Salesforce.Certified-Business-Analyst.v2023-09-15.q128

Exam Code:	Certified-Business-Analyst
Exam Name:	Salesforce Certified Business Analyst Exam
Certification Provider:	Salesforce
Free Question Number:	128
Version:	v2023-09-15
# of views:	1435
# of Questions views:	1280
https://www.freepdfdumps.com/Salesforce.Certified-Business-Analyst.v2023-09-15.q128.html	

NEW QUESTION: 1
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: 2
Up to how many Profiles can a User have?
A. Up to 3
B. The Administrator can have up to 3, normal users only 1.
C. As many as required.
D. Only 1
Answer: (SHOW ANSWER)
Explanation
A User can have only 1 Profile in Salesforce. A Profile defines the permissions and access settings for a User.
A User cannot have multiple Profiles or switch between them. A User can have multiple Permission Sets, which are additional sets of permissions that can be assigned toa User on top of their Profile.
References:https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5

NEW QUESTION: 3
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: (SHOW ANSWER)
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-st

NEW QUESTION: 4

The business analyst (BA) working with the contract renewal team at Cloud kicks has mapped out is current renewal process, the BA has noted where representatives are inputting contract information from PDF document which is introducing errors an inaccurate date into Salesforce.

Which type of inefficiency is happening during this step in the process?

A. Avoidance

B. Manual effort

C. Duplication

Answer: B (LEAVE A REPLY)

Explanation

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

References:https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify

NEW QUESTION: 5

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

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

A. The UAT should have been performed by customers who are familiar with the products.

B. The UAT should have been performed with both peak load and average load simulation.

C. The AT should have been performed with enough time to resolve bugs in the new feature,

Answer: B (LEAVE A REPLY)

NEW QUESTION: 6

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

Which type of meeting should be held?

A. Retrospective

B. Daily stand-up
C. Sprint review
Answer: C (LEAVE A REPLY)
Explanation
This answer selects sprint review as the type of meeting that should be held to review the current build with stakeholders and gather feedback. A sprint review is a meeting that takes place at the end of each sprint in the scrum methodology, where the development team demonstrates the working product increment to the stakeholders and collects their feedback. A sprint review helps to validate the requirements, evaluate the progress, and adjust the priorities for the next sprint.
References:https://trailhead.salesforce.com/en/content/learn/modules/agile-development-with-scrum/perform-a-s

NEW QUESTION: 7
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/

NEW QUESTION: 8
Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time. The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?
A. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.
B. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.
C. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.
Answer: A (LEAVE A REPLY)
Explanation
This answer describes how process mapping can help the BA get started on this project of analyzing and breaking down CK's typical sales cycle. Process mapping is a technique that involves creating a visual representation of a business process, showing its inputs, outputs, steps, actions, decisions, roles, and dependencies. Process mapping can help the BA communicate and understand how a process works in its current state, and identify areas for improvement or optimization.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 9
A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements.
Which document should the BA use?
A. RACI chart
B. User stories
C. Stakeholder analysis
Answer: C (LEAVE A REPLY)
Explanation
The document that the business analyst should use to identify the people who can describe the business problem and provide detailed requirements is stakeholder analysis. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc. A RACI chart is a document that defines and clarifies the roles and responsibilities of different stakeholders in relation to specific tasks or deliverables. It can help the business analyst manage stakeholder expectations and avoid confusion or conflicts. A user story is a document that

captures a requirement or feature from an end user's perspective. It can help the business analyst communicate what needs to be done and why it matters. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 10

The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.
The team is unsure of which story to begin working on.
What should the business analyst do to help with prioritization?

A. Verify acceptance criteria.

B. Identify dependent components.

C. Delete the definition of done

Answer: B (LEAVE A REPLY)

Explanation

The business analyst should identify dependent components to help with prioritization of user stories to add to an sprint. Dependent components are components that rely on or affect other components in an application or system. Identifying dependent components can help determine which user stories are more critical, complex, risky, or interrelated than others and prioritize them accordingly. Identifying dependent components can also help avoid conflicts, errors, or delays caused by missing or incompatible components when developing or deploying user stories. Verifying acceptance criteria is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Verifying acceptance criteria is a process that checks whether a user story meets its conditions or requirements for being done or acceptable. Verifying acceptance criteria can help validate and test user stories but does not help prioritize them based on their importance or urgency. Deleting the definition of done is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Deleting the definition of done is a process that removes the criteria or standards that indicate when a user story is completed and ready for deployment. Deleting the definition of done can reduce quality and consistency of user stories but does not help prioritize them based on their importance or urgency.

References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-pr

NEW QUESTION: 11

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.
What is another important step the BA should take to identify the correct decision makers?

A. Survey the business units.

B. Create a stakeholder wheel.

C. Prepare a RACI matrix.
Answer: C (LEAVE A REPLY)
Explanation
The important step that the business analyst should take to identify the correct decision makers is to prepare a RACI matrix. A RACI matrix is a tool that defines and assigns the roles and responsibilities of stakeholders or team members for each task or activity in a project or enhancement. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix helps to identify the correct decision makers by showing who has the authority or accountability for making decisions on each task or activity, as well as who needs to be consulted or informed about those decisions. A RACI matrix also helps to avoid confusion, duplication, or conflict among stakeholders or team members.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 12
When creating a new User how can the Admin make sure a temporary password is generated?
A. Select "Temporary Password and Confirmation Email Required"
B. There are no temporary passwords available for setup of new users in Salesforce.
C. Select "Generate Passwords and notify the user via email."
D. This is a default feature, no setup required.
Answer: C (LEAVE A REPLY)
Explanation
Selecting "Generate Passwords and notify the user via email." is how the Admin can make sure a temporary password is generated when creating a new User. Selecting "Temporary Password and Confirmation Email Required" is not a valid option when creating a new User. There are temporary passwords available for setup of new users in Salesforce. This is a default feature, but it requires setup by selecting the correct option.
References: https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION: 13
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: A (LEAVE A REPLY)

Explanation
This answer states that conducting elicitation with stakeholders regarding their parts of the process is what the BA should do to close the gaps or confirm the process steps after conducting a group workshop with stakeholders to understand and document in-scope business processes. Elicitation is a technique that involves asking questions, gathering information, or observing behaviors to understand the needs, expectations, and goals of the stakeholders or users. Conducting elicitation with stakeholders can help the BA to clarify any ambiguities, resolve any conflicts, verify any assumptions, and validate any information regarding their parts of the process. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

NEW QUESTION: 14
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/

NEW QUESTION: 15
At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team, The director believes their needs are of the highest importance.
What should the business analyst do when disruptions to the project occur?
A. 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: C (LEAVE A REPLY)
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/

NEW QUESTION: 16
Universal Containers (UC) wants to overhaul its Service Cloud implementation and has hired a consulting company to help drive requirements. In an effort to gain more information about the project, the business analyst (BA) has begun to review UC's structure to understand the functions of each department, how departments interact, and who reports to whom within UC.
Which technique is the BA using?
A. Enterprise Analysis
B. Stakeholder Analysis
C. Strategy Analysis
Answer: B (LEAVE A REPLY)
Explanation
The technique that the business analyst is using to understand UC's structure is stakeholder analysis.
Stakeholder analysis is a technique that involves identifying, analyzing, and engaging the individuals or groups who have an interest or influence in the project outcome, such as customers, users, sponsors, managers, team members, etc. Stakeholder analysis helps to understand the functions, interactions, and reporting relationships of each stakeholder group, as well as their needs, expectations, priorities, and concerns.
Stakeholder analysis also helps to plan how to communicate, collaborate, and manage the stakeholders throughout the project lifecycle. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-

NEW QUESTION: 17
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 business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.
C. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 18
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 m the middle of a sprint.
Which step should the BA take next?
A. Add the change request to the backlog to be prioritized for the next sprint.
B. De-prioritize some user stones and add the change request to the current sprint.
C. Begin working on the change request as soon as the team has capacity.
Answer: C (LEAVE A REPLY)
Explanation
The step that business analyst should take next after receiving urgent high-priority change request middle sprint add change request backlog prioritized next sprint backlog list user stories features enhancements bugs fixes need done project backlog prioritized based importance urgency value risk etc adding change request backlog prioritized next sprint helps maintain scope integrity current sprint avoid disrupting ongoing work respect sprint goal commitment.
De-prioritizing some user stories and adding change request current sprint not step that business analyst should take next after receiving urgent high-priority change request middle sprint de-prioritizing some user stories adding change request current sprint helps accommodate new requirement but compromises existing work disrupts sprint goal

commitment de-prioritizing some user stories adding change request current sprint should only done exceptional cases after consulting whole team stakeholders sponsors.
Beginning working change request soon team has capacity not step that business analyst should take next after receiving urgent high-priority change request middle sprint beginning working change request soon team has capacity helps address new requirement but compromises existing work disrupts sprint goal commitment beginning working change request soon team has capacity should only done exceptional cases after consulting whole team stakeholders sponsors.
References:
https://trailhead.salesforce.com/en/content/learn/modules/agile-project-management/agile-project-management-s

NEW QUESTION: 19
Cloud Kicks is preparing for User Acceptance testing (UAT) related to an upcoming major release.
To which environment should a business analyst recommend that users log in to complete their assigned testing?
A. Full Sandbox
B. Production
C. Developer
Answer: (SHOW ANSWER)
Explanation
This answer states that a full sandbox is what users should log in to complete their assigned testing for preparing for UAT related to an upcoming major release at Cloud Kicks. A full sandbox is a type of sandbox that copies all data and metadata from an organization's production environment into an isolated environment for development, testing, or training purposes. A full sandbox is what users should log in to complete their assigned testing because it provides a realistic and accurate representation of how the new functionality would work in production, and it allows users to test without affecting live data or operations.
References:https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-mod

NEW QUESTION: 20
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: (SHOW ANSWER)

Explanation
This answer states that business users, project manager, and key stakeholders are the people who should participate in UAT for an Experience Cloud implementation. UAT is a phase of testing where the BA verifies that the solution meets the requirements and expectations of the end users or customers. Business users are the people who will use or benefit from the solution on a regular basis, and who can provide feedback on its functionality, usability, and value. Project manager is the person who oversees and coordinates the project activities, resources, and deliverables, and who can ensure that UAT is conducted according to the project plan and scope. Key stakeholders are the people who have a significant interest or influence in the project outcome, and who can approve or reject the solution based on UAT results

NEW QUESTION: 21
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-expe

NEW QUESTION: 22
What is the storage of the Developer Pro Sandbox?
A. 300MB
B. 200MB
C. 2GB
D. 1GB
Answer: (SHOW ANSWER)
Explanation
The storage of the Developer Pro Sandbox is 1GB. 300MB, 200MB, and 2GB are not valid storage sizes for the Developer Pro Sandbox.
References:https://help.salesforce.com/s/articleView?id=sf.data_sandbox_environments.htm&type=5

NEW QUESTION: 23
Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called "Lost Reason" on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals.
Which option should the BA use to construct the user story?
A. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.
B. As a sales team member, I need additional enablement training and reporting information to help the improve close rates.
C. AS a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.
Answer: A (LEAVE A REPLY)
Explanation
This answer provides an example of how to construct the user story for creating a new picklist field called
"Lost Reason" on the Opportunity object with the goal of improving pipeline reports, using this format: As a
<persona>, I want <goal>, so that <value>. This answer defines the persona as "sales leader", who is likely to be one of the main users or beneficiaries of this feature. It also defines the goal as "see more details on Closed/Lost Opportunities", which is what they

want to accomplish with this feature. Finally, it defines the value as "help the sales team improve close rates", which is why they want to accomplish this goal and how they will measure success.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 24
Which step should a business analyst take to establish credibility and covert empathy with stakeholders during discovery sessions for a new Experience site?
A. Describe work with other companies that has solved similar problem.
B. Ensure the workshop schedule consider tome zone and language differences.
C. Reiterate the project objectives and the KPIs that will be tracked.
Answer: C (LEAVE A REPLY)
Explanation
The best practice for establishing credibility and conveying empathy with stakeholders during discovery sessions is to ensure the workshop schedule considers time zone and language differences. This shows respect and sensitivity to the stakeholders' preferences and needs, and helps to avoid potential misunderstandings or conflicts. It also helps to build rapport and trust with the stakeholders, and encourages their participation and engagement. The other options are either irrelevant or ineffective. Option A does not address the stakeholders' needs or expectations, and may come across as boastful or arrogant. Option C does not convey empathy or understanding, and may be too repetitive or boring.
References:https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facili

NEW QUESTION: 25
A business analyst (BA) at Northeren Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sale users in various locations have been identified to participate.
Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?
A. Demo prototype
B. Virtual whiteboard
C. One-on-one meetings
Answer: B (LEAVE A REPLY)
Explanation
A virtual whiteboard is a technique that a business analyst can use to optimize effectiveness and build a shared understanding of an idea and approach with sales users in various locations. A virtual whiteboard is an online tool that allows multiple participants to collaborate visually by drawing, writing, or annotating on a shared screen. It can help

them brainstorm ideas, create diagrams, or give feedback in real time. A demo prototype is a technique that can be used to show how an idea works or looks like, but not to collaborate on it. One-on-one meetings are techniques that can be used to communicate with individual stakeholders, but not with a group.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 26
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: B (LEAVE A REPLY)
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: 27
A business analyst has been tasked with leading prototype efforts for a Salesforce project.
What is a prototype?
A. A polished, proven solution
B. A model of a final proposed product

C. A first pass, simple sketch of an idea
Answer: C (LEAVE A REPLY)

NEW QUESTION: 28
After completing requirements gathering session for a Sales Cloud implementation, the business analyst (BA) has started to write user stories. During an internal user story grooming session, the project manager decided that each user story must:
* Be assigned a level of effort
* Be demonstrated to the stakeholder
* Have documented deployment steps
Where should the DA capture these requirements?
A. Definition of done
B. Assumptions
C. Acceptance criteria
Answer: A (LEAVE A REPLY)
Explanation
This answer states that definition of done is where the BA should capture these requirements after writing user stories for developing a solution for managing leads in Sales Cloud at UC: be assigned a level of effort, be demonstrated to the stakeholder, and have documented deployment steps. Definition of done is a set of criteria that defines when a user story or a task is completed and ready for deployment or delivery. Capturing these requirements in the definition of done means that the BA specifies that a user story or a task must meet or pass these criteria in order to be considered done. Capturing these requirements in the definition of done is where the BA should do it after writing user stories because it helps the BA to clarify and communicate the expectations and standards of the user stories or tasks, and to ensure that they are met orpassed.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 29
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: 30
Which of the following User Management terms is best described by this definition: " Record created to identify a new employee that starts accessing Salesforce"
A. Profiles
B. Salesforce characters
C. Users
D. Roles
Answer: (SHOW ANSWER)
Explanation
Users is the User Management term that is best described by this definition: "Record created to identify a new employee that starts accessing Salesforce". Profiles are User Management terms that define what users can do within an organization based on their job function and responsibilities. Roles are User Management terms that control data visibility and reporting hierarchy within an organization based on users' positions. Usernames are User Management terms that identify users when they log in to Salesforce.
References:https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5

NEW QUESTION: 31
The business analyst (BA) is preparing for the initial requirements gathering workshops with Cloud Kicks on a new Sales Cloud project. The BA has identified the stakeholders, reviewed the project scope, and scheduled each workshop.
Which key steps should the BA take next?
A. Identify persona, document the current state, and purpose the future state.
B. Document the current state, offer a survey to stakeholder, and propose the future state.
C. Document the current state, email it to attendees with an agenda, and propose the future state.
Answer: A (LEAVE A REPLY)
Explanation
This answer states that identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop for preparing for

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

NEW QUESTION: 32
Universal Containers (UC) needs a Quip template to create Account plans. UC's business analyst has been tasked with documenting requirements for this initiative. During one of the business requirements gathering sessions, a sales manager notes that it's important the new template is user-friendly and only accessible to the account team.
Which option captures this requirement?
A. Make the template user-friendly and accessible only by members of the account team.
B. The sales manager can make the template user-friendly.
C. Accessible by members of the account team.
Answer: (SHOW ANSWER)
Explanation
The option that captures this requirement is "Make the template user-friendly and accessible only by members of the account team." This option clearly states what needs to be done (make the template user-friendly and accessible) and who it is for (members of the account team). The other options are either incomplete or irrelevant. Option B does not specify what needs to be done or who it is for. Option C does not specify what needs to be done or why it is important.

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

NEW QUESTION: 33

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: A (LEAVE A REPLY)

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/

NEW QUESTION: 34

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

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

A. Collaborate with stakeholders to examine and define CK's purpose, customers, metrics, and overall business to inform project direction and vision.

B. Discuss and document specific pain points in existing processes to inform future project requirements.

C. Preview potential Salesforce solutions and collect feedback from stakeholders on each option to inform the direction of the project.

Answer: A (LEAVE A REPLY)

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

NEW QUESTION: 35
Northern Trail Outfitters is starting a project to implement Service Cloud for the customer service department.
Which activity should be handled by a business analyst assigned to this project?
A. Work with Salesforce to purchase the necessary licenses.
B. Manage existing Salesforce applications and activities.
C. Understand current business processes and document existing functionality.
Answer: (SHOW ANSWER)
Explanation
A business analyst assigned to a Service Cloud project should understand the current business processes and document the existing functionality of the customer service department. This will help them identify the gaps, pain points, and opportunities for improvement. Working with Salesforce to purchase the necessary licenses is a task for the project manager or sponsor. Managing existing Salesforce applications and activities is a task for the administrator or developer. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 36
Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue

tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.
Which method should the BA use to start collecting data?
A. Brainstorming and prototyping
B. Observation and interviewing
C. focus groups and workshops
Answer: (SHOW ANSWER)
Explanation
This answer suggests observation and interviewing as methods to collect data for the BA to determine the cause and recommend a solution for UC's sales challenge. Observation andinterviewing are techniques that help the BA understand how users perform their tasks, what challenges they face, and what their needs and expectations are. Observation involves watching users in their natural environment, while interviewing involves asking users open-ended questions. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-shadowing-
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-interviews-

NEW QUESTION: 37
Universal Containers is developing a new recurring app utilizing Lightning screen flows. The business analyst (BA) has started writing user stores in a repository. The project lead has edited user stories in the DevOps tool to make them more complete.
What should the BA do to understand which user stories were modified?
A. Review the approval history.
B. Review the change sets history
C. Review the version control history.
Answer: C (LEAVE A REPLY)
Explanation
The business analyst should review the version control history to understand which user stories were modified by the project lead. Version control is a system that records changes to a file or set of files over time so that you can recall specific versions later. Version control can help track who made what changes, when, and why.
It can also help compare different versions, merge changes, resolve conflicts, and restore previous versions.
The business analyst should use a version control system to store and manage their user stories in a repository and review the version control history to see the edits made by the project lead. Reviewing the approval history is not a good option because it would only show who approved or rejected the user stories, not who modified them or how. Reviewing the change sets history is not a good option because it would only show what metadata

components were deployed or retrieved between orgs, not what user stories were modified or how. References:
https://trailhead.salesforce.com/en/content/learn/modules/org-development-model/get-to-know-org-development

NEW QUESTION: 38

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-reso

NEW QUESTION: 39

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

A. Negotiable

B. Valuable

C. Small

Answer: C (LEAVE A REPLY)

Explanation

The checklist item that is the most likely reason why the stories are incomplete at the close of the sprint is small. Small means that a user story should be simple and concise, and it should beable to be completed within a single sprint by a single developer or a small team. A user story that is too large or complex may be difficult to estimate, prioritize, test, or deliver within the sprint timeframe. A user story that is too small may be trivial, redundant, or irrelevant to the project goals. A user story that is not small enough may need to be broken down into smaller and more manageable chunks.
References:https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 40
Universal Containers is focused on an initiative to streamline its channel management processes. Due to the level of complexity, the business analyst (BA) will gather and document the key points in preparation to build a more detailed process map.
Which diagram should the BA use in this case?
A. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
B. Capability Model
C. Value Stream Map
Answer: A (LEAVE A REPLY)
Explanation
A SIPOC diagram is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. It can help identify the scope and boundaries of a process and the stakeholders involved. A capability model is a strategic tool that shows the high-level capabilities of an organization, but it does not show the details of a process. A value stream map is a detailed process map that shows the value-added and non-value-added activities, cycle times, wait times, and other metrics of a process, but it may be too complex for capturing key points. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collabor

NEW QUESTION: 41
A business analyst has been asked to evaluate all of the reporting tools that Universal Containers (UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality.
Which tool would help UC understand the existing functionality.
A. Value stream map
B. Capability model
C. Process map
Answer: (SHOW ANSWER)
Explanation

The tool that would help UC understand the existing functionality of all of its reporting tools 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.
In this case, UC can use a capability model to map out all of its reporting tools by their capabilities or functions, such as data sources, data integration, data analysis, data visualization, data sharing, etc. This would help UC understand what each reporting tool can do or provide, how they relate or differ from each other, and where there may be redundancies or inefficiencies in their reporting processes. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 42
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 fromend 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-storiesh

NEW QUESTION: 43
Over the past month, a business analyst (BA) has worked with various stakeholders at Cloud Kicks to document requirements for an upcoming Tableau implementation. A stakeholder suggested a revision to the requirements. The BA sent the updated requirements to the stakeholders and they signed off.
Where should the BA track this milestone?

A. Statement of work
B. Change log
C. Sprint plan
Answer: A (LEAVE A REPLY)

NEW QUESTION: 44
As a business analyst (BA) starts engaging stakeholders for a user story writing workshop, an executive sponsor questions why the Commerce Cloud project is creating user stories rather than standard requirements.
What is one benefit of creating user stories that the BA can share with the executive sponsor?
A. It defines technical specifications early in the process.
B. It helps testers determine the most efficient way to validate solutions.
C. It saves time when prioritizing and implementing functionality.
Answer: (SHOW ANSWER)
Explanation
One benefit of creating user stories that the business analyst can share with the executive sponsor is that it saves time when prioritizing and implementing functionality. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories help to capture the value and benefits of a solution, rather than the technical details or specifications. User stories also help to facilitate communication and collaboration among stakeholders, developers, and testers. User stories can save time when prioritizing and implementing functionality because they can be easily ranked or ordered based on their importance, urgency, dependency, or impact. User stories can also save time when implementing functionality because they can be easily translated into development tasks, acceptance criteria, and test cases.
References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 45
The delivery team at Cloud Kicks is getting ready to demonstrate some new Sales Cloud functionality for a project's stakeholders. The business analyst has prepared a demo script, created test data in the sandbox, and tested the new functionality.
Which additional activity is most likely to result in a successful sprint demo?
A. Conducting multiple dry runs
B. Exporting a backup copy of the demo data
C. Performing a code review
Answer: A (LEAVE A REPLY)
Explanation
This answer states that conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo for demonstrating some new Sales Cloud

functionality for a project's stakeholders at Cloud Kicks. A dry run is a practice or a rehearsal of a presentation or a demonstration before the actual event.
Conducting multiple dry runs means that the BA performs and repeats the presentation or the demonstration of the new Sales Cloud functionality several times before showing it to the project's stakeholders. Conducting multiple dry runs is the additional activity that is most likely to result in a successful sprint demo because it helps the BA to prepare and polish their presentation or demonstration skills, to identify and fix any errors or issues in the new Sales Cloud functionality, and to anticipate and address any questions or feedback from the project's stakeholders.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 46
A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.
What are the top three benefits of creating a process map?
A. Engages stakeholders, identifies improvements, and starts the change process
B. Builds accountability, increases revenue, and decreases overall time spent on requirements
C. Identifies improvements, decreases project costs, and starts the change process
Answer: (SHOW ANSWER)
Explanation
A process map is a visual representation of a business process that helps to engage stakeholders, identify improvements, and start the change process. By creating a process map, the business analyst can understand the current state of the process, identify pain points and opportunities for improvement, and communicate the findings and recommendations to the stakeholders. A process map also helps to initiate the change process by providing a baseline for measuring the impact of the proposed solutions.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 47

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

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

What is one definition of done for this user story?

A. The Candidate Status field can be updated.

B. The acceptance criteria has been approved.

C. The Candidate object has Edit access.

Answer: A (LEAVE A REPLY)

Explanation

A definition of done is a set of criteria that determines when a user story is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the userstory, such as code quality, unit testing, documentation, performance, security, and usability. One possible definition of done for this user story is "The Candidate Status field can be updated." This criterion checks if the functionality of updating the candidate's submission progress is working as expected and meets the user's need.

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

NEW QUESTION: 48

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

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

A. Include the V2MOM structure

B. Include who, What, and why

C. Include technical details

Answer: B (LEAVE A REPLY)

Explanation

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

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

Provide a basis for testing and validating the work done

Ensure that it meets the user's needs and expectations The other options are either incorrect or irrelevant. Option A is incorrect because V2MOM is a structure that defines an organization's vision, values, methods, obstacles, and measures, not a user story. Option C is incorrect because technical details are not part of auser story, but rather part of acceptance criteria or design specifications.
References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 49
Universal Containers is in the discovery phase of a new Service Cloud project. The lead business analyst (BA) review user stories written by junior Bas. The lead BA discovers these user stories are missing details, as how case routing should work. The lead BA asks the junior Bas to make revisions based on the intended audience for the user stories.
A. End user and development team
B. Development and QA teams
C. Business user and QA team
Answer: (SHOW ANSWER)
Explanation
This answer states that development and QA teams are the intended audience for the user stories written by junior BAs for developing a solution to help UC track and analyze its carbon emission in an effort to meet its new initiatives. Development team is a group of people who are responsible for building, testing, and deploying the solution based on the user stories. QA team is a group of people who are responsible for verifying, validating, and ensuring the quality of the solution based on the user stories. Development and QA teams are the intended audience for the user stories because they need to understand what to build and how to test the solution, and they need to provide feedback or clarification on the user stories.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 50
The business analyst (BA) at Cloud Kicks has been asked to map the current sales process in Sales Cloud to document legal compliance with local privacy regulations, which can differ based on the state or country of a data transaction.
Which activity would be most effective in helping the BA understand the sales process?
A. Using live workshops to map out the sales process
B. Asking stakeholders to complete a questionnaire
C. Conducting individual interviews with stakeholders
Answer: A (LEAVE A REPLY)
Explanation

This answer suggests using live workshops to map out the sales process as the most effective activity for the BA to understand the sales process at CK. A live workshop is a collaborative session where the BA facilitates a group discussion with stakeholders or users to elicit information, generate ideas, or solve problems. A live workshop can help the BA map out the sales process by engaging participants in creating a visual representation of the process, identifying pain points and opportunities, and reaching a consensus on the current state.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 51
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 criterion 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 acceptancecriterion 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 criterion 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-pr

NEW QUESTION: 52

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: 53

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: (SHOW ANSWER)

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-storiesh

NEW QUESTION: 54

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

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

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

B. Build a capability model.

C. Schedule a storyboarding session.

Answer: C (LEAVE A REPLY)

Explanation

This answer states that scheduling a storyboarding session is what the BA should do to help stakeholders visualize how Marketing Cloud uses insights to create journeys, when timelines are too tight to present a demo, and approval from stakeholders is needed soon in order to keep the project on track. A storyboarding session is a technique that involves creating and presenting a series of sketches or images that illustrate how a user interacts with a system or a feature. A storyboarding session can help the BA to show stakeholders how Marketing Cloud uses insights to create journeys by depicting the steps, actions, and outcomes of the process in a visual and engaging way. A storyboarding session can also help the BA to elicit feedback, validate requirements, and obtain approval from stakeholders in a timely manner.

NEW QUESTION: 55

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: 56

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

A. The third-party implementation team, with support from the internal technology teams affected by the project who understand NTO's vision and strategy

B. The business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features

C. The project manager, with support from the third-party implementation and business teams who understand both platform and business priorities.

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

Explanation

The process of prioritizing the business backlog should be owned by the business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features. The business backlog is a list of requirements or user stories that describe the features or functionality that the business needs or wants from a project or enhancement. The business backlog should be prioritized by the business teams affected because they are the ones who have the most knowledge and interest in the business value and impact of each requirement or user story. The business backlog should also be supported by the internal technology teams who understand ways to maximize Salesforce's declarative features because they are the ones who have the most knowledge and expertise in the technicalfeasibility and complexity of each requirement or user story.

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

NEW QUESTION: 57

Northern Tail Outfitters has fixed a business analyst (BA to help revamp the order management process.

During the backlog regiment session, the BA discovers the few user satires are no longer needed.

What should the BA do next?

A. Cancel these user stones and remove them from the backlog.

B. Move these user stones to the button of the backlog.

C. Review these user stones in the backlog at the next sprint retrospective.

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

Explanation

This answer states that reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed for revamping the order management process at NTO. User stories are short descriptions of a feature or a functionality from a user's perspective. Backlog is a list of user stories that need tobe prioritized and completed for a project or a product.
Sprint retrospective is a meeting or a workshop where the project team reviews and reflects on their performance and progress in the previous sprint. Reviewing these user stories in the backlog at the next sprint retrospective means that the BA discusses and evaluates these user stories with the project team to determine if they are still relevant, valuable, or feasible for revamping the order management process. Reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed because it helps the BA to update and maintain the backlog, and to ensure that the user stories align with the project scope and goals.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 58
The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).
What is a business analyst's role during UAT?
A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
B. Document user stories and clarify business needs so IT can deliver results based on the requirements.
C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.
Answer: (SHOW ANSWER)
Explanation
The business analyst's role during UAT is to coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live. The business analyst is responsible for facilitating UAT by ensuring that all stakeholders are involved and engaged in testing the solution according to their roles and responsibilities.
The business analyst is also responsible for monitoring and reporting on UAT progress and results by tracking any issues or bugs that are detected during testing and communicating them to the IT team for resolution. The business analyst's role during UAT is to ensure that the solution meets the requirements and expectations of all stakeholders before it is deployed to production.
References:https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-use

NEW QUESTION: 59
Universal Containers is transitioning to Slack as its internal communication tool and is ready to release.
What is the final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision?
A. Complete development on bugs discovered during this phase.
B. Get written sign-off from all business stakeholders.
C. Conduct a final retrospective meeting with the project team.
Answer: (SHOW ANSWER)
Explanation
The final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision is to get written sign-off from all business stakeholders. Written sign-off means obtaining formal approval or confirmation from the business stakeholders that the system or solution meets their requirements or expectations and is ready to be released to production. Written sign-off helps to ensure a "go" decision by demonstrating that the system or solution has passed all the tests or validations, as well as resolving any issues or risks that may prevent the release. Written sign-off also helps to document and communicate the completion and acceptance of the user acceptance testing process.
References:https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-use

NEW QUESTION: 60
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: 61

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

This answer identifies a journey map as the document that the BA should create to visually illustrate the customer case lifecycle for UC. A journey map is a tool that shows how customers interact with a business across different touchpoints, channels, and stages. A journey map helps to understand and improve the customer experience, identify pain points and opportunities, and align business goals with customer needs.

References:https://trailhead.salesforce.com/en/content/learn/modules/customer-journey-basics/create-a-customer

NEW QUESTION: 62

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

What should the BA do next?

A. Write the test scripts.

B. Define the acceptance criteria

C. Plan the sprint schedule.

Answer: B (LEAVE A REPLY)

Explanation
This answer states that defining the acceptance criteria is what the BA should do next after conducting discovery sessions for implementing Experience Cloud at UC and writing user stories. Acceptance criteria are a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery. Defining the acceptance criteria means that the BA specifies what the solution must do or have to satisfy the user story, and how to verify or measure its success. Defining the acceptance criteria is what the BA should do next after writing user stories because it helps the BA to clarify and communicate the requirements and expectations of the user story, and to ensure that the solution meets them.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 63
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
This answer states that using a DevOps tool can help to track changes in real time and provide a single source of truth as the benefits of using a DevOps tool in this situation where the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. A DevOps tool is a software application that supports the collaboration and automation of development and operations teams, such as Git, Jira, or Azure DevOps. A DevOps tool can help to track changes in real time by synchronizing the code changes, user stories, tasks, and bugs across different environments and branches. A DevOps tool can also help to provide a single source of truth by storing and managing all the project artifacts, such as requirements, code, tests, and documentation, in one centralized location that is accessible and visible to all project team members.
References:https://trailhead.salesforce.com/en/content/learn/modules/git-and-git-hub-basics/work-with-teams

NEW QUESTION: 64
A business analyst (BA) at Northern Trail Outfitters has been asked to prepare documentation including acceptance criteria and definition of done for a Heroku project.
Which way should the BA approach creation of this documentation?

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

NEW QUESTION: 65
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: 66
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 theproject 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/

NEW QUESTION: 67
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: A (LEAVE A REPLY)
Explanation
This answer states that using a collaborative influencing style is what the BA should use when presenting their findings to the CMO and other stakeholders after surveying the marketing group about their pain points and discovering that their concerns differ from the CMO's theory about issues with the UX of Campaigns in Salesforce. A collaborative influencing style is an approach that involves working with others to find a mutually beneficial solution or outcome. A collaborative influencing style can help the BA to present their findings to the CMO and other stakeholders by acknowledging their perspectives, sharing relevant data and insights, and seeking their input and feedback. A collaborative

influencing style can also help the BA to build trust and rapport with the CMO and other stakeholders, and to facilitate a constructive dialogue and consensus among them.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 68

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 develop a process to gather feedback from end users regularly.
C. CK will get insights to current business processes.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 69

Universal Containers is about to kick off a new Salesforce implementation, bringing both sales and service teams onto the platform. Each team has been managing Accounts and Contacts in their own way even though the Accounts and Contacts are shared between the teams. This has resulted in disagreements about what should be built in Salesforce.
Which groups should the business analyst work with to gain full alignment on a common program vision and strategy?
A. Business leaders, middle management, and end users
B. Senior leadership, IT leadership, and middle management
C. Executive sponsors, IT leadership, and end users
Answer: (SHOW ANSWER)
Explanation
The groups that the business analyst should work with to gain full alignment on a common program vision and strategy are senior leadership, IT leadership, and middle management. Senior leadership are the executives who have the authority and vision for the Salesforce implementation. IT leadership are the managers or directors who oversee the technical aspectsof the Salesforce implementation. Middle management are the supervisors or team leads who manage the sales and service teams. These groups can help the business analyst define the goals, scope, requirements, and success criteria of the Salesforce implementation, and resolve any disagreements or conflicts among them. Business leaders, end users, and executive sponsors are other groups that may be involved in the Salesforce implementation, but they may not have the same level of influence or responsibility as senior leadership, IT leadership, and middle management. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 70

From where can an Admin unlock a user?

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

NEW QUESTION: 71
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. Universal Process Notation (UPN)
B. Unified Modeling Language (UML)
C. Business Process Modeling Notation (BPMN)
Answer: A (LEAVE A REPLY)
Explanation
This answer selects Universal Process Notation (UPN) as the diagramming notation that the BA should use for the process map. UPN is a simple and standardized way of creating process maps, using only four symbols:
activity, decision, start/end, and annotation. UPN can help the BA create a process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 72
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/underst

NEW QUESTION: 73
Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA).
The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.
Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?
A. Test
B. Plan
C. Build
Answer: B ([LEAVE A REPLY]())
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-mod

NEW QUESTION: 74
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: (SHOW ANSWER)
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

NEW QUESTION: 75
The Business analyst (BA) at Universal Container wants to improve the case process in Salesforce after feedback customer abut resolution time.
The BA tacks the user story, request details, and configuration changes in a repository.
What is a benefit of tracking user stories in this way?
A. Multiple project team members can make and view revisions.
B. It links all changes to Salesforce metadata.
C. The development team can work parallel on the same requirement.

Answer: A ([LEAVE A REPLY])

Explanation

This answer states that multiple project team members can make and view revisions is a benefit of tracking user stories in a repository for improving the case process in Salesforce at UC. A repository is a common or central location where documents or files can be stored, accessed, and updated by multiple users or teams.

Tracking user stories in a repository means that the BA stores user stories in a repository, such as Jira, Trello, Asana, etc. Multiple project team members can make and view revisions is a benefit of tracking user stories in a repository because it enables collaboration and communication among project team members, and it ensures consistency and accuracy of user stories.

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

NEW QUESTION: 76

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

"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals." Which acceptance criteria is most appropriate for this user story?

A. Able to view the sales team's reports

B. Able to monitor the sales team's performance

C. Able to click the Run button on sales reports

Answer: B ([LEAVE A REPLY])

NEW QUESTION: 77

After the first round of user acceptance testing for a Sales Cloud project, the business analyst discovered that a high number of test cases failed.

What is a possible reason why the test cases failed?

A. Missing test org access details

B. Missing test script details

C. Missing test result details
Answer: B (LEAVE A REPLY)

NEW QUESTION: 78
A lead business analyst (BA) for a Service Cloud implementation at Universal Containers has a strict deadline.
Both the client's execute team and the project manager are eager to complete the discovery phase of the project and begin developer.
What are the key activities that the BA must complete prior to beginning development?
A. Eliciting requirements, analyzing requirements, facilitating solutions, implementing solutions
B. Eliciting requirements, writing user stories, implementing solutions, Testing solutions
C. Eliciting requirements, documenting requirements, analyzing information, facilitating solutions
Answer: (SHOW ANSWER)
Explanation
This answer states that eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation at UC. Eliciting requirements means that the BA gathers and clarifies the needs, expectations, and objectives of the stakeholders for the Service Cloud implementation. Documenting requirements means that the BA records and organizes the information obtained from eliciting requirements in a clear and concise way. Analyzing information means that the BA reviews and evaluates the information obtained from documenting requirements to identify gaps, issues, or opportunities for improvement.
Facilitating solutions means that the BA proposes and validates possible solutions or alternatives for addressing the gaps, issues, or opportunities for improvement identified from analyzing information. Eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation because they help the BA to define and communicate the scope and specifications of the Service Cloud implementation, and to ensure that they meet the stakeholder's needs, expectations, and objectives.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 79
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. Gap analysis
C. Current state analysis
Answer: B (LEAVE A REPLY)

NEW QUESTION: 80
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-mod

NEW QUESTION: 81
Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.
Which management process should the business analyst suggest to help the teams align on their competing priorities?
A. Integrated Definition for Process Description Capture Method (IDEF3)

B. Vision, Values, Methods, Obstacles, and Measures (V2MOM)

C. Business Process Modeling Notation (BPMN)

Answer: (SHOW ANSWER)

Explanation

The management process that the business analyst should suggest to help the teams align on their competing priorities is Vision, Values, Methods, Obstacles, and Measures (V2MOM). V2MOM is a framework that helps to define and communicate a shared vision and strategy for a project or organization. V2MOM stands for Vision (what you want to achieve), Values (what's important to you), Methods (how you will get it done), Obstacles (what might stand in your way), and Measures (how you will know when you're successful).

V2MOM helps to align teams on their common goals and priorities, as well as track their progress and results.

References:https://trailhead.salesforce.com/content/learn/modules/v2mom-align-your-vision-and-values/v2mom-

NEW QUESTION: 82

A cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Serval users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have located they access existing systems with only username and password.

A. Select the requirement used by the majority of the support team.

B. verify the requirement with the security team.

C. Bring the requirement to the product owner's attention.

Answer: C (LEAVE A REPLY)

Explanation

This answer states that bringing the requirement to the product owner's attention is what the BA should do after discovering that several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems while other users indicate they access existing systems with only username and password for conducting user interviews with the support team as part of a migration to Salesforce at Cloud Kicks. A product owner is a person who represents the voice of the customer or the stakeholder, and who is responsible for defining and prioritizing the requirements for a product or a project. Bringing the requirement to the product owner's attention means that the BA informs and discusses with the product owner about the different preferences or expectations of users regarding MFA for logging in to Salesforce. Bringing the requirement to the product owner's attention is what the BA should do after discovering this difference among users because it helps the BA to align and validate the requirement withthe product owner, and to determine and propose a solution or an alternative for MFA for logging in to Salesforce.

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

NEW QUESTION: 83
Sales managers at Northern Trail Outfitters (NTO) have received feedback from sales reps that record pages are slow and often take longer to load when using the app on the phone. The business analyst (BA) has been asked to evaluate NTO's org to find out which pages are the slowest to load when using the app on the phone.
What is the first step the BA should take to help resolve the issue?
A. Create a new page layout for the phone.
B. Use performance analyzer to view the assessment.
C. Confirm steps to reproduce the issue.
Answer: B (LEAVE A REPLY)
Explanation
The performance analyzer is a tool that helps business analysts and admins identify and troubleshoot performance issues on record pages. It shows the load time of each component on a record page and provides recommendations to improve performance. The first step to resolve the issue is to use the performance analyzer to view the assessment and identify the slowest components.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/op
https://help.salesforce.com/s/articleView?id=sf.performance_analyzer.htm&type=5

NEW QUESTION: 84
Which Information should the BA gather during the initial discovery meeting?
A. Employee review cycle for the support team
B. Limitations of the current support process
C. A Contact information for key stakeholders
Answer: B (LEAVE A REPLY)
Explanation
The information that the business analyst should gather during the initial discovery meeting is the limitations of the current support process. The initial discovery meeting is a meeting where the business analyst meets with the key stakeholders and sponsors of a project to understand their needs, expectations, goals, challenges, and pain points. The business analyst should gather information about the limitations of the current support process to identify the gaps, issues, or opportunities for improvement that the project aims to address. The business analyst should also gather information about the scope, budget, timeline, deliverables, roles and responsibilities, and success criteria for the project. The employee review cycle for the support team is not information that the business analyst should gather during the initial discovery meeting. The employee review cycle is a process that evaluates

the performance and development of employees on a regular basis. It is not relevant to the project scope or objectives and does not help identify the limitations of the current support process. The contact information for key stakeholders is not information that the business analyst should gather during the initial discovery meeting. The contact information for key stakeholders is a detail that can be obtained before or after the meeting, but it does not help understand the needs or expectations of the stakeholders or the limitations of the current support process.
References:https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-t

NEW QUESTION: 85
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: A (LEAVE A REPLY)
Explanation
This answer states that using standard naming conventions is the best practice that the BA should train the employee on for sending a document named UserStories_v37_final_final_final.docx. A standard naming convention is a set of rules or guidelines that define how to name or label a document or a file in a consistent and meaningful way. A standard naming convention typically includes elements such as project name, document type, version number, date, author, etc. Using standard naming conventions is the best practice that the BA should train the employee on for sending a document because it helps the BA to organize and manage documents or files more efficiently and effectively, and to avoid confusion or duplication among them.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

NEW QUESTION: 86
What are the business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle?
A. Complete testing, build training materials, and elicit requirements for the next iteration.
B. Create a data dictionary, write end user documentation, and review test scripts.
C. Gather business requirements; create process maps, and write user stories.
Answer: C (LEAVE A REPLY)
Explanation

The business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle are to gather business requirements, create process maps, and write user stories. These activities help the business analyst understand the current state, future state, and gaps of the business processes and translate them into clear and actionable requirements for the solution design and development teams. Completing testing, building training materials, and eliciting requirements for the next iteration are responsibilities during the validate phase of the Salesforce implementation lifecycle.
Creating a data dictionary, writing end user documentation, and reviewing test scripts are responsibilities during the prepare phase of the Salesforce implementation lifecycle.
References:
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/understand-the-s

NEW QUESTION: 87
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
This answer states that associating each set of metadata changes to the corresponding user story is what the BA should do to resolve these challenges with the release team.
Metadata changes are modifications to the configuration or customization of Salesforce, such as fields, objects, layouts, workflows, or apex code.
Associating each set of metadata changes to the corresponding user story can help to track and manage the changes, and link them to the business requirements and acceptance criteria. This can also help to improve the communication and collaboration between the BA, the admin, and the QA team, and avoid any confusion or errors during deployment and testing. References:
https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models

NEW QUESTION: 88
Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.

Which type of document should the BA use to meet the requirement?
A. Change management
B. Use case
C. Gap analysis
Answer: (SHOW ANSWER)
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: 89
Universal Containers (UC) has low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and train) ng process. needs a business analyst to facilitate this transition.
Which of set if actions are the most effective business needs from stakeholders?
A. send surveys to collect feedback; observe end 'Users; whiteboard incoming requests; and store communication in a centralized location.
B. Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for Changes.
C. Use multiple forms of communication; build trust; show empathy; and get commitment for next
Answer: C (LEAVE A REPLY)
Explanation
The set of actions that are the most effective for collaborating with key stakeholders are to use multiple forms of communication; build trust; show empathy; and get commitment for next steps. These actions help to establish and maintain positive and productive relationships with key stakeholders who have an interest or influence in the project outcome. Using multiple forms of communication helps to ensure clarity, consistency, and timeliness of information and feedback among stakeholders. Building trust helps to foster mutual respect, honesty, and reliability among stakeholders. Showing empathy helps to understand and acknowledge the needs, expectations, preferences, pain points, goals, etc. of stakeholders. Getting commitment for next steps helps to ensure alignment and engagement among stakeholders on the project goals, scope, roles, and responsibilities.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 90

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:
* Custom apps
* Active Salesforce Sites
* Active flows
* Custom tabs
* Visualforce pages
A Which path should the BA take to find this information?
A. Review configuration settings.
B. Conduct stakeholder interviews.
C. Read business process documentation
Answer: A (LEAVE A REPLY)
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

NEW QUESTION: 91
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: (SHOW ANSWER)
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 stepsactivities decisions involved in process detailed process map can help document existing processes clear concise way can easily understand 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: 92
The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.
What should the BA use?
A. Change Sets

B. Version control
C. Setup Audit Trail
Answer: B (LEAVE A REPLY)

NEW QUESTION: 93
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: A (LEAVE A REPLY)
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

NEW QUESTION: 94
Northern Trail Outfitters follows an Agile methodology for its Marketing Cloud projects. The project team creates several types of documents.
Which document should a business analyst use to. capture the software and behavioral requirements of the application?
A. Scope statement specification
B. Functional requirements specification
C. System requirements specification
Answer: B (LEAVE A REPLY)
Explanation
A functional requirements specification is a document that describes the software and behavioral requirements of an application, such as what features it should have and how it

should behave under different scenarios. It can help communicate the expectations and needs of the stakeholders to the development team. A scope statement specification is a document that defines the project scope, objectives, deliverables, assumptions, constraints, and exclusions. It does not describe the software and behavioral requirements of an application. A system requirements specification is a document that describes the technical requirements of an application, such as hardware, software, security, performance, and reliability. It does not describe the software and behavioral requirements of an application. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/requirem

NEW QUESTION: 95

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

NEW QUESTION: 96

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/

NEW QUESTION: 97
A sales manager at Universal Containers (UC) customized all of their list views on the Account object to include a new field. Although they have multiple list views. The sales manager prefers to keep the recently viewed list as their default list. When the manager realize they are unable to modify the recently viewed list, they reach out to UC's Salesforce team for help?
What are the next steps the business analyst should take?
A. Recommend that the user submit a ticket related to the field creation.
B. Research AppExchange solution that offer customization options.
C. Document the desired outcome and research the impact of making a change.
Answer: C (LEAVE A REPLY)
Explanation
This answer states that documenting the desired outcome and researching the impact of making a change are the next steps that the BA should take after receiving feedback from UC's sales manager who customized all of their list views on the Account object to include a new field and realized they are unable to modify the recently viewed list. Documenting the desired outcome means that the BA records what the sales manager wants to achieve or accomplish by modifying the recently viewed list, such as filtering, sorting, or grouping by the new field. Researching the impact of making a change means that the BA investigates how modifying the recently viewed list would affect other aspects of UC's Salesforce environment, such as performance, security, usability, etc. Documenting the desired outcome and researching the impact of making a change are the next steps that the BA should take after receiving feedback from UC's sales manager because they help the BA to understand and validate the business need and expectation of the sales manager, and to evaluate and propose possible solutions or alternatives for modifying the recently viewed list.

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

NEW QUESTION: 98
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. Conduct individual interviews with each team member to gather more information about the existing onboarding process.
C. Review survey feedback again to better understand pain points in the existing onboarding process.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 99
As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.
What should the business analyst do to gain the end users' cooperation?
A. Respond to end users with empathy and accommodate their needs; translate the end users' needs into technical requirements; and deliver the project to the developers to implement the solution.
B. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.
C. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liasion between business and technical teams.
Answer: C (LEAVE A REPLY)
Explanation
The best way for a business analyst to gain the end users' cooperation is to identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liasion between business and technical teams. This will help them understand their needs and expectations, demonstrate value and benefits, and facilitate communication and feedback.

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

NEW QUESTION: 100

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

A. Sprint retrospective

B. Definition of done

C. Iterative development

Answer: B (LEAVE A REPLY)

Explanation

This answer states that violating the definition of done is the principle of Agile methodology that this situation violates for completing UAT of a solution at Universal Containers. Agile methodology is an approach to software development that emphasizes delivering value to customers in short iterations or sprints, and responding to changing requirements with flexibility and collaboration. Definition of done is a criterion or a checklist that specifies when a user story or a task is considered complete and ready for deployment or delivery. Violating the definition of done means that the BA accepts a user story or a task as done without ensuring that it meets all the quality standards or acceptance criteria agreed upon by the project team.
References:https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-done

NEW QUESTION: 101

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

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

A. Put extra effort into following up with the SMEs.

B. Limit effort to contact the unresponsive SMEs.

C. Escalate the concern to the SMEs' manager.
Answer: C (LEAVE A REPLY)
Explanation
When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 102
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: B (LEAVE A REPLY)
Explanation
This answer states that using who, what, and why is what each user story should include for optimizing a very manual process in its Salesforce org. Who refers to the persona, which is a fictional representation of a typical user or stakeholder who will use or benefit from a feature or a functionality. What refers to the goal, which is what the user or stakeholder wants to accomplish with the feature or functionality. Why refers to the value, which is why the user or stakeholder wants to accomplish the goal, and how they will measure success. Using who, what, and why can help the BA to write effective user stories that capture and prioritize the requirements, and align them with the stakeholder value and expectations.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 103
Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.
What is one of the BA's strongest arguments for using configuration over code?
A. Configuration leverages multiple programming languages.

B. Configuration allows for any level of complexity.
C. Configuration provides faster speed to market.
Answer: (SHOW ANSWER)
Explanation
One of the BA's strongest arguments for using configuration over code is that configuration provides faster speed to market. Speed to market is the time it takes to deliver a product or service from conception to launch.
Speed to market is important for gaining competitive advantage,meeting customer demand, and maximizing revenue potential. Configuration provides faster speed to market than code because it allows for creating and modifying functionality in Salesforce without writing code or deploying changes. Configuration can be done by using point-and-click tools such as App Builder, Process Builder, Flow Builder, Lightning Web Components Builder, etc., which are easy to use and require less technical skills than coding.
Configuration also reduces the risk of errors or bugs that may occur with code and require more testing or debugging time.
References:https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/

NEW QUESTION: 104
A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session.
Which issue should concern the BA most?
A. The previous implementation partner neglected to do a knowledge transfer of the final solution.
B. The support organization still needs to be trained on how to use Sales Cloud.
C. The system admins note a fair amount of technical debt without having the time or expertise to address it.
Answer: C (LEAVE A REPLY)
Explanation
The issue that should concern the business analyst most is that the system admins note a fair amount of technical debt without having the time or expertise to address it. Technical debt is the accumulated cost or consequence of suboptimal design, development, or maintenance decisions on a software system. Technical debt can negatively affect the performance, security, usability, and maintainability of a software system, as well as increase the complexity and risk of future changes or enhancements. Technical debt can also reduce user satisfaction and adoption, as well as business value and return on investment. Therefore, the business analyst should be concerned about the technical debt in the Sales Cloud implementation and work with the system admins and other stakeholders to identify, prioritize, and resolve it. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/project-initi

NEW QUESTION: 105

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 other's 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: (SHOW ANSWER)

Explanation

The tool that Universal Containers should use to prevent teams from overwriting each other's 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 other's 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-

NEW QUESTION: 106

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

A. Financial, Technical, Operational

B. Technical, Stakeholder, Enterprise

C. Enterprise, Strategy, Stakeholder

Answer: C (LEAVE A REPLY)

Explanation

The types of analyses that a business analyst typically performs during the discovery phase of a Salesforce project are enterprise analysis, strategy analysis, and stakeholder analysis. Enterprise analysis is a technique that examines and evaluates the internal and external factors that affect a business or organization. It can help the business analyst understand the strengths, weaknesses, opportunities, and threats (SWOT) of a business or organization. Strategy analysis is a technique that defines and clarifies the goals, objectives, scope, and success criteria of a project or initiative. It can help the business analyst align the project or initiative with the vision and mission of a business or organization. Stakeholder analysis is a technique that identifies and evaluates the people who have an interest in or influence on a project or initiative. It can help the business

analyst understand who are the key stakeholders, what are their roles and responsibilities, what are their needs and expectations, how they communicate and collaborate, etc.
Financial analysis is a technique that assesses the costs and benefits of a project or initiative. It can help the business analyst justify or prioritize theproject or initiative based on its return on investment (ROI) or net present value (NPV). Technical analysis is a technique that examines and evaluates the technical aspects of a project or initiative. It can help the business analyst understand the feasibility or complexity of a project or initiative based on its architecture or design.
Operational analysis is a technique that analyzes and optimizes the processes and workflows of a business or organization. It can help the business analyst improve the efficiency or effectiveness of a business or organization based on its performance metrics or best practices.

NEW QUESTION: 107
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: 108
The business analyst at Cloud Kicks received verbal acceptance of all user stories by the product owner and set the status of the user stories to "Ready for Development" on a

spreadsheet. The development team later reports are unable to confirm which user stories are ready to be built.

A. The user stories were save outside of a shared repository

B. The definition of done of the user stories was unclear.

C. The user stories were linked to the incorrect business process map.

Answer: A (LEAVE A REPLY)

Explanation

This answer states that saving user stories outside of a shared repository is why UC's development team reports they are unable to confirm which user stories are ready to be built after receiving verbal acceptance of all user stories by the product owner and setting their status to 'Ready for Development' on a spreadsheet by UC's BA. A shared repository is a common or central location where documents or files can be stored, accessed, and updated by multiple users or teams. Saving user stories outside of a shared repository means that the BA stores user stories in a place where they are not visible or available to other users or teams, such as their personal computer, email, etc. Saving user stories outside of a shared repository is why UC's development team reports they are unable to confirm which user stories are ready to be built because it prevents them from seeing or accessing the latest version or status of user stories, and it creates confusion or inconsistency among them.

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

NEW QUESTION: 109

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

In which scenario should he business analyst recommend Kanban?

A. Work is generally project-based and can be broken into smaller pieces.

B. Work includes platform support requiring immediate outage handling.

C. Work is predictable but sometimes lacks sufficient planning.

Answer: A (LEAVE A REPLY)

Explanation

Kanban is an agile methodology that focuses on visualizing work, limiting work in progress, managing flow, making policies explicit, implementing feedback loops, improving collaboratively, evolving experimentally (Kaizen). Kanban is suitable for scenarios where work is generally project-based and can be broken into smaller pieces that can be completed quickly and independently by different team members without dependencies or bottlenecks. Kanban uses boards with columns representing different stages of work (such as backlog, doing, done) and cards representing individual work items (such as tasks, features, bugs). Kanban helps teams monitor their progress, identify issues, prioritize work, optimize resources, improve quality, reduce waste, increase efficiency, deliver value faster, adapt to changing needs, etc.

NEW QUESTION: 110
The business analyst (BA) at Cloud Kicks is deep in planning activities for its Commerce Cloud implementation project. The project sponsor asks the team to adjust their efforts due to budgetary constraints.
What should the BA do next?
A. Organize requirements.
B. Validate requirements.
C. Prioritize requirements.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 111
Northern Trail Outfitters wants to reduce the amount of time it takes for customers to receive their orders after making an online purchase.
Which initial steps should the business analyst take to help determine why the order management and fulfillment process is slow?
A. Work with stakeholders to identify relevant processes, select a key process with defined start and end points, and collaborate with process owners and users to create a current state process map.
B. Conduct interviews with stakeholders in the order management and fulfillment departments to identify individual pain points and brainstorm process improvement solutions.
C. Create a process map that includes detailed steps related to order management and fulfillment, analyze the process map for inefficiencies, and present findings to leadership.
Answer: A (LEAVE A REPLY)
Explanation
The initial steps that the business analyst should take to help determine why the order management and fulfillment process is slow are:
Work with stakeholders to identify relevant processes, such as order placement, order confirmation, order processing, order shipping, order tracking, etc.
Select a key process with defined start and end points, such as order processing, which involves verifying customer information, checking inventory availability, allocating products, generating invoices, etc.
Collaborate with process owners and users to create a current state process map, which shows how the order processing process is currently performed in Salesforce, what steps or activities are involved, what inputs or outputs are used or produced, what decisions are made, what roles or systems are interacted with, etc.
These steps help 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. References:

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

NEW QUESTION: 112

A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing and qualification process. The solution will include automated and manual features.

Which artifact should help the BA illustrate the vision of a solution to stakeholders?

A. Detailed user stories with technical documentation about the existing process

B. Annotated process flows with modifications to an existing process

C. Collected pain points from people who follow the existing process

Answer: B (LEAVE A REPLY)

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

NEW QUESTION: 113
Which of the following User Management terms is best described by this definition: " Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem".
A. Role
B. User License
C. Profile
D. Username
Answer: B (LEAVE A REPLY)
Explanation
User License is the User Management term that is best described by this definition: "Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem". Role is a User Management term that controls data visibility and reporting hierarchy within an organization based on users' positions. Profile is a User Management term that defines what users can do within an organization based on their job function and responsibilities. Username is a User Management term that identifies users when they log in to Salesforce. References:https://help.salesforce.com/s/articleView?id=sf.users_def.htm&type=5

NEW QUESTION: 114
Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:
* All logins must use multi-factor authentication (MFA).
* Portal pages should load within 2 seconds.
How should the BA document the items?
A. functional requirement
B. Non-functional requirement
C. User story
Answer: B (LEAVE A REPLY)
Explanation
The items that the business analyst documented are non-functional requirements. Non-functional requirements are statements that describe how a system or solution should perform, behave, or appear, rather than what it should do or provide. Non-functional requirements can include aspects such as usability, reliability, security, availability, scalability, etc. Non-functional requirements help to ensure that the system or solution meets the quality standards and expectations of the stakeholders or users. The items that the business analyst documented are non-functional requirements because they specify how Sales Cloud should perform (portal pages should load within 2 seconds) and behave (all logins must use multi-factor authentication).
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 115

The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the project.

Which type of documentation should the BA utilize?

A. Current state analysis

B. Object models

C. Use cases

Answer: (SHOW ANSWER)

Explanation

The type of documentation that the business analyst should utilize to better understand business processes so they can accurately scope the project is current state analysis. Current state analysis is a technique that involves assessing and documenting how a business process or workflow is currently performed in an organization. Current state analysis 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. Current state analysis can be done using tools such as interviews, observations, surveys, or process maps.

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

NEW QUESTION: 116

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 visualrepresentation 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/

NEW QUESTION: 117
Universal Containers is nearing the launch date for its new Salesforce Loyalty Management program. The business analyst (BA) has ensured the user acceptance testing (UAT) plan has the proper test scripts.
What is another important item the BA should look for in the UAT plan?
A. Estimated cost
B. Timelines
C. Process maps
Answer: B (LEAVE A REPLY)
Explanation
Another important item that the BA should look for in the UAT plan is timelines. Timelines are schedules that specify when each testing activity or task should start and end, and who is responsible for completing them.
Timelines help to ensure that testing is conducted in an efficient and timely manner, avoid delays or conflicts in testing resources or availability, and meet the project deadlines and expectations. The other options are either irrelevant or incomplete. Option A does not relate to the UAT plan, but rather to the project budget or scope. Option C does not specify what process maps are needed or how they are used in testing.
References:https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-testing/plan-user-accepta

NEW QUESTION: 118
Northern Trail Outfitters (NTO) has completed a project with a third-party event organization platform to enhance its MVP Experience Site. Many features were left in the project backlog. NTO's IT team is beginning a new phase of work on the Experience Site to build additional features requested by business stakeholders and wants to include the items that were left in the backlog in the first phase.
How should the business analyst coordinate the user stories to most efficiently manage the new project timeline?
A. Include existing and new user stories to be completed within the duration of the project. Hire additional developers to accommodate both work streams to prevent delays within the schedule sprints.
B. Reprioritize existing and new user storks to place the stories into each sprint of the project. Return an equivalent: amount of lower priority work to the project backlog,

C. Prioritize user stories for the new enhancements for the initial sprints of the project to accommodate business stakeholder requests. Complete existing user stories in the final sprint of the project.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 119
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: 120
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

NEW QUESTION: 121

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: B (LEAVE A REPLY)

Explanation

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

References:

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

NEW QUESTION: 122
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-an

NEW QUESTION: 123
The North American (NA) sales team wants to add a set of new fields and delete several fields from the Account object. During requirements gathering, the business analyst (BA) discovers the fields are actively being used by the EMEA team.
Which step should the BA take next?
A. Refine the requirements to accommodate, both teams.
B. Focus on the NA team's requirements.

C. Start another project to address the EMEA team's requirements.
Answer: A (LEAVE A REPLY)
Explanation
When a business analyst discovers that different teams have different needs or preferences for using Salesforce fields, they should refine the requirements to accommodate both teams. This is because deleting fields that are actively used by another team could cause data loss, errors, or inefficiencies in their processes. The business analyst should work with both teams to understand their use cases, data models, workflows, reports, dashboards, integrations, security settings, etc., and find ways to customize Salesforce fields that meet both teams' needs without compromising data quality or performance.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 124
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
This answer states that the acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story for Cloud Kicks who wants managers to be able to approve time-off requests in Salesforce. A user story is a statement that describes who, what, and why of a feature or a functionality from a user's perspective. A user story typically consists of a role, a goal, and a benefit. An acceptance criteria is a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery. The acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how to measure if the solution is intuitive. The acceptance criteria should be more specific, measurable, achievable, relevant, and

time-bound (SMART) to ensure that the user story is clear, concise, consistent, and complete.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 125
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: 126
Northern Trail Outfitters (NTO) has noticed that many customers are posting to social media about issues they are having with a new product. The services team is looking for easy ways to engage with these customers and resolve their complaints. During the first discovery meeting of the project, the business analyst (BA) hears that the VP of services and support wants to implement Omni-Channel for NTO's Service Cloud.
What should the BA do first to ensure the ongoing success of the project?

A. Configure a proof-of-concept demo within a sandbox environment to show the pros and cons of the requested solution.
B. Produce a gap analysis document that will show the ways the requested solution can solve the limitations of NTO's current system.
C. Encourage the project stakeholders to think of various ways to solve cases different before deciding on a specific solution.
Answer: C (LEAVE A REPLY)
Explanation
The business analyst should encourage the project stakeholders to think of various ways to solve cases differently before deciding on a specific solution. This is because the business analyst should focus on understanding the problem or need that the project is trying to address, rather than jumping to a predefined solution. By exploring different options and alternatives, the business analyst can help the project stakeholders find the best fit solution that meets their requirements and expectations, as well as aligns with the project scope, budget, and timeline.
References:https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/

NEW QUESTION: 127
The leadership team at Universal Containers (UC) is focused on customer retention. The business analyst (BA) has been asked to implement a new customer for life program on the salesforce platform. Before their can move forward, they need to understand the lifecycle and all of the related interaction that IC has with its customers.
Which type of session should the BA perform?
A. User Acceptance testing
B. Journey Mapping
C. Requirements Gathering
Answer: B (LEAVE A REPLY)
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 byallowing 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/

NEW QUESTION: 128
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: 1
https://parquet.dev/a-guide-to-salesforce-user-acceptance-testing/