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NEW QUESTION: 1

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

What is the name of this documentation type?

A. Business analysis plan

B. Use case

C. User story

Answer: C (LEAVE A REPLY)

Explanation

A user story is a type of documentation that describes what functionality a system should provide from a user's perspective. It is written in simple language that anyone can understand and follows a standard format of "As a [user role], I want [functionality], so that [benefit]". A user story helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use user stories to document the functionality that a system should provide so it can be developed into a work item.

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

NEW QUESTION: 2

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

Which diagram should the BA use in this case?

A. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)

B. Capability Model
C. Value Stream Map
Answer: A (LEAVE A REPLY)
A SIPOC diagram is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. It can help identify the scope and boundaries of a process and the stakeholders involved. A capability model is a strategic tool that shows the high-level capabilities of an organization, but it does not show the details of a process. A value stream map is a detailed process map that shows the value-added and non-value-added activities, cycle times, wait times, and other metrics of a process, but it may be too complex for capturing key points. References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/collabor

NEW QUESTION: 3
An external business analyst (BA) has been brought in to work on a Sales Cloud project for Universal Containers (UC). UC's In-house BA has created epics and user stories, but the external BA notices that one story appears to be written Incorrectly.
How should the BA revise the statement below in the correct user story format?
"Sales reps need to track their pipeline in Salesforce."
A. As a sales manager, 1 need sales representatives to track their opportunities in Salesforce.
B. As a sales manager, 1 want sales reps to track their opportunities in Salesforce for accurate forecast reporting.
C. As a sales representative, 1 want to be able to track my opportunities in Salesforce so that we can forecast accurately.
Answer: (SHOW ANSWER)
A user story is a short, simple description of a feature told from the perspective of the person who desires the new capability, usually a user or customer of the system. It typically follows a simple template: As a <type of user>, I want <some goal> so that <some reason>. The answer C follows this template and clearly states the user role, the goal, and the reason. The answer A does not state the reason, and the answer B does not state the correct user role, as the story is about sales representatives, not sales managers. References: Certification - Business Analyst, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

NEW QUESTION: 4
A business analyst (BA) at Universal Containers (UC) has been asked to improve the user experience (UX) of marketing employee who manages webinar data. The chief marketing officer (CMO) thinks the UX issues are related to standard Salesforce Campaign functionality that misaligns with UC s business requirements. The BA surveyed the marketing group about their pain points and was surprised to discover that their concerns differ from the CMOs theory about issues with the UX of Campaigns in Salesforce.

Which influencing style should the BA use when presenting their findings to the CMO and other stakeholders?
A. Collaborative
B. Assertive
C. Analytical
Answer: (SHOW ANSWER)
This answer states that using a collaborative influencing style is what the BA should use when presenting their findings to the CMO and other stakeholders after surveying the marketing group about their pain points and discovering that their concerns differ from the CMO's theory about issues with the UX of Campaigns in Salesforce. A collaborative influencing style is an approach that involves working with others to find a mutually beneficial solution or outcome. A collaborative influencing style can help the BA to present their findings to the CMO and other stakeholders by acknowledging their perspectives, sharing relevant data and insights, and seeking their input and feedback. A collaborative influencing style can also help the BA to build trust and rapport with the CMO and other stakeholders, and to facilitate a constructive dialogue and consensus among them. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

NEW QUESTION: 5
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: C (LEAVE A REPLY)
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: 6
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: (SHOW ANSWER)
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: 7
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/

NEW QUESTION: 8
An executive stakeholder 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: A (LEAVE A REPLY)
Explanation
This answer states that creating a capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products is the type of document that the BA should present to the stakeholders who want to explore automating NTO's Quote-to-Cash process. A capability map is a diagram that shows what an organization does at a high level of abstraction, without going into details of how it does it. A capability map can help the BA to present to the stakeholders how Salesforce and AppExchange Quote-to-Cash products can support their business activities or functions related to generating quotes, contracts, orders, invoices, and payments. A capability map can also help the BA to align the potential solutions with the business goals and strategies of NTO.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 9
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, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.
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, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.
Answer: B (LEAVE A REPLY)
Explanation
This answer describes the steps involved in creating a customer journey map, which is a tool to visualize and improve the customer experience. A customer journey map helps to identify pain points, gaps, and opportunities for improvement in the current state, and design a future state that aligns with the business objectives and customer needs.
References:https://trailhead.salesforce.com/en/content/learn/modules/customer-journey-basics/create-a-customer

NEW QUESTION: 10
The project manager for Universal Container tells the business analyst (BA) that the developers on the team are having trouble understanding what to build because the acceptance criteria for the Sales Cloud user stories are confusing.
How should the BA respond to the feedback effectively?
A. Recommend additional training resources.
B. Ask for specific examples to review.
C. Confirm that best practices are being followed.
Answer: (SHOW ANSWER)
Explanation
This answer states that asking for specific examples to review is how the BA should respond to feedback from UC's project manager who tells the BA that the developers on the team are having trouble understanding what to build because the acceptance criteria for the Sales Cloud user stories are confusing. Asking for specific examples to review means that the BA requests the project manager or the developers to provide concrete instances or scenarios of where and how the acceptance criteria for the Sales Cloud user stories are confusing, such as ambiguous, inconsistent, or incomplete acceptance criteria. Asking for specific examples to review is how the BA should respond to feedback from UC's project manager because it helps the BA to clarify and verify the feedback, and to revise and update the acceptance criteria accordingly.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 11
The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).
What is a business analyst's role during UAT?
A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
B. Document user stories and clarify business needs so IT can deliver results based on the requirements.

C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

Answer: C (LEAVE A REPLY)

The business analyst's role during UAT is to coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live. The business analyst is responsible for facilitating UAT by ensuring that all stakeholders are involved and engaged in testing the solution according to their roles and responsibilities. The business analyst is also responsible for monitoring and reporting on UAT progress and results by tracking any issues or bugs that are detected during testing and communicating them to the IT team for resolution. The business analyst's role during UAT is to ensure that the solution meets the requirements and expectations of all stakeholders before it is deployed to production. References:
https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance

NEW QUESTION: 12

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: 13

A business analyst (BA) is working with the support team at Cloud Kicks (CK) on a Service Cloud implementation. The BA has decided to create a process map to understand CK's current merchandise return process.

What are the top three benefits of creating a process map?

A. Identifies improvements, decreases project costs, and starts the change process
B. Engages stakeholders, identifies improvements, and starts the change process
C. Builds accountability, increases revenue, and decreases overall time spent on requirements
Answer: A (LEAVE A REPLY)

NEW QUESTION: 14
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: (SHOW ANSWER)
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: 15
One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers.
The IT team writes a functional requirement:
* Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location.
Which user story should the business analyst write to describe the functional requirement?
A. As a sales clerk, I want to see item availability and locations to help customers find items.
B. As a general manager, I want sales clerks to have tablets so they can help customers find items.
C. As a customer, I want sales clerks to have access to item availability to help them find items.
Answer: A (LEAVE A REPLY)
Explanation
The user story that the business analyst should write to describe the functional requirement is:
As a sales clerk, I want to see item availability and locations to help customers find items.
This user story follows the standard format of "As a <role>, I want <goal> so that <reason>". The role is
"sales clerk", the goal is "to see item availability and locations", and the reason is "to help customers find items". This user story is concise, focused, and valuable to the user and the customer. It does not specify how the goal will be achieved or implemented, which will be defined later in the acceptance criteria or design phase. References:

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

NEW QUESTION: 16

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: C (LEAVE A REPLY)

NEW QUESTION: 17

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: (SHOW ANSWER)

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: 18
The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the project.
Which type of documentation should the BA utilize?
A. Current state analysis
B. Object models
C. Use cases
Answer: (SHOW ANSWER)
Explanation
The type of documentation that the business analyst should utilize to better understand business processes so they can accurately scope the project is current state analysis. Current state analysis is a technique that involves assessing and documenting how a business process or workflow is currently performed in an organization. Current state analysis helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Current state analysis can be done using tools such as interviews, observations, surveys, or process maps. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 19
A business analyst (BA) at Northern Trail Outfitters has been asked to prepare documentation including acceptance criteria and definition of done for a Heroku project.
Which way should the BA approach creation of this documentation?
A. Include the personal perspective for acceptance criteria and the overall perspective for definition of done.
B. Create one consolidated set of documentation as the two terms are synonymous and used interchangeably.
C. Include the overall perspective for acceptance criteria and the persona's perspective for definition of done.

Answer: (SHOW ANSWER)
Explanation
The way that the business analyst should approach creation of this documentation is to include the personal perspective for acceptance criteria and the overall perspective for definition of done. Acceptance criteria are statements that define the conditions that a product or feature must meet in order to be accepted by stakeholders or end users. They should include the personal perspective of how a product or feature works or looks like for a specific persona or scenario. Definition of done is a checklist that defines the quality standards that a product or feature must meet in order to be considered complete and ready for release. It should include the overall perspective of what needs to be done for any product or feature across different stages or aspects such as development, testing, documentation, etc. 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: 20
A business analyst (BA) at Northern Trail Outfitters was asked to create a new user story for a Sales Cloud update requested by the inside sales team. The BA created the following story: "As a user, I need visibility to customers' purchase history details so I can increase efficiencies and improve closure rates by better tailoring sales offerings." Which mistake did the BA make when creating this story?
A. The persona is undefined.
B. The need is undefined.
C. The goal is undefined.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 21
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/

NEW QUESTION: 22
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: B (LEAVE A REPLY)
The final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision is to get written sign-off from all business stakeholders. Written sign-off means obtaining formal approval or confirmation from the business stakeholders that the system or solution meets their requirements or expectations and is ready to be released to production. Written sign-off helps to ensure a
"go" decision by demonstrating that the system or solution has passed all the tests or validations, as well as resolving any issues or risks that may prevent the release. Written sign-off also helps to document and communicate the completion and acceptance of the user acceptance testing process. References:
https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance

NEW QUESTION: 23
A group of business analysts (BA) at Universal Containers have been working with different teams of stakeholders on eliciting requirements for a new Salesforce app. The BAs have gathered and documented all of the information in a central location. Upon review of the requirements, the BAs discovered that changes made to the documentation were overwritten by each other, and they will lose time recapturing them.
What should the BAs do differently to prevent this error from happening?
A. Each BA should use their own separate documentation,
B. Each BA should enter their business needs in a shared spreadsheet,
C. Each BA should use a shared system that has version control.
Answer: (SHOW ANSWER)

NEW QUESTION: 24

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

This answer states that getting approval and signoff on the requirements is the next step for the BA to take before build can begin. Approval and signoff on the requirements means that the stakeholders agree that the requirements are accurate, complete, and feasible, and that they authorize the development team to start building the solution. Approval and signoff on the requirements helps to avoid scope creep, rework, and miscommunication. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-f

NEW QUESTION: 25

After completing requirements gathering session for a Sales Cloud implementation, the business analyst (BA) has started to write user stories. During an internal user story grooming session, the project manager decided that each user story must:

* Be assigned a level of effort
* Be demonstrated to the stakeholder
* Have documented deployment steps

Where should the DA capture these requirements?

A. Definition of done

B. Assumptions

C. Acceptance criteria

Answer: A (LEAVE A REPLY)

This answer states that definition of done is where the BA should capture these requirements after writing user stories for developing a solution for managing leads in Sales Cloud at UC: be assigned a level of effort, be demonstrated to the stakeholder, and have documented deployment steps. Definition of done is a set of criteria that defines when a user story or a task is completed and ready for deployment or delivery. Capturing these requirements in the definition of done means that the BA specifies that a user story or a task must meet or pass these criteria in order to be considered done. Capturing these requirements in the definition of done is where the BA should do it after writing user stories because it helps the BA to clarify and communicate the expectations and standards of the user stories or tasks, and to ensure that they are met or passed. References:

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

NEW QUESTION: 26

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: 27

From where can an Admin unlock a user?

A. Users > Logins > Unlock Users

B. Setup > Locked Users > Unlock

C. Users > Select user > Unlock

D. Setup > Object Manager > Users > Select User > Unlock

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

NEW QUESTION: 28

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: (SHOW ANSWER)
Explanation
This answer recommends prototyping as an elicitation technique to help the team meet its goal of filling out a survey based on customer feedback. Prototyping is a technique that involves creating a mockup or a sample of a solution to demonstrate how it will look and function. Prototyping can help the BA validate requirements, solicit feedback, and refine the design of the solution.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 29
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. Discuss project trade-offs with the executive sponsor.
B. Hold a kickoff meeting to set expectations with the project team.
C. Manage project integrations with the technical team.
Answer: (SHOW ANSWER)

NEW QUESTION: 30
Northern Trail Outfitters wants to reduce the amount of time it takes for customers to receive their orders after making an online purchase.
Which initial steps should the business analyst take to help determine why the order management and fulfillment process is slow?
A. Work with stakeholders to identify relevant processes, select a key process with defined start and end points, and collaborate with process owners and users to create a current state process map.
B. Conduct interviews with stakeholders in the order management and fulfillment departments to identify individual pain points and brainstorm process improvement solutions.
C. Create a process map that includes detailed steps related to order management and fulfillment, analyze the process map for inefficiencies, and present findings to leadership.
Answer: A (LEAVE A REPLY)
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: 31
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. Executive sponsors and sales leadership
B. Power users and top sales earners
C. System admin and project manager
Answer: A (LEAVE A REPLY)

NEW QUESTION: 32
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: A (LEAVE A REPLY)

Explanation

This answer provides an example of effective acceptance criteria for the scenario of creating an approval process on contract submissions. Acceptance criteria are statements that define the conditions that a solution must meet to be accepted by the stakeholders or users. Acceptance criteria should be clear, concise, testable, and measurable. This answer meets these criteria by stating what a sales manager wants to do (be notified, approve or decline), when they want to do it (when a contract has been submitted with a discount greater than
20%), and how they can verify it (a discounted price).
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-pr

NEW QUESTION: 33

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

A. Acceptance criteria

B. Estimation

C. Defining the persona

Answer: A (LEAVE A REPLY)

NEW QUESTION: 34

Universal Containers (UC) has low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and train)ng process. needs a business analyst to facilitate this transition.
Which of set if actions are the most effective business needs from stakeholders?

A. send surveys to collect feedback; observe end 'Users; whiteboard incoming requests; and store communication In a centralized location.

B. Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for Changes.

C. Use multiple forms of communication; build trust; show empathy; and get commitment for next

Answer: C (LEAVE A REPLY)

Explanation

The set of actions that are the most effective for collaborating with key stakeholders are to use multiple forms of communication; build trust; show empathy; and get commitment for next steps. These actions help to establish and maintain positive and productive relationships with key stakeholders who have an interest or influence in the project outcome. Using multiple forms of

communication helps to ensure clarity, consistency, and timeliness of information and feedback among stakeholders. Building trust helps to foster mutual respect, honesty, and reliability among stakeholders. Showing empathy helps to understand and acknowledge the needs, expectations, preferences, pain points, goals, etc. of stakeholders. Getting commitment for next steps helps to ensure alignment and engagement among stakeholders on the project goals, scope, roles, and responsibilities. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-

NEW QUESTION: 35
The business analyst (BA) at Cloud Kicks is having a hard time documenting a user story to change an existing Opportunity flow for sales users. The architect expressed their concerns to the BA that they lack a comprehensive list of the components that will be affected by the updated flow.
Which best practice should the BA follow?
A. Write the user story without making any assumptions about how it will be implemented or which components are affected.
B. Ask the development team to investigate and document all affected components before the story can be written.
C. Schedule additional discovery sessions with the sales users to understand what will be impacted by the changes.
Answer: (SHOW ANSWER)
Explanation
The best practice that the BA should follow is to schedule additional discovery sessions with the sales users to understand what will be impacted by the changes. Discovery sessions are meetings or workshops where the BA elicits, clarifies, and validates the needs, expectations, pain points, goals, and priorities of the stakeholders for a project. Discovery sessions help to gather more information and feedback from the stakeholders, understand their perspectives and preferences, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of the proposed solution. By scheduling additional discovery sessions with the sales users, the BA can better understand their challenges and requirements, and document a comprehensive list of the components that will be affected by the updated flow.
References:https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facili

NEW QUESTION: 36
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20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

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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: A (LEAVE A REPLY)
This answer provides an example of effective acceptance criteria for the scenario of creating an approval process on contract submissions. Acceptance criteria are statements that define the conditions that a solution must meet to be accepted by the stakeholders or users. Acceptance criteria should be clear, concise, testable, and measurable. This answer meets these criteria by stating what a sales manager wants to do (be notified, approve or decline), when they want to do it (when a contract has been submitted with a discount greater than
20%), and how they can verify it (a discounted price). References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-f

NEW QUESTION: 37
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. System admin and project manager
B. Power users and top sales earners
C. Executive sponsors and sales leadership
Answer: C (LEAVE A REPLY)
Explanation
This answer identifies executive sponsors and sales leadership as the group that is well positioned to help the BA secure alignment for the initiative. Executive sponsors and sales leadership are key stakeholders who have the authority, influence, and interest in the project. They can help the BA communicate the vision, benefits, and expectations of the new process, and address any resistance or concerns from the incoming sales team.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 38
A business analyst is using storytelling to communicate the vision for a Salesforce solution to business stakeholders.

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

NEW QUESTION: 39
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: ([SHOW ANSWER])
This is the correct order for arranging the three components of a user story. The first component is "As a
<xyz>", which specifies the role or persona of the user who will benefit from the user story. The second component is "I want <xyz>", which describes the goal or feature that the user wants to achieve or use. The third component is "so that <xyz>", which explains the reason or value behind the goal or feature for the user.
References: https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories

NEW QUESTION: 40
The business analyst at Cloud Kicks is beginning to write user stories for its Salesforce implementation.

Which three components should-be included when writing a user story?

A. Who, what, why

B. When, where, why

C. Who, when, why

Answer: (SHOW ANSWER)

Explanation

A user story is a short description of a feature or functionality from the perspective of an end user. It follows the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The what is the feature or functionality that the user wants or needs. The why is the benefit or value that the user will get from the feature or functionality. The when and where are not part of a user story format because they are usually captured in other documents or artifacts, such as acceptance criteria or wireframes. References:

1

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

NEW QUESTION: 41

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 "who" of the user story is well-defined.

B. The "why" of the user story is focused on user needs.

C. The "what" of the acceptance criteria is negotiable.

Answer: B (LEAVE A REPLY)

Explanation

A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case 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 use cases to document how users will interact with the system and what outcomes they expect from it. References:

https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/write-use-ca

NEW QUESTION: 42

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

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

A. Allow each team member to merge all user stories at the end of user acceptance testing.

B. Send emails to stakeholders with all of the changes to the user stories.

C. Define a common repository to hold all user stories and track changes over time.

Answer: (SHOW ANSWER)

NEW QUESTION: 43

A lead business analyst (BA) for a Service Cloud implementation at Universal Containers has a strict deadline.

Both the client's execute team and the project manager are eager to complete the discovery phase of the project and begin developer.

What are the key activities that the BA must complete prior to beginning development?

A. Eliciting requirements, analyzing requirements, facilitating solutions, implementing solutions

B. Eliciting requirements, writing user stories, implementing solutions, Testing solutions

C. Eliciting requirements, documenting requirements, analyzing information, facilitating solutions

Answer: (SHOW ANSWER)

This answer states that eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation at UC. Eliciting requirements means that the BA gathers and clarifies the needs, expectations, and objectives of the stakeholders for the Service Cloud implementation. Documenting requirements means that the BA records and organizes the information obtained from eliciting requirements in a clear and concise way. Analyzing information means that the BA reviews and evaluates the information obtained from documenting requirements to identify gaps, issues, or opportunities for improvement.

Facilitating solutions means that the BA proposes and validates possible solutions or alternatives for addressing the gaps, issues, or opportunities for improvement identified from analyzing information. Eliciting requirements, documenting requirements, analyzing information, and facilitating solutions are the key activities that the BA must complete prior to beginning development for a Service Cloud implementation because they help the BA to define and communicate the scope and specifications of the Service Cloud implementation, and to ensure that they meet the stakeholder's needs, expectations, and objectives.

References:

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

NEW QUESTION: 44

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

B. RACI (Responsible, Accountable, Consulted, Informed)

C. SMART (Specific, Measurable, Achievable, Relevant, Time-bound)

Answer: (SHOW ANSWER)

This answer states that using V2MOM (Vision, Values, Methods, Obstacles, Measures) is the methodology that should help the BA obtain the required information for understanding NTO's strategies after reviewing NTO's documentation for obtaining alignment on goals and strategies across NTO's organization using NTO's documentation. V2MOM is a framework that helps an organization or a team to define and align their goals and strategies in a clear and concise way. V2MOM stands for Vision, Values, Methods, Obstacles, and Measures. Vision is a statement that describes what the organization or the team wants to achieve. Values are the principles or beliefs that guide the actions and decisions of the organization or the team. Methods are the actions or steps that the organization or the team will take to accomplish the vision. Obstacles are the challenges or issues that the organization or the team will face or anticipate along the way. Measures are the metrics or indicators that the organization or the team will use to track their progress and success. Using V2MOM can help the BA obtain the required information for understanding NTO's strategies by asking questions or seeking clarification on each of these elements from NTO's documentation or stakeholders.

References: https://trailhead.salesforce.com/en/content/learn/modules/align-your-team-with-v2mom

NEW QUESTION: 45

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

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

What should the BA do next?

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

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

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

Answer: (SHOW ANSWER)

Explanation

This answer states that reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed for revamping the order management process at NTO. User stories are short descriptions of a feature or a functionality from a user's perspective. Backlog is a list of user stories that need tobe prioritized and completed for a project or a product.

Sprint retrospective is a meeting or a workshop where the project team reviews and reflects on their performance and progress in the previous sprint. Reviewing these user stories in the backlog at the next sprint retrospective means that the BA discusses and evaluates these user stories with the project team to determine if they are still relevant, valuable, or feasible for revamping the order management process. Reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed because it helps the BA to update and maintain the backlog, and to ensure that the user stories align with the project scope and goals.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 46
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: 47
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. Scalability

B. System downtime

C. User adoption

Answer: (SHOW ANSWER)

NEW QUESTION: 48

From where can an Admin unlock a user?

A. Setup > Locked Users > Unlock

B. Users > Select user > Unlock

C. Setup > Object Manager > Users > Select User > Unlock

D. Users > Logins > Unlock Users

Answer: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 49

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: 50

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: 51
The Salesforce team at Cloud Kicks (CK) is reviewing the sales team's business processes. During a review session, the business analyst notices that quantifiable benchmarks have yet to be established.
Why is it a best practice to establish benchmarks to evaluate existing processes?
A. Proves processes are out of date and require a new solution
B. Compares processes against CK's closest competitors
C. Shows tangible impact from changes to processes
Answer: C (LEAVE A REPLY)
Explanation
The best practice to establish benchmarks to evaluate existing processes is to show tangible impact from changes to processes. Benchmarks are quantifiable measures that can be used to compare current performance with desired performance or best practices. They can help CK evaluate how effective its sales processes are, identify gaps or opportunities for improvement, and measure the results or benefits of process changes.
Proving processes are out of date and require a new solution is not a best practice, but a potential outcome of benchmarking. Comparing processes against CK's closest competitors is not a best practice, but a possible source of benchmarking data. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 52

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

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

A. Salesforce Solution Kits

B. Solution Architecture Diagram

C. Business Requirements Document

Answer: B (LEAVE A REPLY)

Explanation

The reference that the business analyst should consult to understand the integration pattern is a Solution Architecture Diagram. A Solution Architecture Diagram is a diagram that shows the high-level design and components of a system or solution. A Solution Architecture Diagram helps to understand the integration pattern by showing how different systems or applications are connected and interact with each other, as well as what data or information is exchanged between them. A Solution Architecture Diagram also helps to identify the scope, requirements, dependencies, and risks of an integration project or enhancement.

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

NEW QUESTION: 53

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

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

A. Define a common repository to hold all user stories and track changes over time.

B. Allow each team member to merge all user stories at the end of user acceptance testing.

C. Send emails to stakeholders with all of the changes to the user stories.

Answer: (SHOW ANSWER)

Explanation

The best practice for giving all team members access and visibility to the most recent user stories as the project is in motion is to define a common repository to hold all user stories and track changes over time. A common repository is a centralized location where all user stories are stored and managed. It allows all team members to access, view, edit, comment, prioritize, assign, and update user stories as needed. It also tracks changes over time and provides version control and history of user stories. A common repository can be a tool such as Jira, Trello, Asana, or Salesforce Agile Accelerator. References:

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

NEW QUESTION: 54
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
This answer states that working with subject matter experts to perform UAT in a sandbox is what the BA should do during UAT to ensure that a record-triggered flow that notifies account and opportunity owners once a quote has been accepted meets the requirements for Cloud Kicks.
Subject matter experts are people who have specialized knowledge or skills in a specific domain or area, such as sales, service, marketing, or accounting. Working with subject matter experts can help the BA to test and validate that the record-triggered flow works as expected and meets their needs and expectations. A sandbox is a copy of a Salesforce org that is used for development, testing, or training purposes. Performing UAT in a sandbox can help the BA to test and validate the record-triggered flow in a safe and isolated environment, without affecting the production org or data. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

NEW QUESTION: 55
Cloud Kicks has completed the user acceptance testing (UAT) phase of a major update to Sales Cloud for its EMEA sales team.
How should the business analyst help the EMEA sales team learn the new features?
A. Organize user groups by permission set and train each team.
B. Document key changes and gather feedback to update the backlog.
C. Build tooltips and discoverable content in the new console layouts.
Answer: (SHOW ANSWER)
Explanation
This answer states that building tooltips and discoverable content in the new console layouts is how the BA should help the EMEA sales team learn the new features after completing the user acceptance testing phase of a major update to Sales Cloud. Tooltips are small pop-up windows that provide brief explanations or instructions for a feature or a functionality when a user hovers over or clicks on an element. Discoverable content is content that is hidden until a user interacts with a trigger, such as a button, a link, or an icon.
Building tooltips and discoverable content in the new console layouts can help the BA to provide contextual and on-demand guidance and information to the EMEA sales team, and help them learn the new features at their own paceand convenience.

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

NEW QUESTION: 56

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: 57

A business analyst (BA) Is coordinating a User Acceptance Testing (UAT) session focused on Service Cloud enhancements.

Which resource Is critical for the BA to include in UAT?

A. Support agents

B. System developers

C. Quality assurance testers

Answer: A (LEAVE A REPLY)

Support agents are critical for the BA to include in UAT because they are the end users of the Service Cloud enhancements and can validate whether the solution meets their needs and expectations. System developers and quality assurance testers are important for the development and testing phases, but they are not essential for UAT, which is focused on the business requirements and user feedback. References: Learn About User Acceptance Testing Unit, [User

Acceptance Testing Strategies for Large Data Volume Scenarios], [Role of the BA in User Acceptance Testing]

NEW QUESTION: 58

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: 59

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

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

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

B. CK will get insights to current business processes.

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

Answer: A (LEAVE A REPLY)

Explanation

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

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

NEW QUESTION: 60
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. Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.
B. Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.
C. Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 61
The business analyst at Cloud Kicks is beginning to write user stories for its Salesforce implementation.
Which three components should-be included when writing a user story?
A. Who, what, why
B. When, where, why
C. Who, when, why
Answer: (SHOW ANSWER)
A user story is a short description of a feature or functionality from the perspective of an end user. It follows the format "As a <who>, I want <what>, so that <why>". The who is the user role or persona who will benefit from the feature or functionality. The what is the feature or functionality that the user wants or needs. The why is the benefit or value that the user will get from the feature or functionality. The when and where are not part of a user story format because they are usually captured in other documents or artifacts, such as acceptance criteria or wireframes. References:
1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-sto

NEW QUESTION: 62

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution.

What should the BA do next?

A. Shadow an operations team member at the CK distribution facility.

B. Explore how retailers similar to CK handle distribution.

C. Review future state distribution processes for CK.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 63

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers." Which option best represents the "IF component of the INVEST checklist to make a good user story from this requirement?

A. As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.

B. As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.

C. As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

Answer: B (LEAVE A REPLY)

Explanation

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

NEW QUESTION: 64

A business analyst captures the following acceptance criteria for a user story about case reassignment in Service Cloud.
* A service manager can dick a Reassign button that changes the owner field of the case.
* A service manager is able to reassign cases-as part of the mobile experience.
* Reassignment functionality can be used on cases that have been auto-reassigned.
* Service reps are unable to reassign cases.
Which mistake was made?
A. The criteria are aligned with the user's goal.
B. The criteria include solution information.
C. The criteria are small and testable.
Answer: (SHOW ANSWER)
The mistake made in capturing these acceptance criteria was that they include solution information instead of focusing on what needs to be achieved by implementing this feature or functionality. For example, specifying that "a service manager can click a Reassign button" implies a particular design choice rather than describing what outcome should be achieved by reassigning cases (such as transferring ownership or notifying new owners). Acceptance criteria 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. Acceptance criteria should also be small and testable so that they can be easily verified by using techniques such as scenarios or test cases.
References: 1
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-sto

NEW QUESTION: 65
Northern Trail Outfitters (NTO) wants to discuss an enhancement to Campaigns with the engineering, marketing, and sales teams. The changes involve detailed integration between systems that will be used by WTO's customers. The business analyst (BA) needs to complete the org impact analysis.
Which reference should the BA consult to understand the integration pattern?
A. Salesforce Solution Kits
B. Solution Architecture Diagram
C. Business Requirements Document
Answer: B (LEAVE A REPLY)
Explanation
The reference that the business analyst should consult to understand the integration pattern is a Solution Architecture Diagram. A Solution Architecture Diagram is a diagram that shows the high-level design and components of a system or solution. A Solution Architecture Diagram helps to understand the integration pattern by showing how different systems or applications are connected and interact with each other, as well as what data or information is exchanged between them. A Solution Architecture Diagram also helps to identify the scope, requirements, dependencies, and risks of an integration project or enhancement. References:

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

NEW QUESTION: 66

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: 67

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: (SHOW ANSWER)

NEW QUESTION: 68

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

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

A. ALM offers preview access to the three Salesforce Releases per year.
B. ALM allows features to remain static and reduces incremental changes.
C. ALM provides processes and policies which help build apps more efficiently.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 69
The quality assurance (QA) team at Cloud Kicks is reviewing user stones to write test scripts. The QA team is having difficulty with a specific story where a modification to an existing flow is needed for a custom object.
The QA team is unable to discern what needs to be tested as a result of the updated flow.
What should the business analyst review and revise to provide more clarity to the QA team?
A. The who, what, and why of the user story
B. The acceptance criteria of the user story
C. The definition of done of the user story
Answer: B (LEAVE A REPLY)
Explanation
This answer states that the acceptance criteria of the user story is what the BA should review and revise to provide more clarity to the QA team who is having difficulty with a specific story where a modification to an existing flow is needed for a custom object at Cloud Kicks. Acceptance criteria are a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery.
Reviewing and revising the acceptance criteria of the user story means that the BA checks and updates the acceptance criteria to make sure that they are clear, concise, consistent, and complete. Reviewing and revising the acceptance criteria of the user story is what the BA should do to provide more clarity to the QA team because it helps the QA team to understand what needs to be tested as a result of the updated flow, and how to verify or measure its success.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use

NEW QUESTION: 70
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. High-level description of required functionality
C. Test scripts to validate requirements
Answer: B (LEAVE A REPLY)

NEW QUESTION: 71

The product owner at Cloud Kicks wants to know which user stories fail user acceptance testing (UAT) and the potential impact on other successful use stories. Currently, user stories are stored in a shared spreadsheet.

What should a business analyst recommend to ensure UAT result are document security.

A. Give all stakeholder the ability to edit the shared spreadsheet.

B. Ask each tester to admit share spreadsheet.

C. Enable history in the shared spreadsheet.

Answer: C (LEAVE A REPLY)

Explanation

This answer states that enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely after receiving verbal acceptance of all user stories by the product owner for developing a new Commerce Cloud implementation at CK. History is a feature that allows users to view, restore, or compare previous versions of a document or a file. Enabling history in the shared spreadsheet means that the BA turns on this feature in the spreadsheet where user stories are stored, such as Google Sheets, Microsoft Excel, etc. Enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely because it helps the BA to track and record who made what changes to user stories and when, and to prevent or recover any accidental or unauthorized changes to user stories.

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

NEW QUESTION: 72

The North American (NA) sales team wants to add a set of new fields and delete several fields from the Account object. During requirements gathering, the business analyst (BA) discovers the fields are actively being used by the EMEA team.

Which step should the BA take next?

A. Refine the requirements to accommodate, both teams.

B. Focus on the NA team's requirements.

C. Start another project to address the EMEA team's requirements.

Answer: A (LEAVE A REPLY)

Explanation

When a business analyst discovers that different teams have different needs or preferences for using Salesforce fields, they should refine the requirements to accommodate both teams. This is because deleting fields that are actively used by another team could cause data loss, errors, or inefficiencies in their processes. The business analyst should work with both teams to understand their use cases, data models, workflows, reports, dashboards, integrations, security settings, etc., and find ways to customize Salesforce fields that meet both teams' needs without compromising data quality or performance. References:

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

NEW QUESTION: 73

Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA). The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.

Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?

A. Build

B. Plan

C. Test

Answer: (SHOW ANSWER)

NEW QUESTION: 74

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

Which step should the BA take next?

A. Add the change request to the backlog to be prioritized for the next sprint.

B. De-prioritize some user stones and add the change request to the current sprint.

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

Answer: C (LEAVE A REPLY)

Explanation

The step that business analyst should take next after receiving urgent high-priority change request middle sprint add change request backlog prioritized next sprint backlog list user stories features enhancements bugs fixes need done project backlog prioritized based importance urgency value risk etc adding change request backlog prioritized next sprint helps maintain scope integrity current sprint avoid disrupting ongoing work respect sprint goal commitment.

De-prioritizing some user stories and adding change request current sprint not step that business analyst should take next after receiving urgent high-priority change request middle sprint de-prioritizing some user stories adding change request current sprint helps accommodate new requirement but compromises existing work disrupts sprint goal commitment de-prioritizing some user stories adding change request current sprint should only done exceptional cases after consulting whole team stakeholders sponsors.

Beginning working change request soon team has capacity not step that business analyst should take next after receiving urgent high-priority change request middle sprint beginning working change request soon team has capacity helps address new requirement but compromises existing work disrupts sprint goal commitment beginning working change request soon team has capacity should only done exceptional cases after consulting whole team stakeholders sponsors.

References:

https://trailhead.salesforce.com/en/content/learn/modules/agile-project-management/agile-project-management-s

NEW QUESTION: 75

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

A. Describe work with other companies that has solved similar problem.

B. Reiterate the project objectives and the KPIs that will be tracked.

C. Ensure the workshop schedule consider tome zone and language differences.

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

NEW QUESTION: 76

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

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

A. Understand the current business process.

B. Configure stages in Salesforce.

C. Create new reports and dashboards.

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

Explanation

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

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

NEW QUESTION: 77

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: 78
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. Collected pain points from people who follow the existing process
B. Detailed user stories with technical documentation about the existing process
C. Annotated process flows with modifications to an existing process
Answer: A (LEAVE A REPLY)

NEW QUESTION: 79
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: 80
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. 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.
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: 81

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 specify which technical components are impacted.
B. User stories are fixed upon stakeholder approval.
C. User stories encourage iterative development.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 82
The business analyst (BA) implementing Salesforce at Cloud Kicks is interacting with many different people throughout the company. Some of the subject matter experts (SMEs) are difficult to engage, and the BA is struggling to get the information they need.
What should the BA do when they find it difficult to get a response?
A. Put extra effort into following up with the SMEs.
B. Limit effort to contact the unresponsive SMEs.
C. Escalate the concern to the SMEs' manager.
Answer: (SHOW ANSWER)
Explanation
When a business analyst finds it difficult to get a response from a subject matter expert (SME), they should escalate the concern to the SMEs' manager. This is because the SMEs' manager can help to prioritize the project, provide feedback, and ensure accountability. The business analyst should also document the communication attempts and issues, and keep the project sponsor and other stakeholders informed of the status and risks. References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboratio

NEW QUESTION: 83
Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:
"As a human resources (HR) manager, I need to document the progress of a candidate's submission so I can manage the candidate's application throughout the recruiting process." What is one definition of done for this user story?
A. The Candidate Status field can be updated.
B. The acceptance criteria has been approved.
C. The Candidate object has Edit access.
Answer: (SHOW ANSWER)
Explanation
A definition of done is a set of criteria that determines when a user story is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. One

possible definition of done for this user story is "The Candidate Status field can be updated." This criterion checks if the functionality of updating the candidate's submission progress is working as expected and meets the user's need. References:
https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done

NEW QUESTION: 84

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

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

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

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

Answer: B (LEAVE A REPLY)

Explanation

This answer states that using a somewhat detailed process map that is easy to remember and self-explanatory is what the process map should look like for documenting the process of importing leads from a spreadsheet into Salesforce for new interns at Universal Containers. A somewhat detailed process map means that the BA includes enough information to describethe main steps, inputs, outputs, and decisions of the process, but not too much information that might overwhelm or confuse the new interns. A somewhat detailed process map can help the BA to make the process easy to remember and self-explanatory by using simple language, clear symbols, and logical flow. A somewhat detailed process map can also help the BA to provide an effective training tool for the new interns.

NEW QUESTION: 85

Cloud Kicks (CK) is expanding and has many different departments in manufacturing and delivery. CK needs to prepare for a new Sales Cloud implementation for it, 6,000 users. To increase adoption, the business analyst (BA) wants to break down existing sides between the manufacturing and delivery departments.
Which planning approach should the ISA take to get buy-in from users?

A. Recombined clear owners up for the platform and identity executive sponsors.

B. Assign a team to start building a prototype of product functionality.

C. Document user requirement from each department during discovery sessions.

Answer: (SHOW ANSWER)

This answer states that documenting user requirements from each department during discovery sessions is what the BA should do to get buy-in from users for preparing for a new Sales Cloud implementation for 6,000 users at CK. User requirements are the needs, expectations, and objectives of the users for the Sales Cloud implementation. Discovery sessions are meetings or workshops where the BA gathers and clarifies user requirements from different stakeholders.

Documenting user requirements from each department during discovery sessions means that the BA records and organizes the information obtained from different stakeholders from different departments, such as manufacturing and delivery, in a clear and concise way.
Documenting user requirements from each department during discovery sessions is what the BA should do to get buy-in from users for preparing for a new Sales Cloud implementation because it helps the BA to understand and validate the user requirements, and to communicate and align them with the project scope and goals. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

NEW QUESTION: 86
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 change management document and user acceptance testing plans.
B. Update the change request log and draft a new user story.
C. Update the gap analysis document and scope statement specification.
Answer: (SHOW ANSWER)

NEW QUESTION: 87
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. Proceed with the workshop as scheduled with the stakeholders who are available.
B. Cancel the workshop and reschedule it to a date when ail stakeholders ace available.
C. Hold a one-on-one diagram session with each stakeholder before the workshop.
Answer: B (LEAVE A REPLY)

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: A (LEAVE A REPLY)

This answer states that organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs for purchasing additional Salesforce licenses. Organization edition is a version of Salesforce that provides a set of features and functionality based on the needs and size of an organization, such as Essentials, Professional, Enterprise, Unlimited, etc. License type is a category of user access that determines what features and functionality a user can access within an organization, such as Salesforce Platform, Salesforce, Customer Community Plus, etc.
Organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs because they define the limits and capabilities of UC's Salesforce environment, and they affect the pricing and availability of additional licenses. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder

NEW QUESTION: 89

Cloud Kicks is a rapidly growing company and has just expanded its team to include a business analyst (BA).
The IT directory has asked the BA to use application Lifecycle Management (ALM) for all Salesforce development projects.
Which step of the ALM cycle requires the BA to study current business process gather requirements, and analyze them?

A. Test

B. Plan

C. Build

Answer: B (LEAVE A REPLY)

Explanation
The step of the application lifecycle management (ALM) cycle that requires the business analyst to study current business processes, gather requirements, and analyze them is plan. ALM is a process that helps manage changes to an application from planning to deployment and beyond. ALM has six steps: plan, develop, test, build release, test release, and release. The plan step is where the business analyst studies current business processes, gathers requirements, and analyzes them to understand what needs to be changed or improved in an application. The plan step also involves defining objectives, scope, budget, timeline, deliverables, roles and

responsibilities for a project. The develop step is where developers create or modify code or declarative components based on the requirements gathered in the plan step. The test step is where testers verify that the code or declarative components work as expected and meet quality standards using various testing techniques and tools. The build release step is where developers package all code or declarative components into a release that can be deployed to other environments using various deployment techniques and tools. The test release step is where end users test the release in a sandbox or test environment to verify that it works as intended, and what was originally requested is actually being delivered. The release step is where the release is deployed to production and made available to end users.
References:https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-mod

NEW QUESTION: 90
A business analyst (BA) is working with stakeholders at Universal Containers to walk through a potential solution for the lead routing and qualification process. The solution will include automated and manual features.
Which artifact should help the BA illustrate the vision of a solution to stakeholders?
A. Detailed user stories with technical documentation about the existing process
B. Annotated process flows with modifications to an existing process
C. Collected pain points from people who follow the existing process
Answer: B (LEAVE A REPLY)
Explanation
Annotated process flows are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.
Here are some additional details from Salesforce Certified Business Analyst documents and resources that support the answer:
Annotated process flows are process flows that include additional information, such as notes, comments, and explanations.
Modifications to an existing process are changes that are made to an existing process.
Stakeholders are people who have an interest in the success of a project.
In conclusion, annotated process flows with modifications to an existing process are a great way to illustrate the vision of a solution to stakeholders. They can show the current state of the process, the proposed changes, and the benefits of the changes. This can help stakeholders understand the solution and why it is needed.
An artifact that can help the business analyst illustrate the vision of a solution to stakeholders is annotated process flows with modifications to an existing process. Annotated process flows are diagrams that show how a process works step by step, with notes or comments that explain the logic or rationale behind each step. They can help the business analyst show how the lead routing and qualification process will change or improve with the new solution, and invite feedback or validation from stakeholders. Detailed user stories with technical documentation

about the existing process are artifacts that can help the business analyst capture the requirements or specifications of the new solution, but not illustrate the vision of it. Collected pain points from people who follow the existing process are artifacts that can help the business analyst understand the problems or needs of the end users, but not illustrate the vision of the solution.
References:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-pro

NEW QUESTION: 91
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: C (LEAVE A REPLY)

NEW QUESTION: 92
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. Enterprise Analysis
C. Stakeholder Analysis
Answer: (SHOW ANSWER)

NEW QUESTION: 93
The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).

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

NEW QUESTION: 94
From where can an Admin unlock a user?
A. Setup > Locked Users > Unlock
B. Users > Select user > Unlock
C. Setup > Object Manager > Users > Select User > Unlock
D. Users > Logins > Unlock Users
Answer: B (LEAVE A REPLY)
An Admin can unlock a user from Users > Select user > Unlock. This is the standard way to unlock a user who has been locked out due to incorrect password attempts or other reasons. Setup > Locked Users > Unlock, Setup > Object Manager > Users > Select User > Unlock, and Users > Logins > Unlock Users are not valid ways to unlock a user in Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

NEW QUESTION: 95
The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint.
The team is unsure of which story to begin working on.
What should the business analyst do to help with prioritization?
A. Verify acceptance criteria.
B. Identify dependent components.
C. Delete the definition of done

Answer: (SHOW ANSWER)

Explanation

The business analyst should identify dependent components to help with prioritization of user stories to add to an sprint. Dependent components are components that rely on or affect other components in an application or system. Identifying dependent components can help determine which user stories are more critical, complex, risky, or interrelated than others and prioritize them accordingly. Identifying dependent components can also help avoid conflicts, errors, or delays caused by missing or incompatible components when developing or deploying user stories.

Verifying acceptance criteria is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Verifying acceptance criteria is a process that checks whether a user story meets its conditions or requirements for being done or acceptable. Verifying acceptance criteria can help validate and test user stories but does not help prioritize them based on their importance or urgency. Deleting the definition of done is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Deleting the definition of done is a process that removes the criteria or standards that indicate when a user story is completed and ready for deployment. Deleting the definition of done can reduce quality and consistency of user stories but does not help prioritize them based on their importance or urgency.

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

NEW QUESTION: 96

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

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

A. Proves processes are out of date and require a new solution

B. Compares processes against CK's closest competitors

C. Shows tangible impact from changes to processes

Answer: C (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 97

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?

A. US-4008 and US-4009

B. US-4007 and US-4009

C. US-4009 and US-4010

Answer: B (LEAVE A REPLY)

The business analyst should prioritize US-4007 and US-4009 because they are the most critical work items.

US-4007 is the work item that will allow customers to submit support tickets, and US-4009 is the work item that will allow customer service representatives to view and respond to support tickets.

These two work items are essential for the MVP to be functional.

US-4008 is a less critical work item because it will allow customers to track the status of their support tickets.

This work item is important, but it is not essential for the MVP to be functional.

US-4010 is the least critical work item because it will allow customers to rate the quality of customer service.

This work item is important, but it is not essential for the MVP to be functional.

In conclusion, the business analyst should prioritize US-4007 and US-4009 because they are the most critical work items. These two work items are essential for the MVP to be functional.

NEW QUESTION: 98

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. 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
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. 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
Answer: (SHOW ANSWER)

NEW QUESTION: 99
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: (SHOW ANSWER)
This answer states that using a DevOps tool can help to track changes in real time and provide a single source of truth as the benefits of using a DevOps tool in this situation where the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. A DevOps tool is a software application that supports the collaboration and automation of development and operations teams, such as Git, Jira, or Azure DevOps. A DevOps tool can help to track changes in real time by synchronizing the code changes, user stories, tasks, and bugs across different environments and branches. A DevOps tool can also help to provide a single source of truth by storing and managing all the project artifacts, such as requirements, code, tests, and documentation, in one centralized location that is accessible and visible to all project team members.
References: https://trailhead.salesforce.com/en/content/learn/modules/git-and-git-hub-basics/work-with-teams

NEW QUESTION: 100
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: 101

The business analyst at Cloud Kicks received verbal acceptance of all user stories by the product owner and set the status of the user stories to "Ready for Development" on a spreadsheet. The development team later reports are unable to confirm which user stories are ready to be built.

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

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

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

Answer: (SHOW ANSWER)

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

NEW QUESTION: 102

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

NEW QUESTION: 103

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 white boarding session to ensure the requirements are accurate.

Answer: B (LEAVE A REPLY)

This answer states that circulating the requirements to stakeholders, incorporating feedback, and obtaining sign-off is what the BA should do to ensure alignment on goals and strategies across NTO's organization for creating an engaging site for its customers using Experience Cloud. Circulating the requirements to stakeholders means that the BA shares the written statements that describe what the solution must do or have to meet the goals and strategies of NTO's organization with the people who have a significant interest or influence in the project outcome. Incorporating feedback means that the BA revises and updates the requirements based on the comments or suggestions from the stakeholders. Obtaining sign-off means that the BA gets a formal approval or confirmation from the stakeholders that they agree with and accept the requirements. References:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories

NEW QUESTION: 104

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 "who" of the user story is well-defined.
B. The "why" of the user story is focused on user needs.
C. The "what" of the acceptance criteria is negotiable.
Answer: (SHOW ANSWER)
Explanation
A use case is a type of documentation that describes how a user interacts with a system to achieve a specific goal. It is written from the user's point of view and follows a standard format of "A [user role] wants to [goal] by [steps]". A use case 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 use cases to document how users will interact with the system and what outcomes they expect from it.
References:https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-functional-requirements/ This answer points out that the previous VP's requirements may differ from those of the new executive as the largest risk with this approach of using the inherited requirements in lieu of a traditional discovery process for a Sales Cloud implementation.
Requirements are statements that describe what a solution must do or have to meet the needs and expectations of the stakeholders or users. Requirements may change over time due to various factors, such as business goals, market trends, customer feedback, or stakeholder preferences. Using the previous VP's requirements without validating them with the new executive may result in a solution that does not align with their vision, strategy, or value proposition.
References:https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use