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QUESTION 1

As a business analyst (BA) starts engaging stakeholders for a user story writing workshop, an executive sponsor questions why the Commerce Cloud project is creating user stories rather than standard requirements. What is one benefit of creating user stories that the BA can share with the executive sponsor?

A. It defines technical specifications early in the process.

B. It helps testers determine the most efficient way to validate solutions.

C. It saves time when prioritizing and implementing functionality.

Correct Answer: B

QUESTION 2

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-byside and merge the articles. While researching solution option, the business analyst (BA) noticed an idea in the Salesforce IdeaExchage 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 support manager to wait until the idea is released.

B. Ask the Salesforce Account Executive to release the idea early.

C. Ask the development team to build a custom solution based on the idea.

Correct Answer: A

QUESTION 3

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 4

After the first round of user acceptance testing for a Sales Cloud project, the business analyst discovered that a high

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number of test cases failed. What is a possible reason why the test cases failed?

A. Missing test org access details

B. Missing test result details

C. Missing test script details

Correct Answer: C

QUESTION 5

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

Correct Answer: C

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