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QUESTION 1

A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps. What should the BA do to close the gaps or confirm the process steps?

A. Conduct elimination with stakeholders regarding their parts of the process.

B. Review the documentation to ensure that information gathered about the process is correct.

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

Correct Answer: C

QUESTION 2

The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation. When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

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

B. Detailed Process Map

C. Value Stream Map

Correct Answer: C

QUESTION 3

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

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

A. Where

B. Why

C. Assumption

Correct Answer: B

QUESTION 4

The project team is building a Sales Cloud implementation. The business analyst (BA) wants to make sure the solution meets the needs of the business. The BA needs to identify where user testing should occur and who should participate. Which approach should the BA follow?

A. Create a scratch org and give the development team access to it.

B. Create a partial sandbox and give the VP of sales access to it.

C. Create a full copy sandbox and give power users access to it

Correct Answer: C

QUESTION 5

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

A. Capability model

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

C. Value stream map

Correct Answer: B

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