CERTIFIED-BUSINESS-ANALYST^Q&As

Salesforce Certified Business Analyst

Pass Salesforce CERTIFIED-BUSINESS-ANALYST Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass2lead.com/certified-business-analyst.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

The business analyst (BA) at Universal Containers (UC) wants to understand why UC failed to meet a deployment date for its product go live while following the Agile process. According to the BA\\'s research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona.

Which step should the BA take next?

A. Create a SWOT (Strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.

B. Move the deployment date out so the teams have more time to work.

C. Review the user stories to ensure they are small, testable, and valuable.

Correct Answer: C

QUESTION 2

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. Cross-functional flowchart

B. Entity Relationship Diagram (ERD)

C. Universal Process Notation (UPN)

Correct Answer: C

QUESTION 3

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

Correct Answer: B

![Pass2Lead](https://Pass2Lead.com)
QUESTION 4

The business analyst at Cloud Kicks is using a checklist to assess the quality of user stones for an upcoming Experience Cloud implementation. Which characteristics make a user story successful?

A. Clean Direct, Concise, Cross Functional, Configurable

B. Actionable., Concise, Testable, Solution-oriented, Defined

C. Independent, Negotiable, Valuable, Estimable. Small, Testable

Correct Answer: C

QUESTION 5

Cloud Kicks has assembled a new product team to launch a brand ambassador partner portal in Experience Cloud. The team is debating various ways to document the requirements. The business analyst recommends writing user stories within the Agile methodology.

What is the benefit of creating user stories when documenting project requirements?

A. User stories provide specific details about a product early in the development lifecycle.

B. User stones decrease the need for collaboration within a product team throughout the project.

C. User stones translate requirements in a way that shows a product\\'s value to the end user.

Correct Answer: C

QUESTION 6

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.

Correct Answer: B

QUESTION 7

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

Correct Answer: C

QUESTION 8

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

What is the largest risk with this approach?

A. The previous VP\\'s requirements fail to meet current formatting standards.

B. The previous VP\\'s requirements may differ from those of the new executive.

C. The previous VP\\'s requirements are outside of the Salesforce framework.

Correct Answer: A

QUESTION 9

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. Manage project integrations with the technical team.

B. Discuss project trade-offs with the executive sponsor.

C. Hold a kickoff meeting to set expectations with the project team.

Correct Answer: C

QUESTION 10

A business analyst at Universal Containers has begun user acceptance testing for a new Experience Cloud implementation with the project team. A major gap for one of the personas was identified in the documented scenarios. What went wrong?

A. Failure to include all stakeholders in the requirements gathering process

B. Failure to perform thorough unit testing during the development process

C. Failure to validate the application against the functional requirements

Correct Answer: A

QUESTION 11

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

What should the BA focus on?

A. Mapping historical leas data from each team and building charts to highlight similarities

B. Evaluating team\\' skill and experience to determine how they can better align.

C. Scheduling and all-day collaboration workshop with both team to resolve their differences

Correct Answer: C

QUESTION 12

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

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

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

Correct Answer: A

QUESTION 13

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

A. Universal Process Notation

B. Entity Relationship Diagramming

C. Storyboarding

Correct Answer: B

QUESTION 14

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

1.

 Custom apps

![Pass2Lead](https://Pass2Lead.com)
2.

 Active Salesforce Sites

3.

 Active flows

4.

 Custom tabs

5.

 Visualforce pages

A Which path should the BA take to find this information?

A. Review configuration settings.

B. Conduct stakeholder interviews.

C. Read business process documentation

Correct Answer: A

QUESTION 15

Northern Trail Outfitters (NTO) wants to leverage the power of Sales Cloud to implement its lead to cash process. A business analyst (BA) is tasked with understanding NTO\\\'s current processes, identifying areas of improvement, and communicating it effectively to stakeholders.

What should the BA use to accomplish the goal?

A. Business analysis plan

B. Process mapping

C. Change management

Correct Answer: B

[CERTIFIED-BUSINESS-ANALYST PDF Dumps](#)

[CERTIFIED-BUSINESS-ANALYST Study Guide](#)

[CERTIFIED-BUSINESS-ANALYST Braindumps](#)