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QUESTION 1

Cloud Kicks uses declarative change set development to deliver its Salesforce customizations. The business analyst (BA) works with the technical leads on the project to track changes that require manual migration. Which resources should the BA use to determine which changes must be made manually in each environment?

- A. Metadata coverage report
- B. Object Schema Builder
- C. Setup Audit Trail

Correct Answer: A

QUESTION 2

The technical team at Cloud Kicks is trying to deliver one of its Salesforce customizations. The business analyst (BA) has been asked to put assignments, test plans, decisions, and milestones in writing and share this document with stakeholders so there is less potential for confusion.

Which tactical document should the BA use to capture features?

- A. Business analysis plan
- B. User Acceptance Test plan
- C. Release plan

Correct Answer: C

QUESTION 3

A business analyst (BA) uncovered a number of issues communicated by stakeholders in a Sales Cloud discovery session.

Which issue should concern the BA most?

- A. The previous implementation partner neglected to do a knowledge transfer of the final solution.
- B. The support organization still needs to be trained on how to use Sales Cloud.
- C. The system admins note a fair amount of technical debt without having the time or expertise to address it.

Correct Answer: A

QUESTION 4

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed. What is another important step the BA should take to identify the correct decision makers?

- A. Survey the business units.
- B. Create a stakeholder wheel.
- C. Prepare a RACI matrix.

Correct Answer: C

QUESTION 5

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

- A. Business analysis plan
- B. Use case
- C. User story

Correct Answer: A

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