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NEW QUESTION: 1

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 aspects of 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

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

NEW QUESTION: 2

The business analyst (BA) at Cloud Kicks has been interviewing customer service team members who use Service Cloud to understand the steps they take to complete their daily work. The BA is working on a solution to improve their productivity by identifying each step and documenting its purpose.

Which type of requirement documentation is the BA using in this scenario?

A. Process mapping

B. Value stream mapping

C. Data modeling

Answer: A (LEAVE A REPLY)

Explanation

The type of requirement documentation that the business analyst is using in this scenario is process mapping.

Process mapping is a technique that involves creating a visual diagram of the steps or activities involved in completing a business process or workflow. Process mapping helps to document how users perform their daily work in Salesforce, what inputs and outputs they use or produce, what decisions they make, and what roles or systems they interact with. Process mapping also helps to identify any inefficiencies, bottlenecks, redundancies, or risks in the existing process, as well as opportunities for improvement or optimization.

References:

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

NEW QUESTION: 3

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

A. Manage project integrations with the technical team.

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

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

Answer: C (LEAVE A REPLY)

Explanation

The first thing that the business analyst should do before a future state is proposed to key stakeholders is to hold a kickoff meeting to set expectations with the project team. A kickoff meeting is an important step in initiating a Salesforce project, as it helps to establish the project vision, goals, scope, roles, responsibilities, communication plan, and success criteria. A kickoff meeting also helps to build rapport and trust among the project team members, as well as identify any potential risks or issues that may affect the project delivery.

References:

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

NEW QUESTION: 4

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/evaluate-sol

NEW QUESTION: 5

A business analyst (BA) is reviewing the risks associated With a proposed solution leveraging Cases and Support Queues, and the effect that those risks might have on the project timeline.

Which type of analysis is the BA performing?

A. Enterprise Analysis

B. Strategy Analysis

C. Stakeholder Analysis

Answer: B (LEAVE A REPLY)

Explanation

Strategy analysis is the process of identifying and evaluating the risks and benefits of a proposed solution, as well as its alignment with the business goals and objectives. A business analyst performs strategy analysis to understand the impact of a solution on the project timeline, budget, scope, quality, and stakeholders.

References:

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

https://www.iiba.org/standards-and-resources/babok/strategy-analysis/

NEW QUESTION: 6
The Cloud Kicks admin is getting ready to release a record-triggered flow that auto-generates Renewal Opportunity Order Line Items once an Opportunity is Closed/Won for a sales team user story.
During user acceptance testing, what should the business analyst do to ensure the solution fulfills the needs of the sales team?
A. Draft a list of test cases and scripts and choose "Run flow as another user" to debug the flow as a sales team user to identify and fix bugs.
B. Choose subject matter experts as testers and prepare a sandbox with quality test data, test cases, and scripts that match real-world scenarios.
C. Collaborate with the admin and a power user to test the flow for scalability, robustness, and maintainability in a sandbox.
Answer: B (LEAVE A REPLY)
Explanation
User acceptance testing is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. To ensure that the solution fulfills the needs of the sales team, the business analyst should choose subject matter experts as testers and prepare a sandbox with quality test data, test cases, and scripts that match real-world scenarios.
Subject matter experts are users who have extensive knowledge and experience with the business domain and processes. They can provide valuable feedback and insights on whether the solution meets their expectations and requirements. A sandbox is a copy of a production environment where users can test changes without affecting live data or users. Quality test data is data that is realistic, relevant, and representative of what users will encounter in production. Test cases are descriptions of specific scenarios or situations that users will perform with the solution. Test scripts are step-by-step instructions on how to execute each test case.
References: 1
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION: 7
Cloud Kicks needs to revamp its support process to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:

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

What should the BA do?

A. Hold a one-on-one diagram session with each stakeholder before the workshop.
B. Proceed with the workshop as scheduled with the stakeholders who are available.
C. Cancel the workshop and reschedule it to a date when ail stakeholders ace available.
Answer: (SHOW ANSWER)
Explanation
The best practice for conducting a live process mapping session is to have all stakeholders present and engaged. This ensures that the process is accurately captured and validated, and that any issues or gaps are identified and resolved. If some stakeholders are not available, the session may miss important information or perspectives, or create confusion or conflict later on. Therefore, the BA should cancel the workshop and reschedule it to a date when all stakeholders are available, or use other methods to elicit their input before or after the workshop. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/plan-and-facilitate-

NEW QUESTION: 8
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. User story
C. Use case
Answer: B (LEAVE A REPLY)
Explanation
A user story is a type of documentation that describes what functionality a system should provide from a user's perspective. It is written in simple language that anyone can understand and follows a standard format of "As a [user role], I want [functionality], so that [benefit]". A user story helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use user stories to document the functionality that a system should provide so it can be developed into a work item. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 9
Cloud Kicks is creating a new lead conversion process in Sales Cloud. During a recent sprint, the business analyst created user stories related to the Opportunity object. Test scripts were created for the lead conversion process. All of the test scripts passed and the new functionality was deployed. After deployment, end users reported error messages when manually creating new Opportunities.
Which area of user acceptance testing (UAT) was overlooked"
A. Functionality on interconnected objects should be part of UAT.
B. Several teams should be part of UAT to represent multiple viewpoints.

C. End users who are experts in that functionality should participate in UAT.
Answer: A (LEAVE A REPLY)
Explanation
The area of user acceptance testing (UAT) that was overlooked was functionality on interconnected objects should be part of UAT. UAT is an end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. UAT involves testing various scenarios on different users and levels of access to demonstrate that the solution works as expected in all situations. UAT should include functionality on interconnected objects because Salesforce objects are often related or linked to each other through lookup or master-detail relationships. For example, leads are converted into accounts, contacts, and opportunities; cases are associated with accounts or contacts; opportunities are closed as orders; etc. Functionality on interconnected objects should be part of UAT because it may affect how users perform their tasks or access their data across different objects. References:
https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/create-test-scripts

NEW QUESTION: 10
A Salesforce business analyst (BA) has recently joined a new project to improve the Sales Cloud implementation at Cloud Kicks. The BA wants to quickly introduce new functionality to impress the customer.
Which action should the BA take?
A. Demo standard features and elicit feedback from the customer.
B. Update the page layouts to show the most relevant information at the top.
C. Scope the development of an integration with enterprise resource planning (ERP)
Answer: (SHOW ANSWER)
Explanation
The action that the business analyst should take to quickly introduce new functionality to impress the customer is to demo standard features and elicit feedback from the customer. Demoing standard features means showing the customer how Sales Cloud can provide out-of-the-box functionality that meets their needs or expectations without requiring extensive customization or development. Eliciting feedback means asking the customer for their opinions or suggestions on how Sales Cloud can improve their sales process or performance. Demoing standard features and eliciting feedback helps to quickly introduce new functionality to impress the customer by demonstrating the value and benefits of Sales Cloud, as well as engaging and involving the customer in the solution design and delivery. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 11
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: 12
The business analyst (BA) at Universal Containers is also its primary system admin. The BA knows that version is mandatory when it comes to releasing.
What is the most efficient process for the BA to track the changes they are committing?
A. Agile planning
B. DevOps
C. Metadata backups
Answer: (SHOW ANSWER)
Explanation
DevOps is a set of practices that combines software development and IT operations to deliver software faster and more reliably. DevOps helps business analysts and system admins track the changes they are committing to Salesforce by using tools such as version control, continuous integration, continuous delivery, and testing automation.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/im
https://www.salesforce.com/products/platform/best-practices/devops/

NEW QUESTION: 13
The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.
Which elicitation technique should the BA use?

A. journey Mapping
B. Survey /Questionnaire
C. Focus Groups
Answer: A (LEAVE A REPLY)
Explanation
The elicitation technique that the business analyst should use to gather information about the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process is journey mapping. Journey mapping is a technique that creates a visual representation of a user's experience with a product or service over time. It can help the business analyst understand how a user interacts with a product or service across different touchpoints or stages, what pain points or obstacles they encounter, what emotions or feelings they have, etc.Survey/Questionnaire is an elicitation technique that collects quantitative or qualitative data from a large number of stakeholders using predefined questions or scales. It can help the business analyst measure stakeholder satisfaction, preferences, or feedback, but not capture the details or nuances of their experience.

NEW QUESTION: 14
Northern Trail Outfitters (NTO) is a rapidly growing company that hired a business analyst (BA) to help revamp its sales and support processes. The stakeholder at NTO wants to understand the value of Application Lifecycle Management (ALM).
What are benefits of ALM that the BA should share with the stakeholder?
A. ALM provides processes and policies which help build apps more efficiently.
B. ALM offers preview access to the three Salesforce Releases per year.
C. ALM allows features to remain static and reduces incremental changes.
Answer: A (LEAVE A REPLY)
Explanation
One of the benefits of ALM that the BA should share with the stakeholder is that ALM provides processes and policies which help build apps more efficiently. ALM is a framework that defines and manages the stages and activities involved in developing, testing, deploying, and maintaining software applications. ALM helps to:
Build apps more efficiently: ALM helps to streamline and standardize the development process, reduce errors and rework, improve collaboration and communication among team members and stakeholders, and ensure quality and consistency of the applications.
Align with business goals and needs: ALM helps to ensure that the applications meet the requirements and expectations of the users and stakeholders, deliver value and benefits to the business, and support the business strategy and objectives.
Adapt to changes and challenges: ALM helps to enable continuous feedback and improvement, incorporate new features and functionalities, address issues and risks, and leverage new technologies and innovations. The other options are either incorrect or irrelevant. Option B is incorrect because ALM does not offer preview access to the three Salesforce releases per year, but rather requires maintenance exams or modules to keep up with the releases. Option C is incorrect because ALM does

not allow features to remain static and reduce incremental changes, but rather encourages iterative and agile development that embraces changes and enhancements. References:
https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/u

NEW QUESTION: 15

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: 16

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

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

A. Use customer terminology and language.

B. Use industry terminology and language.

C. Use Salesforce terminology and language.

Answer: A (LEAVE A REPLY)

Explanation

The business analyst should recommend to use customer terminology and language when documenting requirements, process, and potential solutions for a Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields. Using customer terminology and language can help avoid confusion, ambiguity, or misunderstanding among stakeholders, developers, testers, and end users. It can also help increase

adoption and satisfaction by making the solution more familiar and intuitive to use. Using industry terminology and language is not a good option because it may not reflect the specific needs or preferences of the customer or their end users. Using Salesforce terminology and language is not a good option because it may not match the customization or renaming that has been done in the existing solution. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collabor

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NEW QUESTION: 17
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: (SHOW ANSWER)
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: 18

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/collaboratio

NEW QUESTION: 19

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

A. The SSO Manager

B. Users above the SSO user in the role hierarchy.

C. Only the Admin

D. Admin and Users with the right permission sets.

Answer: C (LEAVE A REPLY)

Explanation

Only the Admin can reset a Single Sign-On user password because they have the Manage Users permission.

The SSO Manager, users above the SSO user in the role hierarchy, and users with the right permission sets cannot reset a Single Sign-On user password unless they also have the Manage Users permission. References:

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

NEW QUESTION: 20
A business analyst (BA) at Northern Trail Outfitters (NTO) is assigned to a project to help revamp n process.
The current process used by the sales team is different than the process outlined in NTO's documentation.
Which step should the BA take first?
A. Create an Entity Relationship Diagram (ERD) of the current state.
B. Meet with stakeholders as a group to capture future requirements.
C. Meet with stakeholders as a group to understand the current state.
Answer: (SHOW ANSWER)
Explanation
The first step that the business analyst should take is to meet with stakeholders as a group to understand the current state. The current state is the existing situation or condition of a process, system, or solution before any changes or enhancements are made. The current state helps to identify and measure the performance, pain points, opportunities, and gaps of a process, system, or solution. The business analyst should meet with stakeholders as a group to understand the current state by asking questions, observing workflows, collecting data, and documenting information. Meeting with stakeholders as a group helps to obtain multiple perspectives and feedback from different roles or functions involved in or affected by the process, system, or solution.
Meeting with stakeholders as a group also helps to ensure alignment and engagement among them on the current state analysis and documentation. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 21
Universal Containers in rolling out Sales Cloud for the contract renewals team. The team has expressed resistance to learning another platform and changing their processes. The business analyst (BA) shows them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened it's time to close and increased its close rate by 30%.
Which influencing style is the BA using?
A. Accommodating
B. Collaborative
C. inspiring
Answer: C (LEAVE A REPLY)
Explanation
The influencing style that the BA is using is inspiring. Inspiring is a style that appeals to the emotions and values of the stakeholders, and motivates them to achieve a shared vision or goal. The BA is using an inspiring style by showing them a video case study of a contract renewals team at another company that successfully adopted Sales Cloud, which shortened its time to close and increased its close rate by

30%. This helps to create a positive and aspirational image of what Sales Cloud can do for them, and encourages them to overcome their resistance and embrace the change. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/influence-s

NEW QUESTION: 22

Northern Trail Outfitters (NTO) has moved its inventory systems to Salesforce to track the clothing it manufactures and sells. As a part of this project, NTO wants to implement several features which will also improve how its inventory is restocked. In order to manage the discovery phase of the project, the project team plans to hire a business analyst (8A).

What should a BA do to be successful during the first phase of the project?

A. Elicit requirements, build automation, and deploy a solution,

B. Architect a solution, configure a sandbox, and build a proof of concept.

C. Elicit requirements, create flows and process diagrams, and understand business analytics.

Answer: C (LEAVE A REPLY)

Explanation

The tasks that a business analyst should do to be successful during the first phase of an inventory project are elicit requirements, create flows and process diagrams, and understand business analytics. These tasks will help them understand the current state of NTO's inventory system, capture the needs and expectations of stakeholders, map out how NTO tracks its clothing manufacturing and sales processes, and measure how NTO's inventory affects its business performance. Building automation and deploying a solution are tasks for later phases of the project after validating and testing prototypes. Architecting a solution and configuring a sandbox are tasks for developers or architects based on user stories. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION: 23

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

Which type of document should the BA prepare?

A. Audit log

B. Current state analysis

C. Gap analysis

Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 24
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. Schedule deployment.
B. Gather business requirements.
C. Identify power users.
Answer: C (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: 25
After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to mate adjustments to the original requirements around Sales Cloud opportunity management.
What should the business analyst do to manage the requested changes?
A. Update the gap analysis document and scope statement specification.
B. Update the change request log and draft a new user story.
C. Update the change management document and user acceptance testing plans.
Answer: B (LEAVE A REPLY)
Explanation
The best practice for managing requested changes to the original requirements is to use a change request log and user stories. A change request log is a document that tracks and records any changes that are requested by stakeholders or identified by the project team during the project lifecycle. A user story is a concise statement that describes what a user wants to do and why they want to do it in

Salesforce. The BA should update the change request log with the details of the requested change, such as the description, source, priority, impact, status, and approval. The BA should also draft a new user story that captures the requested change in terms of who, what, and why, and add it to the backlog for prioritization and development. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-change-management/manage-change
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 26

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: 27

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: (SHOW ANSWER)

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: 28
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: A (LEAVE A REPLY)
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/business-pro

NEW QUESTION: 29
Northern Trail Outfitter is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the stakeholders has a tendency to dominate the conversation which takes the group off topic and interfaces with meeting the objective.
How should the business analyst collaborate with the key stakeholder's?
A. Conduct individual interviews to gather input.
B. Conduct a group brainstorming session to generate ideas.
C. Conduct a focus group to identify pain points.
Answer: A (LEAVE A REPLY)
Explanation
The business analyst should conduct individual interviews to gather input from the key stakeholders. Interviews are a technique that involves asking open-ended questions to stakeholders or users to gather information and feedback about their needs, expectations, preferences, pain points, goals, etc. Interviews help to elicit requirements and user stories from the key stakeholders by allowing them to

express their opinions and experiences in their own words, as well as clarifying any doubts or ambiguities. Interviews also help to avoid the influence or dominance of one stakeholder over others, as well as reduce the risk of groupthink or conformity. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 30

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

A. Negotiable

B. Valuable

C. Small

Answer: C (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 31

A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.
Which storytelling technique should the BA use in their initial demo of a solution to business stakeholders?

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

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

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

Answer: B (LEAVE A REPLY)

Explanation

A business analyst should use storytelling to communicate the vision for a Salesforce solution to business stakeholders by giving a perspective from a relatable persona that shows how the development team can solve their business challenges. This will help them empathize with the user's

needs and goals, and see how the solution will benefit them. Highlighting a perspective from testing feedback that identifies bugs and pain points in their business challenges may be discouraging or demotivating for the stakeholders. Describing a perspective from the business requirements document that addresses architectural concerns based on their business challenges may be too technical or abstract for the stakeholders. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

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NEW QUESTION: 32
A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively.
What should the BA confirm about the user stories when completing this review?
A. They contain substantial details and focus on technical elements.
B. They are dependent on related acceptance criteria and overlap with other use cases.
C. They can be easily prioritized and are small enough to estimate accurately.
Answer: C (LEAVE A REPLY)
Explanation
The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 33
The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than

20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.
Which acceptance criteria is the most effective for this scenario?
A. A sales manager wants to be notified when a contract has been submitted with a discount greater than
20% so the manager can approve or decline a discounted price.
B. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 2G% or more.
C. A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%
Answer: (SHOW ANSWER)
Explanation
This is an example of good acceptance criteria for this scenario because it defines what must be done (be notified when a contract has been submitted with a discount greater than 20%) without specifying how it must be done (by email, by notification, etc.) or why it must be done (to ensure profitability, to comply with policies, etc.). It also defines the expected outcome (approve or decline a discounted price) and the condition for testing (a discount greater than 20%). References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-acceptance-criteria

NEW QUESTION: 34
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: (SHOW ANSWER)
Explanation
The document that the BA should use to track this milestone is a change log. A change log is a document that records and tracks any changes made to a project or its deliverables over time. It typically includes information such as the date, description, reason, impact, priority, status, and approval of each change. A change log helps to ensure that all changes are documented and communicated, avoid confusion or conflicts among different versions or stakeholders, and maintain a history of changes for reference or audit purposes. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-documentation/manage-documentati

NEW QUESTION: 35
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 by allowing them to share their perspectives and feedback in their own words, as well as showing how the solution can add value and benefits to their journey.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 36
As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented.
What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce implementation?
A. Salesforce Optimizer
B. Setup Audit Trail
C. Reports and Dashboards
Answer: (SHOW ANSWER)
Explanation
The tool that the business analyst should use to help uncover any technical constraints or potential problems in a Salesforce implementation is Salesforce Optimizer. Salesforce Optimizer is a feature that analyzes a Salesforce org and provides recommendations for improving its performance, security, usability, and maintenance. It can help the business analyst identify any issues or risks in a Salesforce implementation such as unused features or components, complex configurations or customizations, low adoption rates or user satisfaction scores, etc.Setup Audit Trail is a tool that monitors and logs changes made by administrators in Setup. It can help the business analyst track who made what changes and when, but not uncover any technical constraints or potential problems in a Salesforce implementation. Reports and Dashboards are tools that display data or metrics in visual formats such as charts or tables.

NEW QUESTION: 37
The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.
Which approach should a business analyst take to begin this process?
A. Partner with Salesforce account executives to complete discovery.
B. Schedule a meeting with stakeholders and create a journey map.
C. Develop the project plan and finalize the release date.
Answer: B (LEAVE A REPLY)
Explanation
The approach that the business analyst should take to begin this process is to schedule a meeting with stakeholders and create a journey map. A journey map is a tool that creates a visual representation of the steps or stages that a user goes through when interacting with a system or solution. A journey map helps to understand and document the user's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. A journey map also helps to identify any gaps or opportunities for improvement or innovation in the user journey. The business analyst should schedule a meeting with stakeholders and create a journey map by asking questions, collecting feedback, drawing diagrams, and validating information.
Scheduling a meeting with stakeholders and creating a journey map helps to begin this process by engaging and involving them in defining and designing the new client onboarding process. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 38
Cloud Kicks (CK) needs to implement an event management system within Salesforce. After researching potential solutions, a managed package meets the majority of CK s business requirements. However, the CRM director has expressed a desire to heavily customize an open source solution.
Which benefit of using a managed package versus an open source solution should the business analyst share to help the CRM director make a decision?
A. Managed packages are easily customizable to meet CK's exact requirements.
B. Managed packages are updated automatically with each Salesforce Release.
C. Each version of a managed package on the AppExchange undergoes a security review.
Answer: C (LEAVE A REPLY)
Explanation
The benefit of using a managed package versus an open source solution that the business analyst should share to help the CRM director make a decision is that each version of a managed package on the AppExchange undergoes a security review. A managed package is a collection of application components that are developed and distributed by a provider as a single entity on the AppExchange. A managed package can include standard and custom objects, fields, tabs, pages, components, triggers, workflows, reports, dashboards, etc. A managed package can also be upgraded by the provider without affecting the customizations made by the customer. An open source solution is a software solution that is developed and distributed by a community of developers and users who share the source code and

allow anyone to modify or enhance it. An open source solution can offer more flexibility and customization options, but it may also require more technical skills and maintenance efforts. Each version of a managed package on the AppExchange undergoes a security review by Salesforce to ensure that it meets the security standards and best practices for protecting customer data and preventing malicious attacks. An open source solution may not have the same level of security assurance or support from Salesforce or the provider. References:
https://trailhead.salesforce.com/content/learn/modules/appexchange_basics/appexchange_basics_install

NEW QUESTION: 39

Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following:
User Story.
"As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction.'
* A manager can change the status of the request
* A manager can send a comment to the employee about their request.
* The solution must be intuitive.
Why does the BA need to make a change to improve the user story'
A. The acceptance criteria is too vague.
B. The user story is too large to test.
C. The acceptance criteria should be solution focused.
Answer: (SHOW ANSWER)
Explanation
The reason why the business analyst needs to make a change to improve the user story is that the acceptance criteria is too vague. Acceptance criteria are statements that describe how a user story will be tested or verified to ensure that it meets the requirements or expectations of the user or stakeholder. Acceptance criteria help to define and measure the quality and success of a user story. The acceptance criteria in this user story is too vague because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how the solution must be intuitive. The acceptance criteria should be more clear and concise to avoid ambiguity or confusion. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 40

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

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

NEW QUESTION: 41
In which of the following app markets CANT the Salesforce App be found?
A. Google Play
B. AppExchange
C. App Store
Answer: B (LEAVE A REPLY)
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: 42
Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction.
What should the business analyst do to help the team work together more effectively?
A. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders
B. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
C. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success
Answer: C (LEAVE A REPLY)
Explanation
The best way for a business analyst to help the team work together more effectively is to lead them in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success. This will help them align on common goals, expectations, and norms, and resolve any conflicts or misunderstandings. Encouraging leadership to share their vision for the project and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders may create a top-down approach that ignores other stakeholder

perspectives or needs. Limiting participation in key project discovery, requirements, and solutioning meetings to leadership and engaging the larger team to answer questions directly related to their roles when needed may create a siloed approach that reduces collaboration or buy-in. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 43

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: (SHOW ANSWER)

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 technical feasibility and complexity of each requirement or user story. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 44

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

A. 2 FA

B. Single Sign-On

C. Email Proof

D. Login Link

Answer: (SHOW ANSWER)

Explanation

Email Proof is the User access and sharing feature that would be used for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email. Email Proof is a security feature that requires users to verify their email address when they log in for the first time or change their email address. 2 FA, Single Sign-On, and Login Link are not User access and sharing features that would be used for this use case. References:
https://help.salesforce.com/s/articleView?id=sf.security_email_proof.htm&type=5

NEW QUESTION: 45

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

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

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

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

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

Answer: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 46

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

A. Data Loader

B. Report Builder

C. A csv file that will then get imported.

D. Report Composer

Answer: (SHOW ANSWER)

Explanation

Report Builder is the tool used to create reports, incorporate filters and select the Report Type. Data Loader is a tool used to import and export data in Salesforce. A csv file is a file format that can be used to import or export data in Salesforce, but it is not a tool to create reports. Report Composer is not a valid tool in Salesforce. References: https://help.salesforce.com/s/articleView?
id=sf.reports_builder_overview.htm&type=5

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NEW QUESTION: 47
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-models/underst

NEW QUESTION: 48
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/stakeholder-

NEW QUESTION: 49
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: 50
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: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 51

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

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

A. Work with subject matter experts to perform UAT in a sandbox.

B. Work with the solution architect to perform unit testing in a sandbox.

C. Work with the quality assurance (QA) team to perform UAT in a sandbox.

Answer: A (LEAVE A REPLY)

Explanation

The business analyst should work with subject matter experts to perform UAT in a sandbox to ensure that the solution meets the requirements. Subject matter experts are stakeholders who have extensive knowledge or experience in a specific domain or area that is relevant to the project or enhancement. Subject matter experts can help to validate that the solution works as intended and meets their needs and expectations in various scenarios. UAT is an end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. UAT involves testing various scenarios on different users and levels of access to demonstrate that the solution works as expected in all situations. References:

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

NEW QUESTION: 52

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: 53

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

The next steps that the business analyst should take are to document the desired outcome and research the impact of making a change. The business analyst should ask clarifying questions to understand why the sales manager wants to modify the recently viewed list and what benefits they expect from it. The business analyst should also investigate if there are any limitations or dependencies that would prevent or affect making a change to the recently viewed list.

References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/cap
https://help.salesforce.com/s/articleView?id=sf.customize_listviews.htm&type=5

NEW QUESTION: 54

The business analyst (0A) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release.
What is the next step for the BA to take before build can begin?

A. Define the minimal viable product.

B. Get approval and signoff on the requirements.

C. Schedule sprint planning meetings.

Answer: B (LEAVE A REPLY)

Explanation

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

Defining the minimal viable product is a step that is more relevant for agile methodology than waterfall methodology. Scheduling sprint planning meetings is also a step that is more relevant for agile methodology than waterfall methodology. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 55

A business analyst (BA) discovers that universal Containers automated case assignments in Service Cloud. UC uses case assignment rules to route cases to predefined team. The UC leadership team wants to improve how cases are routed.
What should the BA recommend to help the resolve a common obstacle?

A. Minimize case escalations to reduce time to resolution.

B. Migrate from case assignment riles to Omni-Channel.

C. Document the current case assignment process.

Answer: C (LEAVE A REPLY)

Explanation

The first step that the BA should take to help resolve the issue is to document the current case assignment process. Documenting the current case assignment process involves creating a visual representation of how cases are routed to predefined teams using case assignment rules in Service Cloud. Documenting the current case assignment process helps to:

Understand how case assignment works: This helps to identify the steps, inputs, outputs, roles, decisions, and logic involved in case assignment, and how they affect case resolution and customer satisfaction.
Identify gaps or opportunities for improvement: This helps to analyze the strengths and weaknesses of case assignment rules, measure their performance and effectiveness, and find areas where they can be enhanced or optimized.
Evaluate potential solutions or options: This helps to compare different ways of improving case assignment rules or using alternative methods such as Omni-Channel or Einstein Case Routing, and assess their feasibility, benefits, risks, and impacts. The other options are either irrelevant or incorrect. Option A does not help resolve

NEW QUESTION: 56

Northern Trail Outfitters launched a new feature on its Experience Cloud site to allow customers to compare features of similar products ahead of the major promotional event of the year. The user acceptance testing (UAT) passed successfully; however, many customers complained of issues when accessing the site.
What did the business analyst overlook before recommending that the release go live?
A. The AT should have been performed with enough time to resolve bugs in the new feature,
B. The UAT should have been performed with both peak load and average load simulation.
C. The UAT should have been performed by customers who are familiar with the products.
Answer: (SHOW ANSWER)
Explanation
The business analyst overlooked that the UAT should have been performed with both peak load and average load simulation before recommending that the release go live. Peak load and average load simulation are types of performance testing that measure how well a system can handle different levels of user traffic or demand.
Peak load simulation tests the system under the maximum expected load, while average load simulation tests the system under the normal or typical load. Performing both types of testing helps to identify and resolve any issues related to speed, stability, scalability, or reliability of the system before it goes live. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing

NEW QUESTION: 57

The sales team at Universal Containers has concerns that the process for distributing new leads is too slow.
The VP of sales has engaged a business analyst (BA) to help map out a process to distribute new leads quickly.
The BA sets up a meeting with stakeholders and learns a stakeholder already has a solution in mind.
What should the BA do next?
A. Implement the solution now to save time in the planning phase.
B. Ask the stakeholder to demo their solution to the project team.

C. Gather requirements and then note the proposal solution.
Answer: (SHOW ANSWER)
Explanation
The business analyst should gather requirements and then note the proposed solution when a stakeholder already has a solution in mind. This is because the business analyst should focus on understanding the problem or need that the stakeholder wants to solve, rather than jumping to a specific solution. Gathering requirements helps to define the scope, objectives, and value of the project, as well as identify any constraints, assumptions, or risks. The business analyst should also note the proposed solution as a possible option, but not commit to it without evaluating other alternatives or validating it with other stakeholders. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 58
Universal Containers is in the planning phase of a Salesforce project that will transform its retail locations.
The implementation team has had a difficult time determining the priorities and requirements of previous projects from people who would be directly impacted by the solution under consideration.
Which type of analysis should the business analyst recommend to ensure the implementation team avoids this challenge on the current project?
A. Persona analysis
B. Enterprise analysis
C. Stakeholder analysis
Answer: (SHOW ANSWER)
Explanation
The type of analysis that the BA should recommend to ensure the implementation team avoids this challenge on the current project is stakeholder analysis. Stakeholder analysis is a technique that helps to identify and understand the people who are affected by or involved in a project, and their needs, expectations, interests, influence, and attitudes towards the project. Stakeholder analysis helps to avoid missing or overlooking important stakeholders, and to plan appropriate communication and engagement strategies for each stakeholder group. The other options are either irrelevant or insufficient. Option A does not address the challenge of identifying and understanding stakeholders, but rather their behaviors and preferences. Option B does not address the challenge of identifying and understanding stakeholders, but rather their organizational context and environment. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-stakeholder-management/identify-sta

NEW QUESTION: 59
The business analyst (BA) at Universal Containers is preparing for user acceptance testing (UAT) for an Experience Cloud implementation.
Which people should participate in UAT?

A. Business users, project manager, key stakeholders
B. BA, project manager, key stakeholders
C. BA, business users, key stakeholders
Answer: A (LEAVE A REPLY)
Explanation
User acceptance testing (UAT) is a type of testing that is performed by users of a system to ensure that it meets their needs. UAT is typically performed after the system has been developed and before it is released to production.
The goal of UAT is to ensure that the system is usable and meets the needs of the users. UAT can also be used to identify any defects in the system.
The following people should participate in UAT:
Business users: Business users are the people who will be using the system on a day-to-day basis.
They should be involved in UAT to ensure that the system meets their needs.
Project manager: The project manager is responsible for the overall success of the project. They should be involved in UAT to ensure that the system is on track to meet the project's goals.
Key stakeholders: Key stakeholders are people who have a vested interest in the success of the project.
They may include customers, suppliers, or investors. Key stakeholders should be involved in UAT to ensure that the system meets their expectations.
User acceptance testing (UAT) is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended, and what was originally requested is actually being delivered. The people who should participate in UAT are business users, project manager, and key stakeholders. Business users are users who will use the solution in their daily work. They can test the solution against real-world scenarios and provide feedback on its usability and functionality. Project manager is the person who oversees the project and ensures that it meets the objectives, scope, budget, and timeline. They can coordinate the UAT activities and communicate the results to the stakeholders. Key stakeholders are people who have an interest or influence in the project outcome. They can review the UAT results and approve or reject the solution before deployment. The business analyst (BA) is not a participant in UAT because their role is to facilitate and support the UAT process, not to test the solution themselves. References:
https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-accept

NEW QUESTION: 60
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
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION: 61
Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded.
What should the BA do to meet the requirement?
A. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.
B. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
C. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
Answer: (SHOW ANSWER)
Explanation
The best practice for identifying which stage in the sales process the industry standard due-diligence should be embedded is to develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage. This practice helps to:
Develop a process map as a base: This provides a visual representation of the sales process, showing the steps, inputs, outputs, roles, and decisions involved in each stage.
Work with stakeholders to understand the trigger point: This helps to elicit feedback and insights from the stakeholders who are familiar with or affected by the sales process, and identify when or why the industry standard due-diligence is needed or required.
Locate the stage: This helps to determine where in the sales process the industry standard due-diligence should be embedded, based on the trigger point and the business logic. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/create-a-proc

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NEW QUESTION: 62
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: (SHOW ANSWER)
Explanation
The most effective activity for the business analyst to understand the sales process is conducting individual interviews with stakeholders. Individual interviews are one-on-one conversations that allow the business analyst to ask open-ended questions, listen actively, and probe deeper into the stakeholder's perspective, experience, and expectations. They can help the business analyst gain insights into how different stakeholders follow or perceive the sales process, and identify any variations or inconsistencies across states or countries.
Using live workshops to map out the sales process may be useful for validating or refining the sales process, but not for understanding it in the first place. Asking stakeholders to complete a questionnaire may be useful for collecting quantitative data or feedback, but not for understanding the sales process in depth. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 63
Northern Trail Outfitters (NTO) plans to significantly grow its workforce and wants to increase the overall security of its Sales Cloud instance. NTO has previously implemented a complex security solution with organization wide defaults, criteria-based sharing rules, and dozens of user profiles. NTO has asked a business analyst (0A) for recommendations on how to proceed.
Which aspect of a potential solution is most important for a BA to consider?
A. User adoption
B. Scalability

C. System downtime
Answer: B (LEAVE A REPLY)
Explanation
The most important aspect of a potential solution for NTO's security challenge is scalability. Scalability means that the solution can handle increasing numbers of users and data without compromising performance or functionality. NTO plans to significantly grow its workforce, so it needs a security solution that can accommodate more users and data without creating complexity or inefficiency. User adoption is also important, but it depends on how easy and intuitive the security solution is for users to access and use Salesforce. System downtime is also important, but it depends on how reliable and robust the security solution is for preventing unauthorized access or data loss. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 64
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: 65

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

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

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

A. The incorrect persona was used in the story.

B. The story included feature- specific language.

C. The story explained the value to the user.

Answer: B (LEAVE A REPLY)

Explanation

The mistake that the business analyst made when writing this user story was that the story included feature-specific language rather than focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a customer service representative wants to use Salesforce Macros" implies a particular design choice rather than describing what outcome should be achieved by reducing the time spent on each case (such as automating repetitive tasks or streamlining workflows). User stories should be aligned with the user's goal rather than prescribing how to achieve it so that they do not limit creativity or innovation in finding solutions. User stories should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases. The incorrect persona was not used in the story because customer service representative is a valid user role or persona who will benefit from this feature or functionality. The story explained the value to the user rather than focusing on what needs to be achieved by implementing this feature or functionality because reducing the time spent on each case is a benefit or value that the customer service representative will get from this feature or functionality. References:

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

NEW QUESTION: 66

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: D (LEAVE A REPLY)

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 to a User on top of their Profile.

References:

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

NEW QUESTION: 67
Northern Trail Outfitters (NTO) wants to address a recent group of complaints it received from the service team The NTO Salesforce team was alerted Chat the current routing process is preventing cases from reacting the correct service team without manual intervention.
Which action should the business analyst take to best understand and document the and recommend a future state?
A. Organize a brainstorming session with service team leadership.
B. Engage in a live process modeling exercise with the service team.
C. Review individual surveys and questionnaires from the service team.
Answer: B (LEAVE A REPLY)
Explanation
The action that the business analyst should take to best understand and document the current state and recommend a future state for resolving complaints from service team members about case routing issues is to engage in a live process modeling exercise with service team members. A live process modeling exercise is an interactive session where participants collaboratively create diagrams or models of their current processes using tools such as sticky notes, whiteboards, flip charts etc. A live process modeling exercise can help understand and document current state by capturing how things are done now; what are pain points; what are root causes; what are dependencies; etc. A live process modeling exercise can also help recommend future state by identifying how things should be done; what are best practices; what are gaps; what are solutions; etc.
Organizing a brainstorming session with service team leadership is not an action that the business analyst should take to best understand and document current state and recommend future state for resolving complaints from service team members about case routing issues. A brainstorming session is an activity where participants generate as many ideas as possible without criticism or evaluation. A brainstorming session can help generate possible solutions but does not help understand or document current state or evaluate future state.
Reviewing individual surveys and questionnaires from service team members is not an action that business analyst should take to best understand and document current state and recommend future state for resolving complaints from service team members about case routing issues. Reviewing individual surveys and questionnaires is an activity where participants provide feedback or opinions on specific topics or questions using tools such as forms, polls etc. Reviewing individual surveys and questionnaires can help gather quantitative data but does not help understand or document current state or recommend future state in depth.
References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION: 68
The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment.

The BA wants to leverage Universal Process Notation (UPN) to document the current process.
What is one benefit of using UPN in this scenario?

A. Complex processes can be documented with 20 or more activity boxes.

B. A single activity box can answer Who, What, When, Why, and How.

C. Key parts of a process can be easily identified by using different shapes.

Answer: B (LEAVE A REPLY)

Explanation

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

References:

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

NEW QUESTION: 69

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

A. Journey Map

B. Heat Map

C. Process Map

Answer: A (LEAVE A REPLY)

Explanation

A journey map is a document that illustrates the steps and interactions a customer has during a specific process or experience. It can help UC understand how to optimize the case lifecycle and limit the number of interactions a customer has. A heat map is a document that shows the relative intensity or frequency of a variable using colors. It can help UC analyze data or trends, but not the case lifecycle. A process map is a document that shows how a business process flows from start to end. It can help UC understand how its service agents work, but not how its customers experience the case lifecycle.

References:

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

NEW QUESTION: 70

What is the storage of the Developer Pro Sandbox?

A. 300MB

B. 200MB

C. 2GB

D. 1GB

Answer: D ([LEAVE A REPLY])

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: 71

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

Which activity will be mast impacted by breaking down the user stories?

A. Estimation

B. Defining the persona

C. Acceptance criteria

Answer: A ([LEAVE A REPLY])

Explanation

The activity that will be most impacted by breaking down the user stories into smaller stories is estimation.

Estimation is a process that assigns a value to a user story based on its size, complexity, risk, or effort. Estimation helps prioritize, plan, and allocate resources for user stories. Breaking down user stories into smaller stories can help improve estimation accuracy and reliability by reducing uncertainty and variability.

Smaller stories are easier to understand, analyze, compare, and measure than larger stories. Defining the persona is not an activity that will be most impacted by breaking down the user stories into smaller stories.

Defining the persona is a process that creates a fictional representation of a user role or group who will benefit from a feature or functionality. Defining the persona helps describe who the user is, what they want or need, and why they want or need it. Breaking down user stories into smaller stories does not affect defining the persona because the persona remains the same regardless of the size of the story.

Defining the acceptance criteria is not an activity that will be most impacted by breaking down the user stories into smaller stories.

Defining the acceptance criteria is a process that specifies the conditions or requirements that must be met for a user story to be considered done or acceptable. Defining the acceptance criteria helps verify and validate the user story. Breaking down user stories into smaller stories does not affect defining the acceptance criteria because each story still needs its own acceptance criteria regardless of its size.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stor

NEW QUESTION: 72
The Cloud Kicks business analyst (BA) is frustrated because the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. The development team has recommended that the BA use a DevOps tool as an alternative.
What are the benefits of using a DevOps tool in this situation?
A. Tracks changes on a daily basis and provides a history of changes
B. Tracks changes for the testing team and provides access to user stories
C. Tracks changes in real time and provides a single source of truth
Answer: C (LEAVE A REPLY)
Explanation
The benefits of using a DevOps tool in this situation are that it tracks changes in real time and provides a single source of truth. A DevOps tool is a software application that supports the collaboration and coordination of development and operations teams throughout the software development lifecycle. It helps to automate, monitor, and manage various tasks and processes, such as version control, code review, testing, deployment, and feedback. A DevOps tool tracks changes in real time and provides a single source of truth by keeping all team members updated on the status and progress of the project and ensuring that everyone is working on the latest version of the code and requirements. References:
https://trailhead.salesforce.com/en/content/learn/modules/devops-for-the-salesforce-platform/introduction-to-dev

NEW QUESTION: 73
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: (SHOW ANSWER)
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-acceptance-testing

NEW QUESTION: 74

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

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

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

B. Provide detailed test cases to validate the functional requirements

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

Answer: A (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 75

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: C (LEAVE A REPLY)

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: 76
The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation.
In which order should the BA arrange the three components of a user story?
A. I want <xyz>, as a <xyz>, so that <xyz>
B. As a <xyz>, I want <xyz>, so that <xyz>
C. I want <xyz>, so that <xyz>, for a <xyz>
Answer: B (LEAVE A REPLY)
Explanation
This is the correct order for arranging the three components of a user story. The first component is "As a
<xyz>", which specifies the role or persona of the user who will benefit from the user story. The second component is "I want <xyz>", which describes the goal or feature that the user wants to achieve or use. The third component is "so that <xyz>", which explains the reason or value behind the goal or feature for the user.
References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

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NEW QUESTION: 77
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: (SHOW ANSWER)
Explanation

The BA should define the acceptance criteria next. This is because the acceptance criteria are the specific requirements that must be met in order for the user story to be considered complete. The acceptance criteria should be defined in collaboration with the stakeholders, and they should be clear, concise, and measurable.
Once the acceptance criteria have been defined, the BA can then begin to write the test scripts. The test scripts should be based on the acceptance criteria, and they should test all of the functionality that is required for the user story to be considered complete.
After the test scripts have been written, the BA can then begin to plan the sprint schedule. The sprint schedule should be based on the user stories that have been written, and it should include a timeline for when each user story will be completed.
The BA should also keep in mind that the sprint schedule is not set in stone. It is important to be flexible and to be able to adjust the schedule as needed. This is because things can change during the course of a sprint, and the BA needs to be able to adapt to these changes.

NEW QUESTION: 78
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
Process mapping can help the business analyst get started on this project by showing the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement. Process mapping is a technique that creates a visual representation of how a business process flows from start to end. It can help CK analyze its sales cycle, document its steps and actions, and find any gaps or inefficiencies that can be optimized. Process mapping cannot model changes in the current customer experience, analyze each change's potential for impact, or help visualize potential improvements in advance of the solution design. These are tasks that can be done using other techniques such as journey mapping or prototyping. Process mapping cannot display complex ideas in a consistent format, highlight blockers and impediments, or see the project timeline at a glance. These are tasks that can be done using other techniques such as mind mapping or Gantt chart. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

NEW QUESTION: 79
The business analyst at Universal Containers is writing users stories to support the Salesforce implementation for the sales operations division.
There is a request for visibility into sales rep' pipeline so that can see their revenue.
Which missing component is necessary to finish this user story?
A. Who
B. Why
C. When
Answer: B (LEAVE A REPLY)
Explanation
The missing component necessary to finish this user story is why because it describes the benefit or value that sales reps will get from having visibility into their pipeline revenue (such as forecasting sales performance or identifying opportunities). The who part of this user story is "sales reps" because it describes the user role or persona who will benefit from this feature or functionality. The what part of this user story is "visibility into sales rep' pipeline" because it describes the feature or functionality that sales reps want or need.

NEW QUESTION: 80
Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During onboarding, the project manager shared the following process maps with the business analyst (BA):
Case Creation
* Case Triage
* Case Assignment
* Case Management
* Case Closure
Which key attributes should the BA look for when reviewing the process maps?
A. Audiences, scope, inputs, outputs, and resources
B. Cost, timeline, risks, requirements, and opportunities
C. Case sources, types, volumes, priorities, and reasons
Answer: (SHOW ANSWER)
Explanation
When reviewing process maps, business analysts should look for the following key attributes:
Audiences are the people who will be using the process maps. It is important to make sure that the process maps are clear and easy to understand for the intended audience.
Scope is the extent of the process that is being mapped. It is important to make sure that the process maps cover the entire process from start to finish.
Inputs are the materials or information that are needed to start the process. It is important to make sure that all of the necessary inputs are included in the process maps.

Outputs are the results of the process. It is important to make sure that the process maps clearly show the desired outputs.
Resources are the people, tools, and materials that are needed to carry out the process. It is important to make sure that all of the necessary resources are included in the process maps.
Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:
Process maps are visual representations of a process. They can be used to understand, improve, and communicate processes.
Audiences are the people who will be using the process maps. It is important to make sure that the process maps are clear and easy to understand for the intended audience.
Scope is the extent of the process that is being mapped. It is important to make sure that the process maps cover the entire process from start to finish.
Inputs are the materials or information that are needed to start the process. It is important to make sure that all of the necessary inputs are included in the process maps.
Outputs are the results of the process. It is important to make sure that the process maps clearly show the desired outputs.
Resources are the people, tools, and materials that are needed to carry out the process. It is important to make sure that all of the necessary resources are included in the process maps.

NEW QUESTION: 81
The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation.
When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?
A. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
B. Detailed Process Map
C. Value Stream Map
Answer: C (LEAVE A REPLY)
Explanation
The type of diagram that business analyst should use to identify waste within and between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation is value stream map.
A value stream map is diagram that shows flow of materials information value-added non-value-added activities cycle times wait times involved in process value stream map can help identify waste inefficiencies opportunities improvement within between processes by highlighting where time resources being wasted where value being added where bottlenecks occurring etc.
A Suppliers Inputs Process Outputs Customers (SIPOC) Map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation SIPOC Map high-level process map shows key elements process such suppliers inputs outputs customers SIPOC Map can help define scope boundaries project identifying what triggers process what are inputs outputs process who are involved affected by process

what are expectations requirements process SIPOC Map does not help identify waste within between processes detail.
A detailed process map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation detailed process map diagram shows steps activities decisions involved in process detailed process map can help document existing processes clear concise way can easily understood anyone involved project but does not help identify waste within between processes detail.
References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION: 82
A business analyst has been tasked with leading prototype efforts for a Salesforce project.
What is a prototype?
A. A model of a final proposed product
B. A first pass, simple sketch of an idea
C. A polished, proven solution
Answer: B (LEAVE A REPLY)
Explanation
A prototype is a first pass, simple sketch of an idea that can be used to test assumptions, gather feedback, and validate solutions. It is not a model of a final proposed product, which is more detailed and refined. It is not a polished, proven solution, which is the outcome of testing and iterating on prototypes. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta

NEW QUESTION: 83
Universal Containers (UC) stores information about its containers in the standard Salesforce Product object.
UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.
What should the business analyst review to learn more about the previous consultant's recommendation?
A. Entity Relationship Diagram (ERD)
B. System requirements specification
C. Change request logs
Answer: (SHOW ANSWER)
Explanation

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

NEW QUESTION: 84
Northern Trail Outfitters is undergoing a service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint.
Which step should the BA take next?
A. Begin working on the change request as soon as the team has capacity.
B. Add the change request to the prioritized for the next sprint.
C. De-prioritize some user stories and add the change request to the current sprint.
Answer: B (LEAVE A REPLY)
Explanation
The best practice for handling an urgent, high-priority change request in Scrum is to add it to the prioritized backlog for the next sprint. This way, the change request can be reviewed by the product owner and estimated by the development team before being added to a sprint. Adding a change request to an ongoing sprint would disrupt the planned scope and schedule of work.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/ma
https://www.scrum.org/resources/blog/how-handle-change-request-scrum

NEW QUESTION: 85
A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent I want Salesforce Macros to complete repetitive tasks faster." What should the business analyst change to improve the user story?
A. Replace the specific feature with a goal.
B. Change the user story to the sales manager persona.
C. Add a quantifiable reason why the feature is needed.
Answer: (SHOW ANSWER)

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

NEW QUESTION: 86
The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.
Which type of meeting should be held?
A. Retrospective
B. Daily stand-up
C. Sprint review
Answer: (SHOW ANSWER)
Explanation
A sprint review is a meeting that should be held by the scrum team working on Salesforce projects at Northern Trail Outfitters to review the current build with stakeholders and gather feedback. A sprint review is an event that occurs at the end of each sprint, where the scrum team demonstrates the work done during the sprint and invites feedback from stakeholders. A retrospective is a meeting that occurs after each sprint, where the scrum team reflects on what went well and what can be improved in the next sprint. A daily stand-up is a meeting that occurs every day during a sprint, where the scrum team members share their progress, plans, and impediments. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta
https://trailhead.salesforce.com/content/learn/modules/agile-development-with-scrum

NEW QUESTION: 87
Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers.
The business analyst (6A) leading this project needs to validate that the requirements meet the goal.
What should the BA do to ensure alignment?
A. Survey customers to confirm whether the new site meets their requirements.
B. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.
C. Conduct a whiteboarding session to ensure the requirements are accurate.
Answer: (SHOW ANSWER)

Explanation
The BA should circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off to ensure alignment. This helps to:
Circulate the requirements to stakeholders: This helps to communicate and share the requirements with all relevant stakeholders, such as customers, users, sponsors, developers, testers, etc., and ensure that they are aware of and understand them.
Incorporate feedback: This helps to elicit and address any comments, questions, suggestions, or concerns from the stakeholders about the requirements, and make any necessary changes or clarifications to them.
Obtain sign-off: This helps to confirm and document that the stakeholders agree with and approve of the requirements, and establish a baseline for designing and developing the solution. The other options are either irrelevant or incomplete. Option A does not ensure alignment, but rather assumes that customers already know their requirements. Option C does not ensure alignment, but rather skips an important step of validating and verifying the requirements with stakeholders. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-requirements/validate-and-con

NEW QUESTION: 88
The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.
Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?
A. Organization edition and license type
B. Storage capacity and license type
C. Number of active users and license type
Answer: (SHOW ANSWER)
Explanation
The information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs organization edition license type organization edition determines features functionality available Salesforce org such objects apps reports dashboards etc license type determines features functionality available specific user such access permissions security settings etc knowing organization edition license type can help business analyst understand what capabilities limitations Universal Containers has what additional costs may incur if need upgrade edition buy more licenses.
Storage capacity license type not information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs storage capacity determines amount data files can stored Salesforce org such records attachments documents etc license type determines features functionality available specific user such access permissions security settings etc knowing storage capacity license type can help business analyst understand how much

space consuming how much space left but does not help understand what features functionality can implement.
Number active users license type not information that business analyst needs determine features functionality Universal Containers can implement while avoiding additional costs number active users determines how many users can log Salesforce org same time license type determines features functionality available specific user such access permissions security settings etc knowing number active users license type can help business analyst understand how many users using system how many users need but does not help understand what features functionality can implement.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/understan

NEW QUESTION: 89
The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has been built and it is time to kick off user acceptance testing (UAT).
What is the goal of UAT?
A. To ensure what was originally requested is being delivered
B. summarize the overall ask and determine what is in scope
C. To identify acceptance criteria with pass/fail indicators
Answer: A (LEAVE A REPLY)
Explanation
The goal of user acceptance testing (UAT) is to ensure what was originally requested is being delivered by the development team. UAT is the final phase of testing before a solution is released to production. UAT involves users or stakeholders who validate that the solution meets their needs and expectations, based on the user stories and acceptance criteria. UAT helps to verify that the solution is fit for purpose and ready for launch.
References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing

NEW QUESTION: 90
Universal Containers wants to streamline a complex business process. The business analyst (BA) assigned to the Service Cloud project is creating a business process map of the existing process. The BA is having difficulty documenting the process because there is disagreement among the stakeholders about the steps that are being followed.
Which recommendation should the BA make to help the stakeholders reach agreement about the process?
A. Refer to the Responsible, Accountable, Consulted, Informed (RACI) chart to determine who is accountable.
B. Focus on the inputs and outcomes of the current process
C. Brainstorm ideas to make the process more efficient.
Answer: B (LEAVE A REPLY)

Explanation
The recommendation that the business analyst should make to help the stakeholders reach agreement about the process is to focus on the inputs and outcomes of the current process. Inputs are the resources or data that are required for a process to start or continue. Outcomes are the results or outputs that are produced by a process.
Focusing on the inputs and outcomes of the current process helps to define and measure the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Focusing on the inputs and outcomes of the current process also helps to avoid getting bogged down by unnecessary details or variations that may cause disagreement or confusion among stakeholders.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 91
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.

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NEW QUESTION: 92

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: B (LEAVE A REPLY)

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: 93

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

A. Data Loader

B. Change Sets

C. Import Wizard

D. Ant Migration

Answer: B (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 94

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

Which type of document should the BA present to the stakeholders?
A. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products
B. A SIPOC (Support inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process
C. A business process map detailing the existing step-by-step Quote-to-Cash process
Answer: (SHOW ANSWER)
Explanation
The business analyst should present a capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products to the executive stakeholder who wants to explore automating NTO's Quote-to-Cash process. A capability map is a strategic tool that shows the high-level capabilities of an organization or a solution, such as what it can do or offer to its customers or users. A capability map can help compare different solutions based on their functionality and alignment with business goals and needs. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products can help the executive stakeholder understand what options are available and how they can automate NTO's Quote-to-Cash process. A SIPOC (Support inputs, Process, Outputs, and Customers) map is not a document to present to the executive stakeholder who wants to explore automating NTO's Quote-to-Cash process. A SIPOC map is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. It can help identify the scope and boundaries of a process and the stakeholders involved, but it does not show how different solutions can automate a process. A business process map is not a document to present to the executive stakeholder who wants to explore automating NTO's Quote-to-Cash process. A business process map is a diagram that shows the steps, activities, and decisions involved in a process. It can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project, but it does not show how different solutions can automate a process.
References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/business-

NEW QUESTION: 95
Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.
Which elicitation technique should the business analyst use to help the team meet its goal?
A. Prototyping
B. Brainstorming
C. Observation
Answer: A (LEAVE A REPLY)
Explanation
Prototyping is an elicitation technique that a business analyst can use to help stakeholders visualize a possible solution based on customer feedback surveys. Prototyping involves creating a simple sketch or mockup of an idea that can be used to test assumptions, gather feedback, or validate solutions.

Brainstorming is an elicitation technique that can be used to generate ideas based on customer feedback surveys, but not to visualize them.
Observation is an elicitation technique that can be used to collect data based on customer behavior or actions, but not based on customer feedback surveys. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta

NEW QUESTION: 96

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

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

Which step should the business analyst take next?

A. Acknowledge the feedback, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.
B. Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case hack to the stakeholder far immediate testing.
C. Acknowledge the feedback, create a new user Story that includes the field changes, and ask the stakeholder to update the existing tat case to show it was successfully tested.
Answer: C (LEAVE A REPLY)
Explanation
The business analyst should acknowledge the feedback, create a new user story that includes the field changes, and ask the stakeholder to update the existing test case to show it was successfully tested. This is because changing the label of several fields and adding two new fields are new requirements that were not part of the original user story or test case. Therefore, they should be captured as a new user story with its own acceptance criteria and priority. The existing test case should not be modified to include these changes, but rather updated to reflect that it passed successfully based on the original acceptance criteria. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/user-acceptance-testing

NEW QUESTION: 97

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: 98
The Business analyst (BA) at Northern Outfitters (NTO) has gathered preliminary functional requirements for an upcoming Salesforce implementation project. Before translating these requirements into user stories, the BA wants to gain additional perspective, feedback, and detail on the requirements from the NTO team.
Which document should help the BA gather this information?
A. Stakeholder analysis
B. Business analysis plan
C. Current state analyst
Answer: (SHOW ANSWER)
Explanation
The business analyst should use a stakeholder analysis to gather additional perspective, feedback, and detail on the requirements from the NTO team. A stakeholder analysis is a technique to identify and understand the needs, expectations, interests, influence, and power of the stakeholders involved in a project. A stakeholder analysis can help the business analyst communicate effectively with the stakeholders, manage their expectations, address their concerns, involve them in decision making, and obtain their feedback and approval.
A business analysis plan is not a document to gather additional perspective, feedback, and detail on the requirements from the NTO team. A business analysis plan is a document that describes how the business analysis activities will be conducted, such as what techniques, tools, deliverables, roles, and responsibilities will be used. A business analysis plan can help the business analyst plan and manage their work, but it does not help them gather information from the stakeholders. A current state analysis is not a document to gather additional perspective, feedback, and detail on the requirements from the NTO team. A current state analysis is a technique to understand and document how the current situation or process works, what are its strengths and weaknesses, what are the problems or opportunities for improvement, and what are the root causes of the issues. A current state analysis can help the business analyst identify gaps and needs, but it does not help them gather information from the stakeholders. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques-i

NEW QUESTION: 99

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

Which step should the BA take next?

A. Create a SWOT (Strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.

B. Move the deployment date out so the teams have more time to work.

C. Review the user stories to ensure they are small, testable, and valuable.

Answer: (SHOW ANSWER)

Explanation

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

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

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

NEW QUESTION: 100

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

.. an upcoming Sales Cloud implementation.

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

A. Detailed Process Map

B. Value Stream Map

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

Answer: C (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 101
Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.
What should the BA do to build trust with the stakeholder as the project continues?
A. Set up a casual meeting to create a personal connection with the stakeholder.
B. Reset project expectations at the next meeting with the stakeholder.
C. Ask an executive sponsor to address the stakeholder's concerns.
Answer: A (LEAVE A REPLY)
Explanation
The business analyst should set up a casual meeting to create a personal connection with the stakeholder to build trust with them as the project continues. A casual meeting is an informal conversation that allows the business analyst and the stakeholder to get to know each other better, share their backgrounds and interests, and establish rapport and empathy. A casual meeting can help to ease any tension or frustration that may have arisen during the discovery session, as well as show respect and appreciation for the stakeholder's input and feedback. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-

NEW QUESTION: 102
Cloud Kicks (CK) faces challenges with accurate reporting and metrics to use when CK schedules service agent shifts. The VP of service is unsure how the challenges can be solved in Salesforce.

Which analysis should a business analyst perform?

A. Strategy Analysis

B. Stakeholder Analysis

C. Enterprise Analyst

Answer: A (LEAVE A REPLY)

Explanation

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

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

References:

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

NEW QUESTION: 103

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

A. All of them.

B. iOS (App Store)

C. Only those that download the app from the App Exchange.

D. Android (Google Play)

Answer: A (LEAVE A REPLY)

Explanation

All of the salesforce app providers will be able to unlock a locked user with their phones. The Salesforce app is available for iOS (App Store), Android (Google Play), and Windows 10 devices, and it allows users to unlock themselves using biometric authentication or a verification code sent to their email or phone number.

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

NEW QUESTION: 104

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

What should the BA focus on?

A. Mapping historical lead data from each team and building carts to highlight similarities

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

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

NEW QUESTION: 105
The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.
Which user story meets this requirement?
A. As a CRM manager, I need a record-triggered flow to view my team's work queues so 1 can monitor their open tickets.
B. As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.
C. As a user, I need to see case queue to monitor my team's work.
Answer: B (LEAVE A REPLY)
Explanation
The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets". A user story is a statement that describes what a user or stakeholder needs or wants from a system or solution in order to achieve a specific goal or outcome. A user story follows the format
"As a [role], I want to [action], so that I can [outcome]". A user story helps to capture and communicate the business value and benefit of a requirement or feature. The user story that meets the requirement is "As a CRM manager, I need to see my team's work queues so I can monitor their open tickets" because it specifies the role (CRM manager), the action (see my team's work queues), and the outcome (monitor

their open tickets). The other user stories are either too vague or too specific (A) to meet the requirement. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirement

NEW QUESTION: 106

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

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

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

B. Annotated process flows with modifications to an existing process

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

Answer: (SHOW ANSWER)

Explanation

Annotated process flows are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:

Annotated process flows are process flows that include additional information, such as notes, comments, and explanations.

Modifications to an existing process are changes that are made to an existing process.

Stakeholders are people who have an interest in the success of a project.

In conclusion, annotated process flows with modifications to an existing process are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.

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

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

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NEW QUESTION: 107
The Salesforce development team is strictly following scrum to govern its releases. An executive trying to plan a vacation wants to know when work on the feature will begin so they can be available for additional implementation questions. After consulting with the product owner, the business analyst (BA) learns the team has decided to adopt Kanban instead for all future releases.
What should the BA tell the executive?
A. Work will begin after executive approval is given.
B. Work will begin in the next sprint.
C. Work will begin when capacity becomes available
Answer: C (LEAVE A REPLY)
Explanation
The business analyst should tell the executive that work will begin when capacity becomes available. 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. Work will not begin after executive approval is given or in the next sprint because these are concepts that are more relevant for other development models such as change set development or org development. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-accepta
https://trailhead.salesforce.com/content/learn/modules/agile-development-with-scrum

NEW QUESTION: 108
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
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 109
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: (SHOW ANSWER)
Explanation
The option that should be used to construct the user story is "As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates." This option

follows the standard format of "As a [user role], I want [functionality], so that [benefit]". It also aligns with the goal of improving pipeline reports and reflects the user's needs and expectations. The other options are either too specific or too vague. Option B does not specify what functionality is needed or why it is needed. Option C does not specify why seeing more details on Closed/Lost Opportunities is beneficial or how it relates to improving close rates.
References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 110
Of the following Locale Settings, select which one CANNOT be selected when creating a new user.
A. Time Zone
B. Language
C. Working Hours
D. Locale
Answer: C (LEAVE A REPLY)
Explanation
Working Hours is not a Locale Setting that can be selected when creating a new user. Working Hours are set at the organization level or at the resource level for scheduling purposes. Time Zone, Language, and Locale are Locale Settings that can be selected when creating a new user. References:
https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION: 111
Universal Containers is working to improve Salesforce adoption. Customer reps are utilizing many Salesforce features in the org, but sales reps are still relying on their personal spreadsheets.
What should the business analyst do to better understand the sales reps process in order increase Salesforce adoption?
A. Host Focus group, conduct surveys, and shadow the sales reps to observe the tools they use and how the use them.
B. Run reports based on usage to see where the sales reps are spending the majority of their time in Salesforce.
C. Arrange for the sales reps to collaborate with customer service reps to learn service reps interact with Salesforce.
Answer: A (LEAVE A REPLY)
Explanation
The best practice for understanding the sales reps process in order to increase Salesforce adoption is to host focus groups, conduct surveys, and shadow the sales reps to observe the tools they use and how they use them.
These methods help to elicit feedback and insights from the sales reps, understand their pain points and needs, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of using Salesforce. The other options are either insufficient or irrelevant. Option B does not

capture the sales reps' perspectives or preferences, and may not reflect their actual usage of Salesforce. Option C does not address the sales reps' process or challenges, and may not be applicable or effective for them. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate-discove

NEW QUESTION: 112

The business analyst (BA) at Universal Containers is responsible for defining the enhancement features for the current Salesforce CPQ implementation that must be configured in the next phase of the project.
Which type of document should the BA create to achieve the objective?

A. Business analysis plan

B. Scope statement specification

C. Functional requirements specification

Answer: C ([LEAVE A REPLY])

Explanation

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

NEW QUESTION: 113

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

A. Proceed with the sales team's project as planned.

B. Start project work for the operations team.

C. Include the operations team during discovery.

Answer: C ([LEAVE A REPLY])

Explanation

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

expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di

NEW QUESTION: 114

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-introduction

NEW QUESTION: 115

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

A. Engage a developer to scope a custom solution.

B. Research third-party apps on the AppExchange.

C. Export a weekly report of user activity.

Answer: B (LEAVE A REPLY)

Explanation
The business analyst should research third-party apps on the AppExchange to help resolve the issue of sales team failing to enter calls in Salesforce quickly and with limited time and budget. The AppExchange is an online marketplace where customers can find ready-made solutions that extend

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

NEW QUESTION: 116

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

A. Journey map

B. Process map

C. Capability map

Answer: A (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 117

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/evaluate-s

NEW QUESTION: 118
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/collaboratio

NEW QUESTION: 119

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

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

A. Update page layouts in production.

B. Create a test plan for each web browser.

C. Confirm steps to reproduce the issue.

Answer: (SHOW ANSWER)

Explanation

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

https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/report-and-resolve-issues

NEW QUESTION: 120

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

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

A. The user stories focused on well-defined personas.

B. The project team failed to discuss the user stories as a group.

C. The acceptance criteria of the user stories were too specific.

Answer: B (LEAVE A REPLY)

Explanation

The likely cause of the issue was that the project team failed to discuss the user stories as a group before writing them. This could lead to misunderstandings, misalignment, or missing information among the stakeholders and the business analyst. The best practice for writing user stories is to collaborate with all relevant stakeholders and use techniques such as brainstorming, story mapping, or story splitting to elicit and prioritize user needs. The user stories should also be validated and reviewed by all stakeholders before finalizing them. The user stories focusing on well-defined personas is not a likely cause of the issue because personas are useful tools to represent different types of users and their

goals, needs, and pain points. The acceptance criteria of the user stories being too specific is not a likely cause of the issue because acceptance criteria are statements that define how to verify that a user story is completed and meets the user's expectations. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-sto

NEW QUESTION: 121

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

Observation and interviewing are methods that a business analyst can use to collect data about the sales team's performance and behavior. Observation can help the business analyst see how the sales reps use the Sales Cloud solution and identify any unnecessary steps or issues. Interviewing can help the business analyst understand the sales reps' opinions, challenges, and needs. Brainstorming and prototyping are methods that are more suitable for generating ideas or testing solutions. Focus groups and workshops are methods that are more suitable for gathering feedback or consensus from a group of stakeholders. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-di
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

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NEW QUESTION: 122

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
The principle of Agile methodology that this violates is definition of done. Definition of done is a set of criteria that determines when a user story or a sprint is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the user story or sprint, such as code quality, unit testing, documentation, performance, security, and usability. Definition of done helps to ensure that the work meets the expected standards and quality, satisfies the user's needs and expectations, and aligns with the project goals and scope. In this case, the code review process revealed that the Apex code fails to meet Salesforce coding standards, which means that the definition of done was not met or followed. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done

NEW QUESTION: 123
A business analyst (BA) is compiling a list of subject matter experts to consult throughout the discovery for a new Service Cloud implementation.
What is the primary value of the BA speaking with customer service reps?
A. Validating current processes
B. Estimating the project cost
C. Building solution design consensus
Answer: (SHOW ANSWER)
Explanation
The primary value of the business analyst (BA) speaking with customer service reps during the discovery for a new Service Cloud implementation is validating current processes. Customer service reps are the end users of Service Cloud and they can provide valuable insights into how they perform their tasks, what challenges they face, and what expectations they have from the new system. The BA can use this information to validate or update the current process maps and identify areas for improvement. Estimating the project cost is not a value of speaking with customer service reps, as this is usually done by project managers or sponsors based on resource allocation and budget constraints. Building solution design consensus is not a value of speaking with customer service reps, as this is usually done by solution architects or developers based on technical feasibility and best practices.
References:
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/understand-the-s
https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/analyze-business

NEW QUESTION: 124

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

What should the BA do?

A. Focus on the task at hand instead of on individual team members.

B. Avoid exposing one's own mistakes to the team.

C. Tell the truth in difficult situations.

Answer: C ([LEAVE A REPLY])

Explanation

The action that the business analyst should take to quickly become a trusted advisor to the team is to tell the truth in difficult situations. Telling the truth in difficult situations means being honest, transparent, and respectful when communicating with team members about issues, risks, challenges, feedback, or conflicts that may arise during a project or enhancement. Telling the truth in difficult situations helps to build trust and credibility with team members by showing them that you are reliable, accountable, and professional. Telling the truth in difficult situations also helps to prevent misunderstandings, miscommunications, or mistakes that may affect the quality or success of the project or enhancement. The other actions are either counterproductive (B) or irrelevant (A) to becoming a trusted advisor to the team. References:

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

NEW QUESTION: 125

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

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

A. INVEST checklist

B. Numerical framework

C. Gap analysis document

Answer: C ([LEAVE A REPLY])

Explanation

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

NEW QUESTION: 126

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: 127
The Salesforce project team at Cloud Kicks is about to start a project that crosses sales and service teams. The business analyst (BA) has been tasked with writing user stories with the teams in a workshop.
What should the BA keep in mind during the process?
A. User stories encourage iterative development.
B. User stories specify which technical components are impacted.
C. User stories are fixed upon stakeholder approval.
Answer: A (LEAVE A REPLY)
Explanation
One thing that user stories help the business analyst do is encourage iterative development. Iterative development is an approach that breaks down a project into smaller cycles or iterations, each delivering a working piece of functionality or value to the user. User stories are well suited for iterative

development because they are concise, focused, and prioritized based on user needs and value. User stories help to deliver features faster and more frequently, while allowing for feedback and changes along the way. References:
https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories

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