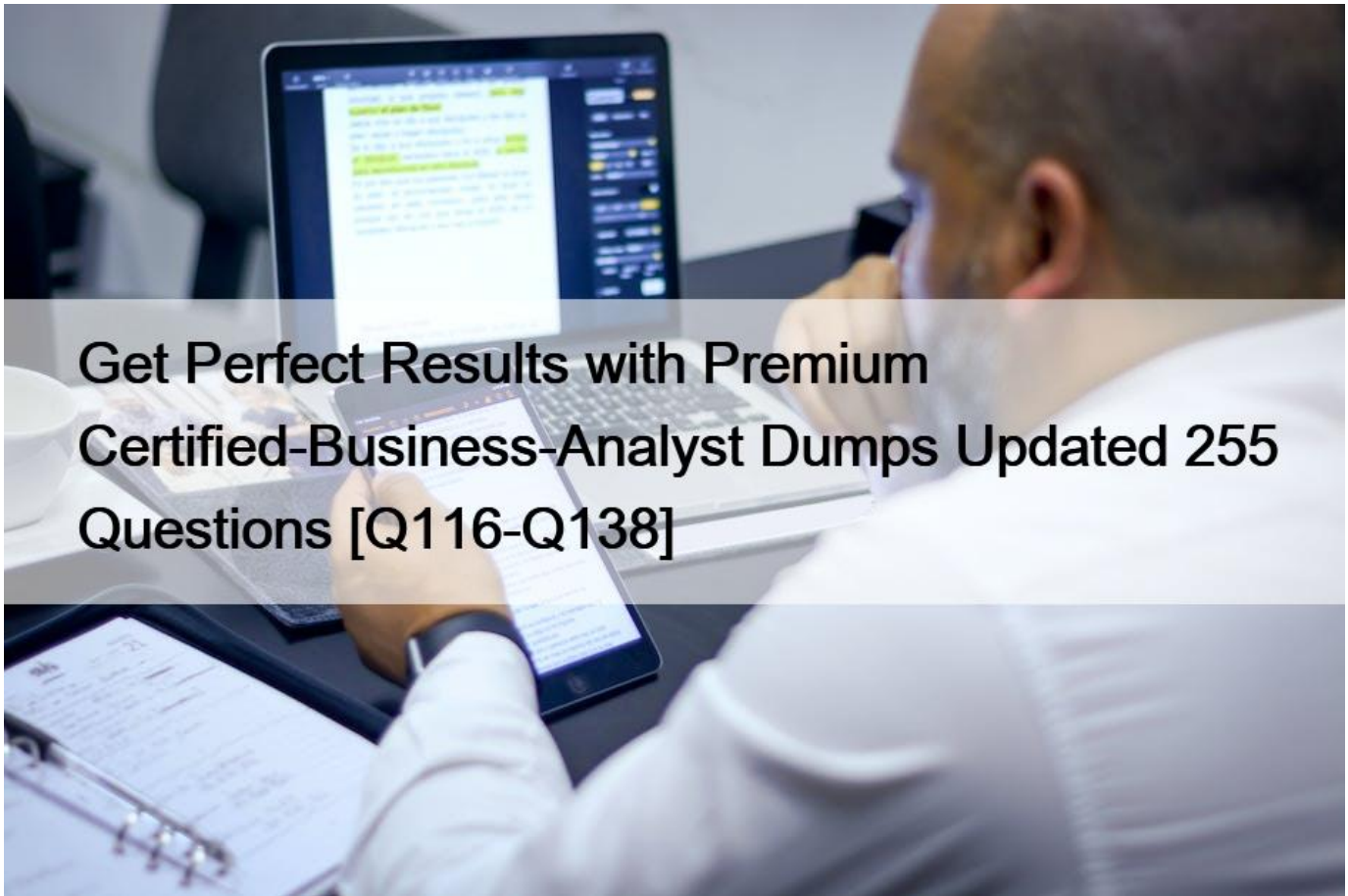


Get Perfect Results with Premium Certified-Business-Analyst Dumps Updated 255 Questions [Q116-Q138]



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Get Perfect Results with Premium Certified-Business-Analyst Dumps Updated 255 Questions Free Certified-Business-Analyst Exam Study Guide for the NEW Dumps Test Engine

Salesforce Certified-Business-Analyst Exam Syllabus Topics:

TopicDetailsTopic 1- Analyze and document a business process to elicit requirements and identify resources to visualize a future state- Document requirements in a version controlled repository to manage scopeTopic 2- Guide UAT and manage the results to determine whether the solution meets the requirements- Analyze the customer's Salesforce environment to identify opportunities and constraintsTopic 3- Document user stories in a version controlled repository to manage scope- Explain how to move from current state analysis to an agreed future state designTopic 4- Discover how a customer is leveraging and benefiting from Salesforce products to establish the current state- Given a scenario, make a go- no-go release decision when new business or technical issues ariseTopic 5- Understand and explain Business Analyst roles and responsibilities in different phases of the implementation lifecycle- Given a scenario, choose the most effective technique for eliciting business needs from stakeholdersTopic 6- Given a scenario, manage competing priorities to obtain sign-off from stakeholders- Contrast the difference between acceptance criteria vs. definition of done

NO.116 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?

- * As a sales clerk, I want to see item availability and locations to help customers find items.
- * As a general manager, I want sales clerks to have tablets so they can help customers find items.
- * As a customer, I want sales clerks to have access to item availability to help them find items.

NO.117 Northern Trail Outfitters is starting a project to implement Service Cloud for the customer service department.

Which activity should be handled by a business analyst assigned to this project?

- * Work with Salesforce to purchase the necessary licenses.
- * Manage existing Salesforce applications and activities.
- * Understand current business processes and document existing functionality.

NO.118 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?

- * Persona analysis
- * Enterprise analysis
- * Stakeholder analysis

NO.119 The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customization including custom objects, custom fields, renamed standard fields.

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

- * Use customer terminology and language.
- * Use industry terminology and language.
- * Use Salesforce terminology and language.

NO.120 The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.

What is another important step the BA should take to identify the correct decision makers?

- * Survey the business units.
- * Create a stakeholder wheel.
- * Prepare a RACI matrix.

NO.121 The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has

been built and it is time to kick off user acceptance testing (UAT).

What is the goal of UAT?

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

NO.122 Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.

What should the BA do to build trust with the stakeholder as the project continues?

- * Set up a casual meeting to create a personal connection with the stakeholder.
- * Reset project expectations at the next meeting with the stakeholder.
- * Ask an executive sponsor to address the stakeholder's concerns.

NO.123 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?

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

NO.124 Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

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

- * Change Set Development, Org Development, Package Development
- * Rapid Application Development, Org Development Package Development
- * Salesforce DX, Flow Builder, Rapid Application Development

NO.125 The business analyst (BA) 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?

- * Define the minimal viable product.
- * Get approval and signoff on the requirements.
- * Schedule sprint planning meetings.

NO.126 Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- * Configuration leverages multiple programming languages.
- * Configuration allows for any level of complexity.
- * Configuration provides faster speed to market.

NO.127 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?

- * Review future state distribution processes for CK.
- * Explore how retailers similar to CK handle distribution.
- * Shadow an operations team member at the CK distribution facility.

NO.128 Cloud Kicks (CK) wants to redefine its lead-to-customer business process. CK wants to unify the interactions between sales, marketing, and customers to provide a more seamless experience. The business analyst (BA) need to create a visual representation that includes the steps and inputs from both sales and marketing.

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

- * Journey Mapping
- * Process Mapping
- * Whiteboarding

NO.129 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?

- * Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.
- * Ask the project manager for an additional resource to implement the new requests.
- * Interpret the requests as guidelines to be used when determining priorities for the upcoming release.

NO.130 The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing.

What does the project team need to agree upon to ensure the work is ready to be deployed?

- * Entity relationship diagram
- * Definition of done
- * User acceptance criteria

NO.131 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?

- * User stories encourage iterative development.

- * User stories specify which technical components are impacted.
- * User stories are fixed upon stakeholder approval.

NO.132 A business analyst (BA) is preparing for user acceptance testing for case management scenarios in Service Cloud.

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

- * Focus more on happy path testing and less on edge case testing.
- * Write test scripts that reflect real life and cover the requirements.
- * Streamline testing by limiting the number of testers involved.

NO.133 Northern Trail Outfitters (NTO) has noticed that many customers are posting to social media about issues they are having with a new product. The services team is looking for easy ways to engage with these customers and resolve their complaints. During the first discovery meeting of the project, the business analyst (BA) hears that the VP of services and support wants to implement Omni-Channel for NTO's Service Cloud.

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

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

NO.134 Universal Container (UC) is implementing Sales Cloud. The business analyst (BA) assigned to the project wants to the project wants to become a trusted advisor to UC stakeholders.

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

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

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

NO.135 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?

- * Verify acceptance criteria.
- * Identify dependent components.
- * Delete the definition of done

NO.136 A business analyst has been asked to evaluate all of the reporting tools that Universal Containers (UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality.

Which tool would help UC understand the existing functionality.

- * Value stream map
- * Capability model
- * Process map

NO.137 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?

- * Tracks changes on a daily basis and provides a history of changes
- * Tracks changes for the testing team and provides access to user stories
- * Tracks changes in real time and provides a single source of truth

NO.138 At the start of a new Agile development project, the Universal Containers' product owner asked the business analyst (BA) to clearly define the intended results of the work based on stakeholder needs. The development and implementation teams will use the intended results to plan product decisions. The definition should avoid assumptions and focus on stakeholder value.

Which element should the BA choose to define the intended results?

- * Requirements
- * User stories
- * Epics

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