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NEW QUESTION: 1

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

Which best practice should the BA train the employee on first?

- A. Use acceptance criteria to define success.
- B. Use a version control repository.
- C. Use standard naming conventions.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 2

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

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 3

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. Add the change request to the prioritized for the next sprint.
- B. De-prioritize some user stories and add the change request to the current sprint.

C. Begin working on the change request as soon as the team has capacity.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 4

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

A. Business analysis plan

B. Use case

C. User story

Answer: (SHOW ANSWER)

NEW QUESTION: 5

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

What should the business analyst do next?

A. Ask the team to pivot and complete the work immediately.

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 6

A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements.

Which document should the BA use?

A. Stakeholder analysis

B. User stories

C. RACI chart

Answer: A (LEAVE A REPLY)

NEW QUESTION: 7

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

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

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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. Users

C. Roles

D. Salesforce characters

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

NEW QUESTION: 9

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 updated automatically with each Salesforce Release.

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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

Which key stakeholder should the BA speak to first?

A. Sales Users

B. VP of sales

C. IT leaders

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

NEW QUESTION: 11

A business analyst (BA) at Northern Trail Outfitters (NTO) is assigned to a project to help revamp n process. The current process used by the sales team is different than the process outlined in NTO's documentation.

Which step should the BA take first?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

What should the BA do to present this information?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience.

Which strategy should the BA use to accomplish the goal?

- A. Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.
- B. Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.
- C. Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.

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

NEW QUESTION: 14

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: (SHOW ANSWER)

NEW QUESTION: 15

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 16

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

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

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

- A. Outline previous project experience, record and take notes for every meeting, and limit communication to weekly updates.
- B. Ask each project team member to complete a survey, create a project plan, and delegate roles and responsibilities to stakeholders.
- C. Ask questions and document the answers, make suggestions based on previous project success, and provide a meeting agenda period to each session>

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 17

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

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

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

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

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

NEW QUESTION: 20

Universal Containers has a Salesforce Knowledge base solution; however support agents have indicated that the system has duplicate knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the

articles. While researching solution option, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will generally available in the next release.

What should the BA suggest?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

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

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

NEW QUESTION: 22

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

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

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

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

NEW QUESTION: 23

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. Stakeholder analysis
- B. Enterprise analysis
- C. Persona analysis

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

NEW QUESTION: 24

Which of the following User Management terms is best described by this definition: " Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem".

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

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

NEW QUESTION: 25

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

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

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

NEW QUESTION: 27

Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract?"

- A. Value stream map
- B. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)

C. Capability model

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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

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

- A. Version control system
- B. Change set deployments
- C. Code review sessions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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

NEW QUESTION: 30

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

What should the BA do next?

- A. Present recommendations from testing to determine if improvements should be made to the underlying implementation.
- B. Run testing again, ensuring the scripts reflect expectations and business processes match functionality,
- C. Decompose and model the business processes, and identify testing procedures to calculate new values.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

A business analyst has been tasked with leading prototype efforts for a Salesforce project.

What is a prototype?

- A. A first pass, simple sketch of an idea
- B. A polished, proven solution
- C. A model of a final proposed product

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 32

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. Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.
- B. Conduct a whiteboarding session to ensure the requirements are accurate.
- C. Survey customers to confirm whether the new site meets their requirements.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 33

Universal Containers (UC) needs a Quip template to create Account plans. UC's business analyst has been tasked with documenting requirements for this initiative. During one of the business requirements gathering sessions, a sales manager notes that it's important the new template is user-friendly and only accessible to the account team.

Which option captures this requirement?

- A. Make the template user-friendly and accessible only by members of the account team.
- B. Accessible by members of the account team.
- C. The sales manager can make the template user-friendly.

Answer: (SHOW ANSWER)

NEW QUESTION: 34

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](#))

NEW QUESTION: 35

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. Migrate from case assignment rules to Omni-Channel.
- B. Document the current case assignment process.
- C. Minimize case escalations to reduce time to resolution.

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

NEW QUESTION: 36

Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:

- * All logins must use multi-factor authentication (MFA).
- * Portal pages should load within 2 seconds.

How should the BA document the items?

- A. functional requirement
- B. Non-functional requirement
- C. User story

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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

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

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

NEW QUESTION: 38

Universal Containers is focused on an initiative to streamline its channel management processes. Due to the level of complexity, the business analyst (BA) will gather and document the key points in preparation to build a more detailed process map.

Which diagram should the BA use in this case?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

A business analyst (BA) at Northern Trail Outfitters was asked to create a new user story for a Sales Cloud update requested by the inside sales team. The BA created the following story:

"As a user, I need visibility to customers' purchase history details so I can increase efficiencies and improve closure rates by better tailoring sales offerings." Which mistake did the BA make when creating this story?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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 are dependent on related acceptance criteria and overlap with other use cases.
- B. They contain substantial details and focus on technical elements.
- C. They can be easily prioritized and are small enough to estimate accurately.

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

NEW QUESTION: 41

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. Daily stand-up
- B. Sprint review
- C. Retrospective

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

NEW QUESTION: 42

Universal Containers (UC) uses a Salesforce org. UC is merging with a sister company that uses a different CRM. The incoming sales team is reluctant to change to a different process. The business analyst (BA) has been asked to help reach consensus and drive adoption.

Which group is well positioned to help the BA secure alignment for the initiative?

- A. Power users and top sales earners
- B. System admin and project manager
- C. Executive sponsors and sales leadership

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 43

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

What should the BA include in these requirements?

- A. Detailed documentation of technical solution
- B. Test scripts to validate requirements
- C. High-level description of required functionality

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

NEW QUESTION: 44

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

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

What is one definition of done for this user story?

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

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

NEW QUESTION: 45

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

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

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

NEW QUESTION: 46

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

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Universal Containers is planning to implement Commerce Cloud to sell more products. The business analyst working on this project has gathered requirements and is translating them into user stories.

What should the user story focus on?

- A. Customer experience
- B. Sales margins
- C. Product functionality

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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

- A. Only the Admin
- B. Users above the SSO user in the role hierarchy.
- C. The SSO Manager
- D. Admin and Users with the right permission sets.

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

NEW QUESTION: 49

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, create a new test case that includes the field changes, and assign the test case back to the stakeholder for immediate testing.
- B.** 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.
- C.** 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.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 50

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.** Iterative development
- B.** Definition of done
- C.** Sprint retrospective

Answer: (SHOW ANSWER)

NEW QUESTION: 51

The business analyst at Cloud Kicks is using a checklist to assess the quality of user stories for an upcoming Experience Cloud implementation.

Which characteristics make a user story successful?

- A.** Actionable., Concise, Testable, Solution-oriented, Defined
- B.** Clean Direct, Concise, Cross Functional, Configurable
- C.** Independent, Negotiable, Valuable, Estimable. Small, Testable

Answer: C (LEAVE A REPLY)

NEW QUESTION: 52

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.** Confirm steps to reproduce the issue.

C. Use performance analyzer to view the assessment.

Answer: (SHOW ANSWER)

NEW QUESTION: 53

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. Data modeling

B. Value stream mapping

C. Process mapping

Answer: C (LEAVE A REPLY)

NEW QUESTION: 54

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

B. 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.

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 55

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

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

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

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 56

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

What should the BA tell the executive?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 57

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. Brainstorm ideas to make the process more efficient.
- B. Refer to the Responsible, Accountable, Consulted, Informed (RACI) chart to determine who is accountable.
- C. Focus on the inputs and outcomes of the current process

Answer: (SHOW ANSWER)

NEW QUESTION: 58

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

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

- A. Shadow the sales team to observe process for entering data into Accounts and Opportunities.
- B. Understand and document the data quality issues reported by the data science team.
- C. Meet with the executive leadership team to accurately understand the business need.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 59

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. 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 liaison between business and technical teams.

B. 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.

C. 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.

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

NEW QUESTION: 60

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

B. Tell the truth in difficult situations.

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

In what phase of the four application lifecycle milestones does this action belong?

Communicate Changes, Update Profiles and Communicate end of Changes.

A. Plan

B. Deploy

C. Test

D. Build

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 63

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

What should the BA focus on?

- A. Scheduling and all-day collaboration workshop with both team to resolve their differences
- B. Evaluating team' skill and experience to determine how they can better align.
- C. Mapping historical leas data from each team and building charts to highlight similarities

Answer: A (LEAVE A REPLY)

NEW QUESTION: 64

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 65

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. Sprint plan
- C. Change log

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

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. De-prioritize some user stories and add the change request to the current sprint.
- C. Add the change request to the backlog to be prioritized for the next sprint.

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

NEW QUESTION: 67

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. Strategy Analysis
- B. Stakeholder Analysis
- C. Enterprise Analysis

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

NEW QUESTION: 68

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. Hold a kickoff meeting to set expectations with the project team.
- B. Discuss project trade-offs with the executive sponsor.
- C. Manage project integrations with the technical team.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

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

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 70

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. Login Link
- C. Email Proof
- D. Single Sign-On

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

NEW QUESTION: 71

A business analyst (BA) is working on a request from a sales leader at Universal Containers. The sales leader has noticed the quality of information on new leads has declined recently. After completing their initial research, the BA concludes that the Salesforce lead intake form needs to be updated to include only essential information. Since several sales teams use the intake form, the BA must get alignment from all of the groups.

How does whiteboarding help the BA collaborate with multiple stakeholders?

- A. It provides a single document in a central location for stakeholders to contribute, allowing each group to provide feedback on their own, instead of requiring everyone to meet and discuss together.
- B. It builds a shared understanding of the current state, creates a space for everyone to contribute since the activity feels shared, and guides the conversation while maintaining engagement.
- C. It provides a script to follow with suggested questions and prompts, identifies exactly what each group needs in order to be successful, and the final version acts as the business requirements document.

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

NEW QUESTION: 72

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

Which tactical document should the BA use to capture features?

- A. Release plan
- B. Business analysis plan
- C. User Acceptance Test plan

Answer: A (LEAVE A REPLY)

NEW QUESTION: 73

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. 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
- C. 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.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 74

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. Strategy Analysis
- B. Enterprise Analysis
- C. Stakeholder Analysis

Answer: B (LEAVE A REPLY)

NEW QUESTION: 75

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

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

- A. Conduct elimination with stakeholders regarding their parts of the process.
- B. Review the documentation to ensure that information gathered about the process is correct.

C. Using strategy analysis, define models of how gaps in the business process can be resolved.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 76

One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers.

The IT team writes a functional requirement:

* Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location.

Which user story should the business analyst write to describe the functional requirement?

A. As a sales clerk, I want to see item availability and locations to help customers find items.

B. As a general manager, I want sales clerks to have tablets so they can help customers find items.

C. As a customer, I want sales clerks to have access to item availability to help them find items.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 77

New interns at Universal Containers have been tasked with following a new process to import leads from a spreadsheet into Salesforce. A business analyst is mapping the process to document the overall lead creation process.

What should the process map look like?

A. A somewhat detailed process map that is easy to remember and self-explanatory

B. A very detailed process map that is unambiguous and version controlled

C. A simple process map that is high-level and covers key aspects

Answer: B (LEAVE A REPLY)

NEW QUESTION: 78

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution." Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "what" of the acceptance criteria is negotiable.
- B. The "why" of the user story is focused on user needs.
- C. The "who" of the user story is well-defined.

Answer: (SHOW ANSWER)

NEW QUESTION: 79

After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to make 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 management document and user acceptance testing plans.
- C. Update the change request log and draft a new user story.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 80

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 user story is too large to test.
- B. The acceptance criteria should be solution focused.
- C. The acceptance criteria is too vague.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 81

A business analyst (BA) at Universal Containers (UC) has been asked to evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind. Management wants to use the output from the BA's evaluation to inform decisions about UC's future implementations of Sales Cloud and Service Cloud.

What should the BA use for their evaluation?

- A. Entity Relationship Diagram (ERD)
- B. Universal Process Notation (UPN)
- C. Cross-functional flowchart

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

NEW QUESTION: 82

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

What is a possible reason why the test cases failed?

- A. Missing test org access details
- B. Missing test script details
- C. Missing test result details

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

NEW QUESTION: 83

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

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

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

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

NEW QUESTION: 84

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. A single activity box can answer Who, What, When, Why, and How.
- B. Key parts of a process can be easily identified by using different shapes.
- C. Complex processes can be documented with 20 or more activity boxes.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

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

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 86

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

Which influencing style is the BA using?

- A. inspiring
- B. Accommodating
- C. Collaborative

Answer: A (LEAVE A REPLY)

NEW QUESTION: 87

Cloud Kicks uses declarative change set development to deliver its Salesforce customizations. The business analyst (BA) works with the technical lead on the project to track changes that require manual migration.

Which resources should the BA use to determine which changes must be made manually in each environment?

- A. Setup Audit Trail
- B. Object Schema Builder
- C. Metadata coverage report

Answer: C (LEAVE A REPLY)

NEW QUESTION: 88

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 provide valuable feedback on how they use data.
- C. They implement their data entry workarounds in the system.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 89

The sales teams at Universal Containers (UC) want to add a custom field to a page layout. The IT manager reminds the business analyst (BA) that UC uses the Application Lifecycle Management (ALM) process. The addition of the custom field and subsequent release to everyone in the organization must follow this process.

What is the first step in the ALM process that should be taken?

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

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

NEW QUESTION: 90

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

What should the BA do first to ensure the ongoing success of the project?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 91

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

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

- A. Manual effort
- B. Avoidance
- C. Duplication

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

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. Survey /Questionnaire
- B. Focus Groups
- C. journey Mapping

Answer: C (LEAVE A REPLY)

NEW QUESTION: 93

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 functionality of the Salesforce Platform. Who should own the process of prioritizing the business backlog?

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

NEW QUESTION: 94

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 to see my team's work queues so I can monitor their open tickets.

B. As a CRM manager, I need a record-triggered flow to view 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: ([SHOW ANSWER](#))

NEW QUESTION: 95

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

A. Employee review cycle for the support team

B. A Contact information for key stakeholders

C. Limitations of the current support process

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

NEW QUESTION: 96

Universal Container wants to build a Salesforce application to manage its recruitment lifecycle. The project lead wants to identify the key recruitment steps and stakeholders in a visual format.

What should the business analyst do to meet the requirement?

A. Create an entity relationship diagram.

B. Map the business process.

C. Review department procedures and consult the org chart.

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

NEW QUESTION: 97

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

What should the business analyst recommend to meet the requirements?

A. Standard object for activity capture, custom Lightning Web Component user interface

B. Standard object for activity capture, screen Flow user interface

C. Custom object for activity capture, custom Lightning web component user interface

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

NEW QUESTION: 98

Universal Containers (UC) has chosen to implement Sales Cloud and Service Cloud to increase revenue and remove bottlenecks in its current processes. A business analyst (BA) is tasked with diagramming business processes.

What should the BA do to successfully meet governance requirements to identify the business purpose?

A. Adhere to agreed upon mapping standards.

B. Identify resources engaged in each step.

C. Use UC's existing terminology.

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

NEW QUESTION: 99

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

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

- A. Include who, What, and why
- B. Include the V2MOM structure
- C. Include technical details

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

NEW QUESTION: 100

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

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

- A. Collaborative
- B. Analytical
- C. Assertive

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

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. Enterprise Analyst
- C. Stakeholder Analysis

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

NEW QUESTION: 102

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. Start project work for the operations team.
- B. Proceed with the sales team's project as planned.
- C. Include the operations team during discovery.

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

NEW QUESTION: 103

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

Which task should be assigned to the BA?

- A. Conduct user training.
- B. Create user training materials.
- C. Set up users for training.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

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. 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%
- C. 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 20% or more.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

Universal Containers is developing a new recurring app utilizing Lightning screen flows. The business analyst (BA) has started writing user stories in a repository. The project lead has edited user stories in the DevOps tool to make them more complete.

What should the BA do to understand which user stories were modified?

- A. Review the change sets history
- B. Review the version control history.
- C. Review the approval history.

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

NEW QUESTION: 106

A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

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

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 107

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: B (LEAVE A REPLY)

NEW QUESTION: 108

The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.

Which approach should a business analyst take to begin this process?

- A. Partner with Salesforce account executives to complete discovery.
- B. Schedule a meeting with stakeholders and create a journey map.
- C. Develop the project plan and finalize the release date.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 109

Universal Containers (UC) has low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and training process. UC needs a business analyst to facilitate this transition.

Which of the following actions are the most effective business needs from stakeholders?

- A.** send surveys to collect feedback; observe end users; whiteboard incoming requests; and store communication in a centralized location.
- B.** Use multiple forms of communication; build trust; show empathy; and get commitment for next
- C.** Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for changes.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 110

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 to increase Salesforce adoption?

- A.** Host Focus group, conduct surveys, and shadow the sales reps to observe the tools they use and how they 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 how service reps interact with Salesforce.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 111

The business analyst at Universal Containers is writing user stories to support the Salesforce implementation for the sales operations division.

There is a request for visibility into sales rep's pipeline so that they can see their revenue.

Which missing component is necessary to finish this user story?

- A.** Who
- B.** When
- C.** Why

Answer: A (LEAVE A REPLY)

NEW QUESTION: 112

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

- A.** Universal Process Notation

- B. Storyboarding
- C. Entity Relationship Diagramming

Answer: C (LEAVE A REPLY)

NEW QUESTION: 113

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

Which step should the BA include in the business flowchart?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 114

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

Which component of the user story is "provide high-touch customer experiences?"

- A. Why
- B. Assumption
- C. Where

Answer: A (LEAVE A REPLY)

NEW QUESTION: 115

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)

NEW QUESTION: 116

The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on goals and strategies across NTO's organization, using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

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

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

NEW QUESTION: 117

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

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

- A. Complete development on bugs discovered during this phase.
- B. Get written sign-off from all business stakeholders.
- C. Conduct a final retrospective meeting with the project team.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

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

In which scenario should the business analyst recommend Kanban?

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

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

NEW QUESTION: 119

What is the storage of the Developer Pro Sandbox?

- A. 200MB
- B. 2GB
- C. 300MB
- D. 1GB

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

Work Item	User Story	Epic	Priority	Effort
US-4007	Case Closure Action	Case Closure	High	12 hours
US-4008	Case Reason Reports	Case Reports	Medium	12 hours
US-4009	Case Age Reports	Case Reports	Medium	4 hours
US-4010	Case Routing by Type	Case Routing	Low	12 hours

The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items. The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible.

Which work items should the BA prioritize with the remaining 16 hours of development capacity?

US-4008 and US-4009

A. US-4007 and US-4009

B. US-4008 and US-4009

C. US-4009 and US-4010

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

A business analyst (BA) at Northern Trail Outfitters has been asked to prepare documentation including acceptance criteria and definition of done for a Heroku project.

Which way should the BA approach creation of this documentation?

A. Include the overall perspective for acceptance criteria and the persona's perspective for definition of done.

B. Include the personal perspective for acceptance criteria and the overall perspective for definition of done.

C. Create one consolidated set of documentation as the two terms are synonymous and used interchangeably.

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

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NEW QUESTION: 122

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

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

- A. Partners need to submit monthly sales reports.
- B. The portal should allow for partners to access monthly sales reports.
- C. The portal should allow for partners to upload monthly sales reports.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 123

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. Elicit requirements, create flows and process diagrams, and understand business analytics.
- C. Architect a solution, configure a sandbox, and build a proof of concept.

Answer: B (LEAVE A REPLY)

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