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QUESTION 1

The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.

Which approach should a business analyst take to begin this process?

- A. Partner with Salesforce account executives to complete discovery.
- B. Schedule a meeting with stakeholders and create a journey map.
- C. Develop the project plan and finalize the release date.

Correct Answer: B

The approach that the business analyst should take to begin this process is to schedule a meeting with stakeholders and create a journey map. A journey map is a tool that creates a visual representation of the steps or stages that a user goes through when interacting with a system or solution. A journey map helps to understand and document the user's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. A journey map also helps to identify any gaps or opportunities for improvement or innovation in the user journey. The business analyst should schedule a meeting with stakeholders and create a journey map by asking questions, collecting feedback, drawing diagrams, and validating information. Scheduling a meeting with stakeholders and creating a journey map helps to begin this process by engaging and involving them in defining and designing the new client onboarding process. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery>

QUESTION 2

After completing requirements gathering session for a Sales Cloud implementation, the business analyst (BA) has started to write user stories. During an internal user story grooming session, the project manager decided that each user story must:

*

Be assigned a level of effort

*

Be demonstrated to the stakeholder

*

Have documented deployment steps

Where should the DA capture these requirements?

- A. Definition of done
- B. Assumptions
- C. Acceptance criteria

Correct Answer: A



This answer states that definition of done is where the BA should capture these requirements after writing user stories for developing a solution for managing leads in Sales Cloud at UC: be assigned a level of effort, be demonstrated to the stakeholder, and have documented deployment steps. Definition of done is a set of criteria that defines when a user story or a task is completed and ready for deployment or delivery. Capturing these requirements in the definition of done means that the BA specifies that a user story or a task must meet or pass these criteria in order to be considered done. Capturing these requirements in the definition of done is where the BA should do it after writing user stories because it helps the BA to clarify and communicate the expectations and standards of the user stories or tasks, and to ensure that they are met or passed. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

QUESTION 3

Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.

Which elicitation technique should the business analyst use to help the team meet its goal?

- A. Prototyping
- B. Brainstorming
- C. Observation

Correct Answer: A

This answer recommends prototyping as an elicitation technique to help the team meet its goal of filling out a survey based on customer feedback. Prototyping is a technique that involves creating a mockup or a sample of a solution to

demonstrate how it will look and function. Prototyping can help the BA validate requirements, solicit feedback, and refine the design of the solution.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-prototyping-to-validate-your-solution>

QUESTION 4

The business analyst (BA) at Universal Containers is writing user stories for its Salesforce Field Service implementation.

What should the BA evaluate to understand the risk level of the user stories?

- A. Scope, resource, and documentation impact
- B. Team, budget, and timeline impact
- C. Technical, operational, and regulatory impact

Correct Answer: A



QUESTION 5

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Associate each set of metadata-changes to the corresponding user story.
- B. Provide detailed test cases to validate the functional requirements
- C. Involve the stakeholders in the business requirements gathering sessions.

Correct Answer: A

This answer states that associating each set of metadata changes to the corresponding user story is what the BA should do to resolve these challenges with the release team. Metadata changes are modifications to the configuration or customization of Salesforce, such as fields, objects, layouts, workflows, or apex code. Associating each set of metadata changes to the corresponding user story can help to track and manage the changes, and link them to the business requirements and acceptance criteria. This can also help to improve the communication and collaboration between the BA, the admin, and the QA team, and avoid any confusion or errors during deployment and testing. References: <https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models>

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