objectives. It should be clear, concise, testable, and measurable. The option B is an example of a functional requirement specification because it describes what the portal should do (allow for partners to upload monthly sales reports) without specifying how it should do it or why it should do it. References:

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

NEW QUESTION: 74

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

Which task should be assigned to the BA?

A. Conduct user training.

B. Create user training materials.

C. Set up users for training.

Answer: B (LEAVE A REPLY)

Explanation

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

References:

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

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

NEW QUESTION: 75

The quality assurance (QA) team at Cloud Kicks is reviewing user stones 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 who, what, and why of the user story
B. The acceptance criteria of the user story
C. The definition of done of the user story
Answer: B (LEAVE A REPLY)
Explanation
The business analyst should review and revise the acceptance criteria of the user story to provide more clarity to the QA team. Acceptance criteria are specific conditions or requirements that must be met for a user story to be considered done or acceptable. Acceptance criteria should be clear, concise, testable, and measurable.
Reviewing and revising the acceptance criteria of the user story can provide more clarity to the QA team by specifying what functionality or feature must be delivered, how it must be delivered, and who must be able to use it. Reviewing and revising the acceptance criteria of the user story can also help avoid ambiguity, confusion, or misunderstanding between the business analyst and the QA team. The who, what, and why of the user story are not components that the business analyst should review and revise to provide more clarity to the QA team. The who, what, and why of the user story are parts of the user story statement that describe who the user is, what they want or need, and why they want or need it. The who, what, and why of the user story are not meant to provide detailed information about how the user story will be implemented or tested. The definition of done of the user story is not a component that the business analyst should review and revise to provide more clarity to the QA team. The definition of done of the user story is a set of criteria or standards that indicate when a user story is completed and ready for deployment. The definition of done of the user story is not meant to provide specific information about how the user story will be tested or validated. References:
https://trailhead.salesforce.com/en/content/learn/modules/user-story-creation/construct-a-user-story

NEW QUESTION: 76
Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA).
The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.
Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?
A. Test
B. Plan
C. Build
Answer: (SHOW ANSWER)
Explanation

The step of the application lifecycle management (ALM) cycle that requires the business analyst to study current business processes, gather requirements, and analyze them is plan. ALM is a process that helps manage changes to an application from planning to deployment and beyond. ALM has six steps: plan, develop, test, build release, test release, and release. The plan step is where the business analyst studies current business processes, gathers requirements, and analyzes them to understand what needs to be changed or improved in an application. The plan step also involves defining objectives, scope, budget, timeline, deliverables, roles and responsibilities for a project. The develop step is where developers create or modify code or declarative components based on the requirements gathered in the plan step. The test step is where testers verify that the code or declarative components work as expected and meet quality standards using various testing techniques and tools. The build release step is where developers package all code or declarative components into a release that can be deployed to other environments using various deployment techniques and tools. The test release step is where end users test the release in a sandbox or test environment to verify that it works as intended, and what was originally requested is actually being delivered. The release step is where the release is deployed to production and made available to end users. References:
https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/underst

NEW QUESTION: 77
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 ensure what was originally requested is being delivered
B. summarize the overall ask and determine what is in scope
C. To identify acceptance criteria with pass/fail indicators
Answer: A (LEAVE A REPLY)
Explanation
The goal of user acceptance testing (UAT) is to ensure what was originally requested is being delivered by the development team. UAT is the final phase of testing before a solution is released to production. UAT involves users or stakeholders who validate that the solution meets their needs and expectations, based on the user stories and acceptance criteria. UAT helps to verify that the solution is fit for purpose and ready for launch.

References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing

NEW QUESTION: 78

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

Which document should help the BA gather this information?

A. Stakeholder analysis

B. Business analysis plan

C. Current state analyst

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

Explanation

The business analyst should use a stakeholder analysis to gather additional perspective, feedback, and detail on the requirements from the NTO team. A stakeholder analysis is a technique to identify and understand the needs, expectations, interests, influence, and power of the stakeholders involved in a project. A stakeholder analysis can help the business analyst communicate effectively with the stakeholders, manage their expectations, address their concerns, involve them in decision making, and obtain their feedback and approval.

A business analysis plan is not a document to gather additional perspective, feedback, and detail on the requirements from the NTO team. A business analysis plan is a document that describes how the business analysis activities will be conducted, such as what techniques, tools, deliverables, roles, and responsibilities will be used. A business analysis plan can help the business analyst plan and manage their work, but it does not help them gather information from the stakeholders. A current state analysis is not a document to gather additional perspective, feedback, and detail on the requirements from the NTO team. A current state analysis is a technique to understand and document how the current situation or process works, what are its strengths and weaknesses, what are the problems or opportunities for improvement, and what are the root causes of the issues. A current state analysis can help the business analyst identify gaps and needs, but it does not help them gather information from the stakeholders. References:

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

NEW QUESTION: 79

An executive at Cloud Kicks has tasked the internal Salesforce staff with the optimization of a very manual process in its Salesforce org, What should the business analyst do first before a future state is proposed to key stakeholders?

A. Manage project integrations with the technical team.

B. Discuss project trade-offs with the executive sponsor.

C. Hold a kickoff meeting to set expectations with the project team.

Answer: C (LEAVE A REPLY)
Explanation
The first thing that the business analyst should do before a future state is proposed to key stakeholders is to hold a kickoff meeting to set expectations with the project team. A kickoff meeting is an important step in initiating a Salesforce project, as it helps to establish the project vision, goals, scope, roles, responsibilities, communication plan, and success criteria. A kickoff meeting also helps to build rapport and trust among the project team members, as well as identify any potential risks or issues that may affect the project delivery.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-initi

NEW QUESTION: 80
The business analyst (BA) at Universal Containers is preparing for user acceptance testing (UAT) for an Experience Cloud implementation.
Which people should participate in UAT?
A. Business users, project manager, key stakeholders
B. BA, project manager, key stakeholders
C. BA, business users, key stakeholders
Answer: A (LEAVE A REPLY)
Explanation
User acceptance testing (UAT) is a type of testing that is performed by users of a system to ensure that it meets their needs. UAT is typically performed after the system has been developed and before it is released to production.
The goal of UAT is to ensure that the system is usable and meets the needs of the users. UAT can also be used to identify any defects in the system.
The following people should participate in UAT:
Business users: Business users are the people who will be using the system on a day-to-day basis.
They should be involved in UAT to ensure that the system meets their needs.
Project manager: The project manager is responsible for the overall success of the project. They should be involved in UAT to ensure that the system is on track to meet the project's goals.
Key stakeholders: Key stakeholders are people who have a vested interest in the success of the project.
They may include customers, suppliers, or investors. Key stakeholders should be involved in UAT to ensure that the system meets their expectations.
User acceptance testing (UAT) is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. The people who should participate in UAT are business users, project manager, and key stakeholders. Business users are users who will use the solution in their daily work. They can test the solution against real-world scenarios and provide feedback on its usability and functionality. Project manager is the person who oversees the project and ensures that it meets the objectives, scope,

budget, and timeline. They can coordinate the UAT activities and communicate the results to the stakeholders. Key stakeholders are people who have an interest or influence in the project outcome. They can review the UAT results and approve or reject the solution before deployment. The business analyst (BA) is not a participant in UAT because their role is to facilitate and support the UAT process, not to test the solution themselves. References:
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION: 81

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. INVEST checklist

B. Numerical framework

C. Gap analysis document

Answer: (SHOW ANSWER)

Explanation

The BA should evaluate technical, operational, and regulatory impact to understand the risk level of the user stories. Technical impact refers to how the user stories affect the system architecture, performance, security, integration, etc., of the solution. Operational impact refers to how the user stories affect the business processes, workflows, roles, responsibilities, etc., of the users and stakeholders.

NEW QUESTION: 82

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

A. Monitor the Lightning Usage App.

B. Run the Lightning page layout.

C. Enable Debug Logs.

Answer: A (LEAVE A REPLY)

Explanation

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

The business analyst should monitor the Lightning Usage App to identify trends, patterns, issues, or opportunities related to user adoption and take actions accordingly. Running the Lightning page layout is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Running the Lightning page layout is a process that

optimizes a page layout for Lightning Experience by removing unsupported components, adding supported components, and rearranging components based on best practices. Running the Lightning page layout can help improve user experience and satisfaction but does not measure or improve user adoption directly. Enabling Debug Logs is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Enabling Debug Logs is a process that captures information about database operations, system processes, and errors that occur when executing a transaction or running unit tests.
Enabling Debug Logs can help troubleshoot issues and errors but does not measure or improve user adoption directly. References:
https://trailhead.salesforce.com/en/content/learn/modules/lightning-experience-rollout/lightning-experience-rollo

NEW QUESTION: 83
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 riles to Omni-Channel.
C. Document the current case assignment process.
Answer: C (LEAVE A REPLY)
Explanation
The first step that the BA should take to help resolve the issue is to document the current case assignment process. Documenting the current case assignment process involves creating a visual representation of how cases are routed to predefined teams using case assignment rules in Service Cloud. Documenting the current case assignment process helps to:
Understand how case assignment works: This helps to identify the steps, inputs, outputs, roles, decisions, and logic involved in case assignment, and how they affect case resolution and customer satisfaction.
Identify gaps or opportunities for improvement: This helps to analyze the strengths and weaknesses of case assignment rules, measure their performance and effectiveness, and find areas where they can be enhanced or optimized.
Evaluate potential solutions or options: This helps to compare different ways of improving case assignment rules or using alternative methods such as Omni-Channel or Einstein Case Routing, and assess their feasibility, benefits, risks, and impacts. The other options are either irrelevant or incorrect.
Option A does not help resolve

NEW QUESTION: 84
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. Code review sessions
B. Version control system
C. Change set deployments
Answer: B (LEAVE A REPLY)
Explanation
The tool that Universal Containers should use to prevent teams from overwriting each others changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each others changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members.
References:
https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work-with-the-git-hub-workflow

NEW QUESTION: 85
Northern Trail Outfitters (NTO) wants to address a recent group of complaints it received from the service team The NTO Salesforce team was alerted Chat the current routing process is preventing cases from reacting the correct service team without manual intervention.
Which action should the business analyst take to best understand and document the and recommend a future state?
A. Organize a brainstorming session with service team leadership.
B. Engage in a live process modeling exercise with the service team.
C. Review individual surveys and questionnaires from the service team.
Answer: B (LEAVE A REPLY)
Explanation
The action that the business analyst should take to best understand and document the current state and recommend a future state for resolving complaints from service team members about case routing issues is to engage in a live process modeling exercise with service team members. A live process modeling exercise is an interactive session where participants collaboratively create diagrams or models of their current processes using tools such as sticky notes, whiteboards, flip charts etc. A live process modeling exercise can help understand and document current state by capturing how things are done now; what are pain points; what are root causes; what are dependencies; etc. A live process modeling exercise can also help recommend future state by identifying how things should be done; what are best practices; what are gaps; what are solutions; etc.
Organizing a brainstorming session with service team leadership is not an action that the business analyst should take to best understand and document current state and recommend future state for resolving complaints from service team members about case routing issues. A brainstorming session is

an activity where participants generate as many ideas as possible without criticism or evaluation. A brainstorming session can help generate possible solutions but does not help understand or document current state or evaluate future state.
Reviewing individual surveys and questionnaires from service team members is not an action that business analyst should take to best understand and document current state and recommend future state for resolving complaints from service team members about case routing issues. Reviewing individual surveys and questionnaires is an activity where participants provide feedback or opinions on specific topics or questions using tools such as forms, polls etc. Reviewing individual surveys and questionnaires can help gather quantitative data but does not help understand or document current state or recommend future state in depth.
References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION: 86
Universal Containers (UC) is wording with an implementation partner to help it optimize Salesforce. A new business analyst (BA) from the partner was introduced to UC stakeholders a few weeks into the project The BA is getting to know each of the stakeholders by their roles and contributions. However, the BA had one misstep and is slightly embarrassed.
What should the BA do to build trust with the stakeholders?
A. Be vulnerable and own their mistake.
B. Promise to work harder to avoid other mistakes.
C. Ask their supervisor for help immediately.
Answer: (SHOW ANSWER)
Explanation
The best way for a business analyst to build trust with stakeholders after making a mistake is to be vulnerable and own their mistake. This will show honesty, humility, accountability, and willingness to learn from errors.
Promising to work harder to avoid other mistakes may sound defensive or unrealistic without acknowledging what went wrong or how to fix it. Asking their supervisor for help immediately may seem desperate or unprofessional without trying to resolve it first with stakeholders. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 87
Which User access and sharing features would you use for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email.
A. 2 FA
B. Single Sign-On
C. Email Proof
D. Login Link

Answer: C (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 88

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

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

What should the BA do to ensure alignment?

A. Survey customers to confirm whether the new site meets their requirements.

B. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.

C. Conduct a whiteboarding session to ensure the requirements are accurate.

Answer: (SHOW ANSWER)

Explanation

The BA should circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off to ensure alignment. This helps to:

Circulate the requirements to stakeholders: This helps to communicate and share the requirements with all relevant stakeholders, such as customers, users, sponsors, developers, testers, etc., and ensure that they are aware of and understand them.

Incorporate feedback: This helps to elicit and address any comments, questions, suggestions, or concerns from the stakeholders about the requirements, and make any necessary changes or clarifications to them.

Obtain sign-off: This helps to confirm and document that the stakeholders agree with and approve of the requirements, and establish a baseline for designing and developing the solution. The other options are either irrelevant or incomplete. Option A does not ensure alignment, but rather assumes that customers already know their requirements. Option C does not ensure alignment, but rather skips an important step of validating and verifying the requirements with stakeholders. References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-requirements/validate-and-con

NEW QUESTION: 89

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

What should the business analyst do next?

A. Ask the team to reprioritize the backlog and work on the item at the top.

B. Ask the team to commit to the work for the next sprint.

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

NEW QUESTION: 90
The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.
Which user story meets this requirement?
A. As a CRM manager, I need a record-triggered flow to view my team's work queues so 1 can monitor their open tickets.
B. As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.
C. As a user, I need to see case queue to monitor my team's work.
Answer: B (LEAVE A REPLY)
Explanation
The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets". A user story is a statement that describes what a user or stakeholder needs or wants from a system or solution in order to achieve a specific goal or outcome. A user story follows the format
"As a [role], I want to [action], so that I can [outcome]". A user story helps to capture and communicate the business value and benefit of a requirement or feature. The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets" because it specifies the role (CRM manager), the action (see my team's work queues), and the outcome (monitor their open tickets). The other user stories are either too vague or too specific (A) to meet the requirement. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 91

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops

.. an upcoming Sales Cloud implementation.

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

A. Detailed Process Map

B. Value Stream Map

C. Suppliers. Inputs, Process, Outputs, Customers (SIPOC) Map

Answer: C (LEAVE A REPLY)

Explanation

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

References:

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

NEW QUESTION: 92

The data science team at Universal Containers (UC) has been asked to analyze the sales team's data within Salesforce. Early In their research, the data science team discovered concerns about data quality. UC has brought in a business analyst (BA) to help address the concern.

What should the BA focus on doing first during the initial discovery phase?

A. Shadow the sales team to observe process for entering data into Accounts and Opportunities.

B. Meet with the executive leadership team to accurately understand the business need.

C. Understand and document the data quality issues reported by the data science team.

Answer: C (LEAVE A REPLY)

Explanation

The first step that the business analyst should take during the initial discovery phase is to understand and document the data quality issues reported by the data science team. Data quality issues are problems or errors that affect the accuracy, completeness, consistency, timeliness, or validity of data in a system or database. Data quality issues can negatively affect the analysis, reporting, decision making, or performance of a system or solution. The business analyst should understand and document the data quality issues reported by the data science team by asking questions, reviewing data samples, identifying root causes, and measuring impacts.

Understanding and documenting the data quality issues helps to define and prioritize the business problem or need, as well as propose and evaluate potential solutions. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 93

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. VP of sales

B. Sales Users

C. IT leaders

Answer: A (LEAVE A REPLY)

Explanation

The key stakeholder that the BA should speak to first is the VP of sales. The VP of sales is the executive sponsor of the project, who has the authority, influence, and budget to approve or reject the project. The VP of sales also has a high level of interest in the project outcome, as it directly affects their business objectives and performance. The BA should speak to the VP of sales first to understand their vision, goals, expectations, priorities, preferences, assumptions, risks, and constraints for the project. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/identify-sta

NEW QUESTION: 94

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. Capture decision steps and different outcomes.

B. Illustrate which fields are integrated with an external system.

C. Set limits to the scope that will be documented.

Answer: A (LEAVE A REPLY)

Explanation

The step that the BA should include in the business flowchart is to capture decision steps and different outcomes. Decision steps are points in the process where a choice or condition needs to be evaluated, and different outcomes are possible depending on the result of the evaluation. Capturing decision steps and different outcomes helps to show the logic and flow of the process, and account for different scenarios or exceptions that may occur. The other options are either irrelevant or incomplete. Option B does not relate to the business flowchart, but rather to the data model or integration design. Option C does not specify what limits to set or how to document them. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/create-a-process-m

NEW QUESTION: 95

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. Audit log

B. Current state analysis

C. Gap analysis

Answer: (SHOW ANSWER)

Explanation

A gap analysis is a document that compares the current state and the desired state of a business process or system, and identifies the gaps or differences between them. It helps to determine what needs to be changed or added to achieve the desired state. A BA should prepare a gap analysis to describe the additional business needs imposed by the new regulatory requirements, and how they affect the existing processes built on Salesforce. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-gap-analysis/understand-gap-analysi

NEW QUESTION: 96

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)
Explanation
The business analyst should research third-party apps on the AppExchange to help resolve the issue of sales team failing to enter calls in Salesforce quickly and with limited time and budget. The AppExchange is an online marketplace where customers can find ready-made solutions that extend Salesforce functionality without requiring custom development or complex configuration. Researching third-party apps on the AppExchange can help identify potential solutions that meet the needs and constraints of the sales manager and the sales team. Engaging a developer to scope a custom solution is not a good option because it would require more time and budget than available for this issue. Exporting a weekly report of user activity is not a good option because it would not address the root cause of why the sales team is failing to enter calls in Salesforce. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collabor

NEW QUESTION: 97
In what phase of the four application lifecycle milestones does this action belong? Communicate Changes, Update Profiles and Communicate end of Changes.
A. Build
B. Deploy
C. Test
D. Plan
Answer: (SHOW ANSWER)
Explanation
Communicate Changes, Update Profiles and Communicate end of Changes are actions that belong to the Deploy phase of the four application lifecycle milestones. The Deploy phase involves moving changes from one environment to another and ensuring proper communication with stakeholders and end users. The Build phase involves creating solutions using declarative or programmatic tools based on requirements and design specifications. The Test phase involves verifying functionality, performance, security, and usability of solutions using various testing methods and tools. The Plan phase involves defining project scope, objectives, deliverables, resources, timeline, and risks.
References:
https://trailhead.salesforce.com/content/learn/modules/application-lifecycle-and-development-models/understand

https://trailhead.salesforce.com/content/learn/modules/application-lifecycle-and-development-models/choose-a-d

NEW QUESTION: 98

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. Share user stories about the feature.

B. Demo the new feature.

C. Create a feature manual.

Answer: B (LEAVE A REPLY)

Explanation

The best way for the business analyst to present the new feature on Opportunities to a small group of end users is to demo the new feature. A demo is a presentation that shows how a feature works or looks like in Salesforce. It can help the business analyst gather feedback from end users, validate the solution, and drive user adoption. Sharing user stories about the feature may be too abstract or vague for end users to understand or evaluate the feature. Creating a feature manual may be too detailed or technical for end users to appreciate or use the feature. References:

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

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

NEW QUESTION: 99

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. Focus more on happy path testing and less on edge case testing.

B. Write test scripts that reflect real life and cover the requirements.

C. Streamline testing by limiting the number of testers involved.

Answer: (SHOW ANSWER)

Explanation

The business analyst should write test scripts that reflect real life and cover the requirements to help prevent gaps from being discovered after go live. Test scripts are step-by-step instructions on how to execute a test scenario on a specific user or level of access using expected inputs and outputs. Test scripts should reflect real life situations that users may encounter when using the solution in production, such as creating cases, updating records, generating reports, etc. Test scripts should also cover all the requirements that were defined for the project or enhancement, as well as any exceptions or variations that may occur. Writing test scripts that reflect real life and cover the requirements can help ensure that the solution works as intended and meets stakeholder needs. References:

https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/create-test-scripts

NEW QUESTION: 100

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

A. Detailed documentation of technical solution

B. Test scripts to validate requirements

C. High-level description of required functionality

Answer: (SHOW ANSWER)

Explanation

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. References:

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

NEW QUESTION: 101

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

How should the BA use the output from the tool?

A. Understand the project scope.

B. Verify Lightning page loading time.

C. Identify top project priorities.

Answer: C (LEAVE A REPLY)

Explanation

The business analyst should use the output from the Salesforce Optimizer tool to identify top project priorities.

Salesforce Optimizer is a tool that analyzes a Salesforce org and provides recommendations and best practices for improving performance, security, usability, and maintenance. Salesforce Optimizer generates a report that highlights any issues or risks in the org, such as unused fields, inactive users, complex sharing rules, etc., as well as suggests actions for resolving them. The business analyst should use the output from the Salesforce Optimizer tool to identify top project priorities by reviewing the report and ranking or ordering the issues or risks based on their impact, urgency, dependency, or

value. The business analyst should also communicate and align with the stakeholders on the project priorities and scope. References:
https://help.salesforce.com/s/articleView?id=sf.optimizer.htm&type=5

NEW QUESTION: 102
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: A ([LEAVE A REPLY]())
Explanation
The acceptance criteria that is most appropriate for this user story is sales rep can see the inventory closest to a customer with a quick action. Acceptance criteria are specific conditions or requirements that must be met for a user story to be considered done or acceptable. Acceptance criteria should be clear, concise, testable, and measurable. Sales rep can see the inventory closest to a customer with a quick action is an appropriate acceptance criteria because it specifies what functionality or feature must be delivered (see the inventory closest to a customer), how it must be delivered (with a quick action), and who must be able to use it (sales rep). As a sales rep, I see the inventory closest to a customer is not an appropriate acceptance criteria because it does not specify how the functionality or feature must be delivered or accessed by the user. It is also redundant with the user story format of "as a [role], I want [what], so that [why]". Sales rep can see the inventory closest to a customer is not an appropriate acceptance criteria because it does not specify how the functionality or feature must be delivered or accessed by the user. It is also vague and incomplete as it does not indicate what constitutes "closest" or how it is measured. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stor

NEW QUESTION: 103
After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to mate adjustments to the original requirements around Sales Cloud opportunity management.
What should the business analyst do to manage the requested changes?
A. Update the gap analysis document and scope statement specification.
B. Update the change request log and draft a new user story.
C. Update the change management document and user acceptance testing plans.
Answer: B ([LEAVE A REPLY]())
Explanation
The best practice for managing requested changes to the original requirements is to use a change request log and user stories. A change request log is a document that tracks and records any changes

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

NEW QUESTION: 104
Northern Trail Outfitters (NTO) plans to significantly grow its workforce and wants to increase the overall security of its Sales Cloud instance. NTO has previously implemented a complex security solution with organization wide defaults, criteria-based sharing rules, and dozens of user profiles. NTO has asked a business analyst (0A) for recommendations on how to proceed.
Which aspect of a potential solution is most important for a BA to consider?
A. User adoption
B. Scalability
C. System downtime
Answer: B (LEAVE A REPLY)
Explanation
The most important aspect of a potential solution for NTO's security challenge is scalability. Scalability means that the solution can handle increasing numbers of users and data without compromising performance or functionality. NTO plans to significantly grow its workforce, so it needs a security solution that can accommodate more users and data without creating complexity or inefficiency. User adoption is also important, but it depends on how easy and intuitive the security solution is for users to access and use Salesforce. System downtime is also important, but it depends on how reliable and robust the security solution is for preventing unauthorized access or data loss. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 105
The business analyst at Cloud Kicks is using a checklist to assess the quality of user stones for an upcoming Experience Cloud implementation.
Which characteristics make a user story successful?
A. Clean Direct, Concise, Cross Functional, Configurable
B. Actionable., Concise, Testable, Solution-oriented, Defined
C. Independent, Negotiable, Valuable, Estimable. Small, Testable
Answer: C (LEAVE A REPLY)
Explanation

these are the characteristics that make a user story successful, according to the INVEST acronym. A user story should be independent of other user stories, negotiable in terms of scope and details, valuable to the user or customer, estimable in terms of effort and time, small enough to fit in a sprint or iteration, and testable with clear acceptance criteria. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories

NEW QUESTION: 106

Universal Containers is developing a new case management solution in Salesforce. The business analyst has started writing user stories to capture feature needs. One user story is: The customer care representative wants to take ownership of new cases and communicate with customers so they can provide high-touch customer experiences." Which component of the user story is "provide high-touch customer experiences?"

A. Where

B. Why

C. Assumption

Answer: B (LEAVE A REPLY)

Explanation

The component "provide high-touch customer experiences" is the why part of the user story because it describes the benefit or value that the customer care representative will get from taking ownership of new cases and communicating with customers. The who part of the user story is "the customer care representative" because it describes the user role or persona who will benefit from the feature or functionality. The what part of the user story is "to take ownership of new cases and communicate with customers" because it describes the feature or functionality that the customer care representative wants or needs. The where part of the user story is not included in this example because it is usually captured in other documents or artifacts, such as acceptance criteria or wireframes. The assumption part of the user story is not included in this example because it is usually captured in other documents or artifacts, such as risk register or issue log. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-sto

NEW QUESTION: 107

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

A. All of them.
B. iOS (App Store)
C. Only those that download the app from the App Exchange.
D. Android (Google Play)
Answer: A (LEAVE A REPLY)
Explanation
All of the salesforce app providers will be able to unlock a locked user with their phones. The Salesforce app is available for iOS (App Store), Android (Google Play), and Windows 10 devices, and it allows users to unlock themselves using biometric authentication or a verification code sent to their email or phone number.
References: https://help.salesforce.com/s/articleView?id=sf.mobile_app_unlock.htm&type=5

NEW QUESTION: 108
The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.
Which approach should a business analyst take to begin this process?
A. Partner with Salesforce account executives to complete discovery.
B. Schedule a meeting with stakeholders and create a journey map.
C. Develop the project plan and finalize the release date.
Answer: B (LEAVE A REPLY)
Explanation
The approach that the business analyst should take to begin this process is to schedule a meeting with stakeholders and create a journey map. A journey map is a tool that creates a visual representation of the steps or stages that a user goes through when interacting with a system or solution. A journey map helps to understand and document the user's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. A journey map also helps to identify any gaps or opportunities for improvement or innovation in the user journey. The business analyst should schedule a meeting with stakeholders and create a journey map by asking questions, collecting feedback, drawing diagrams, and validating information.
Scheduling a meeting with stakeholders and creating a journey map helps to begin this process by engaging and involving them in defining and designing the new client onboarding process. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 109
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. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.
B. Review survey feedback again to better understand pain points in the existing onboarding process.
C. Conduct individual interviews with each team member to gather more information about the existing onboarding process.
Answer: A (LEAVE A REPLY)
Explanation
The business analyst should meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes to provide the product development team with more accurate information about the onboarding team's process. A live workshop is a collaborative session that allows the business analyst and the project stakeholders to interact and exchange ideas in real time. A live workshop can help to elicit more information and feedback from the project stakeholders than email questionnaires, which may be limited or biased. A live workshop can also help to build consensus on the current and desired onboarding processes among the project stakeholders, as well as resolve any conflicts or discrepancies that may arise. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 110
A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing and qualification process. The solution will include automated and manual features.
Which artifact should help the BA illustrate the vision of a solution to stakeholders?
A. Detailed user stories with technical documentation about the existing process
B. Annotated process flows with modifications to an existing process
C. Collected pain points from people who follow the existing process
Answer: (SHOW ANSWER)
Explanation
Annotated process flows are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.
Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:
Annotated process flows are process flows that include additional information, such as notes, comments, and explanations.
Modifications to an existing process are changes that are made to an existing process.
Stakeholders are people who have an interest in the success of a project.
In conclusion, annotated process flows with modifications to an existing process are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

An artifact that can help the business analyst illustrate the vision of a solution to stakeholders is annotated process flows with modifications to an existing process. Annotated process flows are diagrams that show how a process works step by step, with notes or comments that explain the logic or rationale behind each step. They can help the business analyst show how the lead routing and qualification process will change or improve with the new solution, and invite feedback or validation from stakeholders. Detailed user stories with technical documentation about the existing process are artifacts that can help the business analyst capture the requirements or specifications of the new solution, but not illustrate the vision of it. Collected pain points from people who follow the existing process are artifacts that can help the business analyst understand the problems or needs of the end users, but not illustrate the vision of the solution. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION: 111
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 provide specific details about a product early in the development lifecycle.
B. User stones decrease the need for collaboration within a product team throughout the project.
C. User stones translate requirements in a way that shows a product's value to the end user.
Answer: C (LEAVE A REPLY)
Explanation
User stories are short descriptions of a feature or functionality from the perspective of an end user. They follow the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The what is the feature or functionality that the user wants or needs.
The why is the benefit or value that the user will get from the feature or functionality. User stories help translate requirements in a way that shows a product's value to the end user and helps prioritize and validate them. User stories do not provide specific details about a product early in the development lifecycle because they are usually high-level and flexible. User stories do not decrease the need for collaboration within a product team throughout the project because they require constant communication and feedback among stakeholders, developers, and testers. References:
https://parquet.dev/a-guide-to-salesforce-user-acceptance-testing/

NEW QUESTION: 112
Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The busjpess analyst is currency working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

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

A. Change Set Development, Org Development, Package Development

B. Rapid Application Development, Org Development Package Development

C. Salesforce DX, Flow Builder, Rapid Application Development

Answer: (SHOW ANSWER)

Explanation

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

References:

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

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

NEW QUESTION: 113

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

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

A. Hand or ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.

B. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.

C. Work business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

Answer: C (LEAVE A REPLY)

Explanation

The business analyst should work with business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release. This is because UAT scenarios are based on real-world use cases and expectations of how users will interact with and benefit from the solution.

Business stakeholders are best suited to provide input and validation for UAT scenarios, as they represent the end-users or customers of the solution. The business analyst should facilitate the collaboration process by defining the scope, format, and criteria for UAT scenarios, and ensuring that they align with the user stories and acceptance criteria. The business analyst should also collect and

document the feedback and approval from business stakeholders, and communicate them to the development team. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing

NEW QUESTION: 114

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. Understand the current business process.

B. Configure stages in Salesforce.

C. Create new reports and dashboards.

Answer: A (LEAVE A REPLY)

Explanation

The first step that the business analyst should take to begin overhauling the Opportunity object is to understand the current business process. This is because understanding the current business process helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. The business analyst should use techniques such as interviews, observations, surveys, or process mapping to understand how users currently use Salesforce opportunities and what challenges or gaps they face. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 115

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. Universal Process Notation (UPN)

C. Unified Modeling Language (UML)

Answer: (SHOW ANSWER)

Explanation

Universal Process Notation (UPN) is a simple diagramming notation for business processes that meets the needs of Northern Trail Outfitters. UPN is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations. UPN uses activity boxes and arrows to show the sequence of steps and decisions in a process. Each activity box is marked with a resource that indicates who should be responsible , accountable (A), consulted , or informed (I) for that activity. UPN also allows for adding metrics such as time, cost, quality, or customer satisfaction to each activity box or arrow. UPN can help to ensure compliance with regulations by showing how controls and checks are implemented in the process. References:

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

NEW QUESTION: 116

A Salesforce business analyst (BA) has recently joined a new project to improve the Sales Cloud implementation at Cloud Kicks. The BA wants to quickly introduce new functionality to impress the customer.

Which action should the BA take?

A. Demo standard features and elicit feedback from the customer.

B. Update the page layouts to show the most relevant information at the top.

C. Scope the development of an integration with enterprise resource planning (ERP)

Answer: (SHOW ANSWER)

Explanation

The action that the business analyst should take to quickly introduce new functionality to impress the customer is to demo standard features and elicit feedback from the customer. Demoing standard features means showing the customer how Sales Cloud can provide out-of-the-box functionality that meets their needs or expectations without requiring extensive customization or development. Eliciting feedback means asking the customer for their opinions or suggestions on how Sales Cloud can improve their sales process or performance. Demoing standard features and eliciting feedback helps to quickly introduce new functionality to impress the customer by demonstrating the value and benefits of Sales Cloud, as well as engaging and involving the customer in the solution design and delivery. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 117

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

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

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

A. Definition of done

B. User persona

C. Acceptance criteria

Answer: (SHOW ANSWER)

Explanation

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

Acceptance criteria are statements that define what conditions or requirements must be met for a user story or sprint to be accepted by the user or stakeholder. Acceptance criteria help to clarify the scope, functionality, and quality of the user story or sprint, provide a basis for testing and validating the work done, and ensure that it meets the user's needs and expectations. By reviewing and revising

acceptance criteria for the user story about an Opportunity email alert, the BA can provide more clarity to the team about what type of testing is needed. References:
https://trailhead.salesforce.com/en/content/learn/modules

NEW QUESTION: 118

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. Evaluating the team's skills and experiences to determine how the can better align.

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

Answer: C (LEAVE A REPLY)

Explanation

The business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences. This will allow the teams to come to a common understanding of what a qualified lead is and how they can work together to improve the lead qualification process.
Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:
Mapping historical lead data from each team and building charts to highlight similarities is not likely to be effective in resolving the disconnect between the teams. This is because the teams may have different definitions of what a qualified lead is, and the data may not be able to resolve these differences.
Evaluating the team's skills and experiences to determine how they can better align is not likely to be effective in resolving the disconnect between the teams. This is because the teams may have different definitions of what a qualified lead is, and the evaluation is not likely to change these definitions.
Scheduling an all-day collaboration workshop with both teams to resolve their differences is the most likely to be effective in resolving the disconnect between the teams. This is because the workshop will allow the teams to come to a common understanding of what a qualified lead is and how they can work together to improve the lead qualification process.
In conclusion, the business analyst should focus on scheduling an all-day collaboration workshop with both teams to resolve their differences. This will allow the teams to come to a common understanding of what a qualified lead is and how they can work together to improve the lead qualification process.

NEW QUESTION: 119

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

A. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.

B. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
C. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
Answer: A (LEAVE A REPLY)
Explanation
The best practice for identifying which stage in the sales process the industry standard due-diligence should be embedded is to develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage. This practice helps to:
Develop a process map as a base: This provides a visual representation of the sales process, showing the steps, inputs, outputs, roles, and decisions involved in each stage.
Work with stakeholders to understand the trigger point: This helps to elicit feedback and insights from the stakeholders who are familiar with or affected by the sales process, and identify when or why the industry standard due-diligence is needed or required.
Locate the stage: This helps to determine where in the sales process the industry standard due-diligence should be embedded, based on the trigger point and the business logic. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/create-a-proc

NEW QUESTION: 120
A business analyst (BA) at Universal Containers (UC) has been asked to evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind. Management wants to use the output from the BA's evaluation to inform decisions about UC's future implementations of Sales Cloud and Service Cloud.
What should the BA use for their evaluation?
A. Cross-functional flowchart
B. Entity Relationship Diagram (ERD)
C. Universal Process Notation (UPN)
Answer: (SHOW ANSWER)
Explanation
A cross-functional flowchart is a type of diagram that shows the steps of a business process across different roles or departments. It is useful for evaluating a business process at a high level and in detail, while also keeping regulatory considerations in mind. A cross-functional flowchart can help to identify who is responsible for each step, how information flows between different functions, and where there are gaps or inefficiencies in the process. It can also help to ensure compliance with regulations by showing how controls and checks are implemented in the process. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro