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QUESTION 1

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 2

Universal Containers is integrating its enterprise resource planning (ERP) with Salesforce to gain inventory visibility for the sales team. One of the user stories for this project is: "As a sales rep, I want to be able to find containers close to my customer so I can tell them which products they can receive quickly."

Which acceptance criteria is most appropriate for this story?

A. Sales rep can see the inventory closest to a customer with a quick action.

B. As a sales rep, I see the Inventory closest to a customer.

C. Sales rep can see the inventory closest to a customer

Correct Answer: A

The acceptance criteria that is most appropriate for this user story is sales rep can see the inventory closest to a customer with a quick action. Acceptance criteria are specific conditions or requirements that must be met for a user story to be considered done or acceptable. Acceptance criteria should be clear, concise, testable, and measurable. Sales rep can see the inventory closest to a customer with a quick action is an appropriate acceptance criterion because it specifies what functionality or feature must be delivered (see the inventory closest to a customer), how it must be delivered (with a quick action), and who must be able to use it (sales rep). As a sales rep, I see the inventory closest to a customer is not an appropriate acceptance criterion because it does not specify how the functionality or feature must be delivered or accessed by the user. It is also redundant with the user story format of "as a [role], I want [what], so that [why]". Sales rep can see the inventory closest to a customer is not an appropriate acceptance criterion because it does not specify how the functionality or feature must be delivered or accessed by the user. It is also vague and incomplete as it does not indicate what constitutes "closest" or how it is measured. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

QUESTION 3

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

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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. 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.

B. Reprioritize existing and new user storks to place the stories into each sprint of the project. Return an equivalent: amount of lower priority work to the project backlog,

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.

Correct Answer: C

QUESTION 4

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:

1.

The functionality described in the test case is working as expected.

2.

The stakeholder wants to change the label of several fields described in the test case.

3.

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, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.

B. Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case hack to the stakeholder far immediate testing.

C. 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.

Correct Answer: C

This answer suggests acknowledging the feedback, creating a new user story that includes the field changes, and asking the stakeholder to update the existing test case to show it was successfully tested as the next step for the BA after receiving this feedback from a stakeholder during user acceptance testing for a global customer service project that leverages Service Cloud. Acknowledging the feedback shows respect and appreciation for the stakeholder\'s input and involvement. Creating a new user story that includes the field changes helps to capture and prioritize the new requirements, and avoid scope creep or impact on other user stories. Asking the stakeholder to update the existing test case to show it was successfully tested helps to validate and document that the functionality described in the test case

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is working as expected. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements

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QUESTION 5

During a Service Cloud implementation at Cloud Kicks, the business analyst (BA) reviewed the user acceptance testing and identified results that conflict with the functionality that was requested, While the testing was error-free, business stakeholders indicted that values in reports and the layout of screens were unexpected.

What should the BA do next?

A. Run testing again, ensuring the scripts reflect expectations and business processes match functionality,

B. Decompose and model the business processes, and identify testing procedures to calculate new values.

C. Present recommendations from testing to determine if improvements should be made to the underlying implementation.

Correct Answer: C

After reviewing the user acceptance testing results, the business analyst should present recommendations from testing to determine if improvements should be made to the underlying implementation. Recommendations are suggestions or proposals on how to enhance or modify the solution based on the feedback and findings from testing. They should be prioritized according to their impact, urgency, and feasibility. The business analyst should collaborate with stakeholders, developers, and testers to review and evaluate the recommendations and decide which ones should be implemented before deploying the solution to production. Running testing again, ensuring the scripts reflect expectations and business processes match functionality, is not a good option because it does not address the root cause of why the functionality was different from what was requested. Decomposing and modeling the business processes, and identifying testing procedures to calculate new values, is not a good option because it does not involve the stakeholders or developers in finding solutions. References: 1 https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/ learn-about-user-acceptance-testing

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