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NEW QUESTION: 1

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Northern Trail Outfitters (NTO) has completed a project with a third-party event organization platform to enhance its MVP Experience Site. Many features were left in the project backlog. NTO's IT team is beginning a new phase of work on the Experience Site to build additional features requested by business stakeholders and wants to include the items that were left in the backlog in the first phase.

How should the business analyst coordinate the user stories to most efficiently manage the new project timeline?

- A.** Reprioritize existing and new user stories to place the stories into each sprint of the project. Return an equivalent amount of lower priority work to the project backlog,
- B.** Include existing and new user stories to be completed within the duration of the project. Hire additional developers to accommodate both work streams to prevent delays within the schedule sprints.

C. Prioritize user stories for the new enhancements for the initial sprints of the project to accommodate business stakeholder requests. Complete existing user stories in the final sprint of the project.

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

NEW QUESTION: 3

Should the following item be included in a UX Research Plan? Advanced Prototype

A. No

B. Yes

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

NEW QUESTION: 4

The business analyst (BA) at Northern Trail Outfitters is helping to improve the process for handling customer returns using Salesforce. The BA has completed a current state process map to identify areas for improvement.

The BA plans to present ideas for a future state return handling process to the larger project team.

What should the BA present to the team in a way that is relatable and invites discussion, feedback, and ideas?

A. A prototype for a specific business outcome

B. Detailed technical documentation with annotations

C. A story using personas to illustrate potential solutions

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

NEW QUESTION: 5

Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called "Lost Reason" on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals.

Which option should the BA use to construct the user story?

A. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.

B. As a sales team member, I need additional enablement training and reporting information to help me improve close rates.

C. AS a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.

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

NEW QUESTION: 6

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 7

Universal Containers wants to integrate its Salesforce org with the largest online professional network so its sales reps can view information directly on Salesforce records. The business analyst will write acceptance criteria for this scenario.

What is an example of good acceptance criteria?

- A. Install a CRM widget to allow sales reps to view information in the Lead and Contact records.
- B. A sales rep can view current information directly in the Lead and Contact records.
- C. A sales rep needs to have the CRM widget installed in the Lead and Contact Record Page Layout.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 8

When creating a new User how can the Admin make sure a temporary password is generated?

- A. Select "Generate Passwords and notify the user via email."
- B. Select "Temporary Password and Confirmation Email Required"
- C. This is a default feature, no setup required.
- D. There are no temporary passwords available for setup of new users in Salesforce.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 9

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

- A. A csv file that will then get imported.
- B. Report Builder
- C. Data Loader
- D. Report Composer

Answer: B (LEAVE A REPLY)

NEW QUESTION: 10

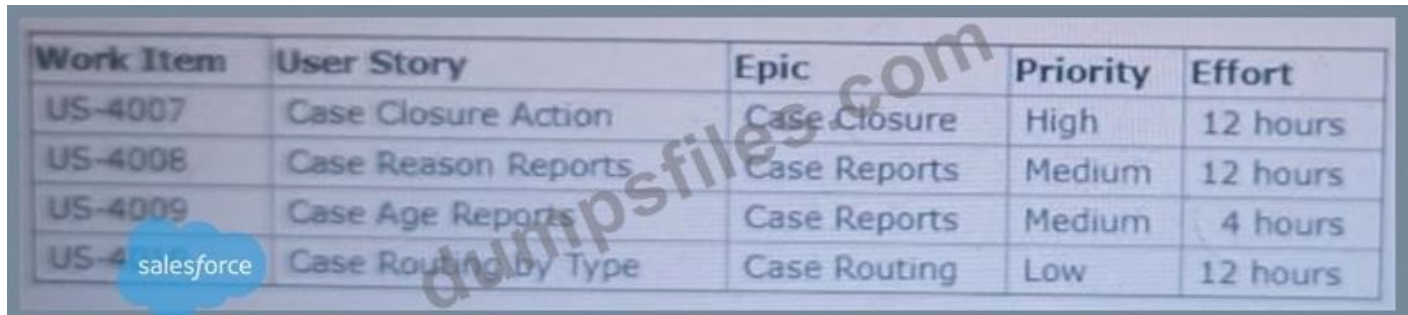
Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction. What should the business analyst do to help the team work together more effectively?

- A.** 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.
- B.** 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
- C.** Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success

Answer: (SHOW ANSWER)

NEW QUESTION: 11

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



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

The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items.

The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible.

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

US-4008 and US-4009

- A.** US-4008 and US-4009
- B.** US-4009 and US-4010
- C.** US-4007 and US-4009

Answer: C (LEAVE A REPLY)

NEW QUESTION: 12

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

What should the BA tell the executive?

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

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

NEW QUESTION: 13

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

NEW QUESTION: 14

The product development team at Northern Trail Outfitters is creating a process within Salesforce to onboard new retail employees. The business analyst (BA) creates a current state process map by interviewing a few members of the onboarding team using email questionnaires. After presenting the process map to the entire onboarding team, the BA receives feedback that it is incorrect.

What should the BA do to provide the product development team with more accurate information about the onboarding team's process?

- A. Review survey feedback again to better understand pain points in the existing onboarding process.
- B. Conduct individual interviews with each team member to gather more information about the existing onboarding process.
- C. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.

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

NEW QUESTION: 15

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.

Which level of detail should the BA use for the process map and why?

A. Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.

B. Very detailed-It should be prescriptive for new users following an unfamiliar process.

C. Simple-A high-level overview of the process is sufficient to show a new user experience.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes.

What should the BA do to prevent the session from being derailed?

A. Add the stakeholder's concerns to a "parking lot" for further discussion.

B. Shift the conversation from onboarding to the stakeholder's concerns.

C. Ask the stakeholder to focus on the onboarding process.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 17

From where can an Admin unlock a user?

A. Setup > Locked Users > Unlock

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

C. Users > Logins > Unlock Users

D. Users > Select user > Unlock

Answer: D (LEAVE A REPLY)

NEW QUESTION: 18

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

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

NEW QUESTION: 19

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated. What should the BA do to build trust with the stakeholder as the project continues?

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

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

NEW QUESTION: 20

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

NEW QUESTION: 21

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal. Which step should the BA take next?

- A. Review the effort and impacts with the service team, and work to align requirements across the teams.
- B. Prioritize the effort as defined by sales and ask the director to review any service impacts.
- C. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.

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

NEW QUESTION: 22

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

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

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 enter their business needs in a shared spreadsheet,
- B. Each BA should use a shared system that has version control.
- C. Each BA should use their own separate documentation,

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

NEW QUESTION: 24

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.

How should the BA approach the project?

- A. Analyze, build, operate, deliver
- B. Analyze, operate, build, deliver
- C. Analyze, build, deliver, operate

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

NEW QUESTION: 25

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

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

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

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

NEW QUESTION: 26

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

- A. iOS (App Store)
- B. All of them.
- C. Only those that download the app from the App Exchange.
- D. Android (Google Play)

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

NEW QUESTION: 27

Passwords CAN be reset using the Salesforce mobile app.

- A. TRUE
- B. FALSE

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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](#))

NEW QUESTION: 29

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. Functional requirements specification
- B. Scope statement specification
- C. Business analysis plan

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

NEW QUESTION: 30

Support managers at Cloud Kicks have received urgent feedback from staff that record pages are slow to respond and users are growing frustrated. The business analyst (BA) has been asked to

evaluate to determine which pages are being accessed most frequently and which pages are the slowest to load.

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

- A. Confirm steps to reproduce the issue.
- B. Update page layouts in production.
- C. Create a test plan for each web browser.

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

NEW QUESTION: 31

Which permission is required to create, delete, refresh or activate a Sandbox?

- A. System Administrator
- B. Environment Manager
- C. Sandbox Editor
- D. Manage Sandbox

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

The Business analyst (BA) at Northern Outfitters (NTO) has gathered preliminary functional requirements for an upcoming Salesforce implementation project. Before translating these requirements into user stories, the BA wants to gain additional perspective, feedback, and detail on the requirements from the NTO team.

Which document should help the BA gather this information?

- A. Current state analyst
- B. Business analysis plan
- C. Stakeholder analysis

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

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

manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- A. Observation and interviewing
- B. Brainstorming and prototyping
- C. focus groups and workshops

Answer: A (LEAVE A REPLY)

NEW QUESTION: 34

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?

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 35

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. Hold a one-on-one diagram session with each stakeholder before the workshop.
- C. Cancel the workshop and reschedule it to a date when all stakeholders are available.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 36

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.

Which level of detail should the BA use for the process map and why?

- A. Simple-A high-level overview of the process is sufficient to show a new user experience.

B. Somewhat detailed-Since the process will be repetitive, new users will learn and remember the details.

C. Very detailed-It should be prescriptive for new users following an unfamiliar process.

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

NEW QUESTION: 37

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. Interpret the requests as guidelines to be used when determining priorities for the upcoming release.

C. Ask the project manager for an additional resource to implement the new requests.

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

NEW QUESTION: 38

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

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

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

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

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

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

B. Limit effort to contact the unresponsive SMEs.

C. Escalate the concern to the SMEs' manager.

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

NEW QUESTION: 40

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

NEW QUESTION: 41

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A persona journey map
- B. A collection of use cases
- C. A business process model

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

NEW QUESTION: 42

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 able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%
- B. 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.
- C. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 20% or more.

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

NEW QUESTION: 43

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

Which document should the BA create?

- A. Heat Map
- B. Process Map
- C. Journey Map

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

NEW QUESTION: 44

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction. What should the business analyst do to help the team work together more effectively?

- A. Encourage leadership to share their vision for the project, and ask the larger team to focus feedback only on the key objectives, pain points, and requirements outlined by leaders
- B. Limit participation in key project discovery, requirements, and solutioning meetings to leadership. and engage the larger team to answer questions directly/ related to their roles when needed.
- C. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success

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

NEW QUESTION: 45

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

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

- A. The acceptance criteria of the user stories were too specific.
- B. The user stories focused on well-defined personas.
- C. The project team failed to discuss the user stories as a group.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

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

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

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

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

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NEW QUESTION: 47

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs. Which additional step is required during the UAT planning process?

- A. Identify power users.
- B. Schedule deployment.
- C. Gather business requirements.

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

NEW QUESTION: 48

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

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

- A. The AT should have been performed with enough time to resolve bugs in the new feature,
- B. The UAT should have been performed by customers who are familiar with the products.
- C. The UAT should have been performed with both peak load and average load simulation.

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

NEW QUESTION: 49

The business analyst (BA) at Northern Trail Outfitters is helping to improve the process for handling customer returns using Salesforce. The BA has completed a current state process map to identify areas for improvement. The BA plans to present ideas for a future state return handling process to the larger project team.

What should the BA present to the team in a way that is relatable and invites discussion, feedback, and ideas?

- A. Detailed technical documentation with annotations
- B. A story using personas to illustrate potential solutions
- C. A prototype for a specific business outcome

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

NEW QUESTION: 50

Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded.

What should the BA do to meet the requirement?

- A. Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
- B. Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.
- C. Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.

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

NEW QUESTION: 51

The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.

What should the BA use?

- A. Setup Audit Trail
- B. Change Sets
- C. Version control

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

NEW QUESTION: 52

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

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

- A. Involve the stakeholders in the business requirements gathering sessions.
- B. Associate each set of metadata -changes to the corresponding user story.
- C. Provide detailed test cases to validate the functional requirements

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

NEW QUESTION: 53

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

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

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

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

NEW QUESTION: 54

The sales team at Universal Containers (UC) has been using multiple tools to track opportunities, leading to inaccurate forecasting and an unclear picture of UC's sales pipeline. UC has appointed a project team to implement Sales Cloud to help resolve these issues. The sales team doubts the new tool will meet their needs and is concerned it will be difficult to use. The business analyst (BA) assigned to the project knows the stakes are high to get the right solution in place. Using their influence, what should the BA do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements?

- A. Ask questions to understand their needs and focus on shared goals.
- B. Demonstrate the BA's expertise and clearly state the decision is final.
- C. Present the pros and cons of the decision by using logic and facts.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

What are the business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle?

- A. Gather business requirements, create process maps, and write user stories.
- B. Complete testing, build training materials, and elicit requirements for the next iteration.
- C. Create a data dictionary, write end user documentation, and review test scripts.

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

NEW QUESTION: 56

Is the following a benefit of implementing Process Mapping? Spot and resolve flaws in the project early on.

- A. No
- B. Yes

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

NEW QUESTION: 57

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. Demo prototype
- B. Virtual whiteboard
- C. One-on-one meetings

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

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

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

- A. Engages stakeholders, identifies improvements, and starts the change process
- B. Builds accountability, increases revenue, and decreases overall time spent on requirements
- C. Identifies improvements, decreases project costs, and starts the change process

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During onboarding, the project manager shared the following process maps with the business analyst (BA):

Case Creation

- * Case Triage
- * Case Assignment
- * Case Management
- * Case Closure

Which key attributes should the BA look for when reviewing the process maps?

- A. Audiences, scope, inputs, outputs, and resources
- B. Case sources, types, volumes, priorities, and reasons
- C. Cost, timeline, risks, requirements, and opportunities

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

NEW QUESTION: 60

Does every application development lifecycle require the use of a sandbox for testing?

- A. Yes
- B. No

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

The business analyst (BA) at Cloud Kicks has been asked to map the current sales process in Sales Cloud to document legal compliance with local privacy regulations, which can differ based on the state or country of a data transaction.

Which activity would be most effective in helping the BA understand the sales process?

- A. Using live workshops to map out the sales process
- B. Conducting individual interviews with stakeholders
- C. Asking stakeholders to complete a questionnaire

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Is the following an Agile Principle: "Stick to a plan generated in the early stages of the process."

- A. No
- B. Yes

Answer: A (LEAVE A REPLY)

NEW QUESTION: 63

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project.

What should the BA do to engage the business most effectively during UAT"?

- A. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.
- B. Hand or ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.
- C. Work business stakeholders to collaborate in writing, reviewing, and executing UATscenarios, providing feedback,and approval for release.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 64

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

What should the BA do next?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 65

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Management at Cloud Kicks has asked a business analyst (BA) to gain alignment from a group of people to determine what is in scope and out of scope on a Salesforce project.

Which group should the BA include early in the scoping process?

- A. Scrum team
- B. Personas
- C. Stakeholders

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

NEW QUESTION: 67

Universal Containers is about to kick off a new Salesforce implementation, bringing both sales and service teams onto the platform. Each team has been managing Accounts and Contacts in their own way even though the Accounts and Contacts are shared between the teams. This has resulted in disagreements about what should be built in Salesforce.

Which groups should the business analyst work with to gain full alignment on a common program vision and strategy?

- A. Executive sponsors, IT leadership, and end users
- B. Business leaders, middle management, and end users
- C. Senior leadership, IT leadership, and middle management

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

NEW QUESTION: 68

A business analyst (BA) at Northern Trail Outfitters has been asked to explain a sales process improvement idea and collaborate on a plan for implementation. Several sales users in various locations have been identified to participate.

Which technique should the BA use to optimize effectiveness and build a shared understanding of the idea and approach?

- A. One-on-one meetings
- B. Virtual whiteboard
- C. Demo prototype

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.

Which elicitation technique should the business analyst use to help the team meet its goal?

- A. Prototyping
- B. Brainstorming
- C. Observation

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

NEW QUESTION: 70

As part of the digital transformation at Cloud Kicks, company leaders have decided to adopt Service Cloud as its CRM platform for customer service and support. Executive directors are supportive of the initiative, but end users are unconvinced and prefer to remain on the current platform.

What should the business analyst do to gain the end users' cooperation?

- A. Identify key stakeholders and develop relationships with them as a trusted advisor; involve stakeholders and end users in the design of the new solution; and act as a liaison between business and technical teams.
- B. Use an assertive influencing style; demonstrate authority and expertise; outline the project objectives; and make sure end users know that the decision has been made and the time to make changes has passed.
- C. 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.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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. Annotated process flows with modifications to an existing process
- C. Detailed user stories with technical documentation about the existing process

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

NEW QUESTION: 72

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

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

NEW QUESTION: 74

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project.

How should the BA approach the project?

A. Analyze, build, deliver, operate

B. Analyze, operate, build, deliver

C. Analyze, build, operate, deliver

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

NEW QUESTION: 75

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 are fixed upon stakeholder approval.

B. User stories encourage iterative development.

C. User stories specify which technical components are impacted.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

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

"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals."

Which acceptance criteria is most appropriate for this user story?

- A. Able to click the Run button on sales reports
- B. Able to view the sales team's reports
- C. Able to monitor the sales team's performance

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

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NEW QUESTION: 77

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

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

NEW QUESTION: 78

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

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

NEW QUESTION: 79

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

In which scenario should the business analyst recommend Kanban?

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

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

NEW QUESTION: 80

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Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 82

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](#))

NEW QUESTION: 83

True or False? Knowledge Users will be able to edit and create new Knowledge Articles from the Mobile App.

- A. FALSE
- B. TRUE

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs.

Which additional step is required during the UAT planning process?

- A. Schedule deployment.
- B. Identify power users.
- C. Gather business requirements.

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

NEW QUESTION: 86

Universal Containers has a Salesforce Knowledge base solution; however support agents have indicated that the system has duplicate knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the articles. While researching solution option, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will generally available in the next release.

What should the BA suggest?

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

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

NEW QUESTION: 87

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

Which document should the BA use?

- A. RACI chart
- B. Stakeholder analysis
- C. User stories

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

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

Which step should the BA include e in the business flowchart?

- A. Set limits to the scope that will be documented.
- B. Capture decision steps and different outcomes.

Illustrate which fields are integrated with an external system.

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

NEW QUESTION: 89

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

What should the BA focus on?

- A. Scheduling an all-day collaboration workshop with both team to resolve their differences.
- B. Evaluating the team's skills and experiences to determine how the can better align.
- C. Mapping historical lead data from each team and building carts to highlight similarities

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

NEW QUESTION: 90

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

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

Which step should the business analyst take next?

- A.** Acknowledge the feedback, create a new user Story that includes the field changes, and ask the stakeholder to update the existing test case to show it was successfully tested.
- B.** Acknowledge the feedback, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.
- C.** Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case back to the stakeholder for immediate testing.

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

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