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QUESTION 1

The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the Journey mapping sessions to be tailored to the features and capabilities that are currently available in UC\\'s Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

A. Organization edition and license type

B. Storage capacity and license type

C. Number of active users and license type

Correct Answer: B

QUESTION 2

Universal Containers is planning to implement Commerce Cloud to sell more products. The business analyst working on this project has gathered requirements and is translating them into user stories. What should the user story focus on?

A. Sales margins

B. Customer experience

C. Product functionality

Correct Answer: B

QUESTION 3

Northern Trail Outfitters is getting ready to enter the user acceptance testing (UAT) phase of its latest Salesforce project. The business analyst (BA) plans to solicit and document sign-offs from the business as part of the UAT process. Which sign-offs should the BA seek?

A. Test cases to implement, individual test case functionality, and final go live date

B. Test cases to implement, user stories, and final go live date

C. Functional requirements, individual test case functionality, and final go live date

Correct Answer: A

QUESTION 4

As a part of discovery, the business analyst (BA) at Universal Containers is trying to understand how Salesforce was implemented. What should the BA utilize to help uncover any technical constraints or potential problems in a Salesforce

implementation?

A. Salesforce Optimizer

B. Setup Audit Trail

C. Reports and Dashboards

Correct Answer: A

QUESTION 5

The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting. Which type of meeting should be held?

A. Retrospective

B. Daily stand-up

C. Sprint review

Correct Answer: C

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