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QUESTION 1

Cloud Kicks (CK) wants to enhance the user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. CK has a vision for the future state, but needs to understand how to achieve it. A business analyst (BA) has been assigned to help with this goal.

Which type of document should the BA use to meet the requirement?

A. Change management

B. Use case

C. Gap analysis

Correct Answer: C

A gap analysis is a document that compares the current state with the desired future state of a process or system, identifies what needs to change or improve, and recommends actions or solutions to bridge the gap. A gap analysis can help CK understand how to enhance its user experience for customer service agents on Service Cloud so they can effectively meet their service-level agreements. A change management document is a document that outlines how changes will be planned, implemented, communicated, monitored, controlled, etc., during a project lifecycle

QUESTION 2

Northern Trail Outfitters has gone through significant growth, moved several business units into Salesforce, and added hundreds of users.

Which key principle should a business analyst follow to help prioritize feature requests from various business units?

A. Give priority to the earliest requested dates.

B. Find and install a backlog grooming app from AppExchange.

C. Define roles, responsibilities, and processes.

Correct Answer: C

The business analyst should define roles, responsibilities, and processes to help prioritize feature requests from various business units. This will help to establish clear expectations, communication channels, and decision-making criteria for the project. The business analyst should not give priority to the earliest requested dates, as this may not reflect the business value, urgency, or feasibility of the feature requests. The business analyst should also not find and install a backlog grooming app from AppExchange, as this may not address the root cause of the prioritization problem, and may introduce additional complexity and cost to the project. References: Collaboration with Stakeholders, Get Started with Salesforce Business Analyst Certification Prep, Cert Prep: Salesforce Business Analyst

QUESTION 3

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

A. Sprint retrospective

B. Definition of done

C. Iterative development

Correct Answer: B

This answer states that violating the definition of done is the principle of Agile methodology that this situation violates for completing UAT of a solution at Universal Containers. Agile methodology is an approach to software development that emphasizes delivering value to customers in short iterations or sprints, and responding to changing requirements with flexibility and collaboration. Definition of done is a criterion or a checklist that specifies when a user story or a task is considered complete and ready for deployment or delivery. Violating the definition of done means that the BA accepts a user story or a task as done without ensuring that it meets all the quality standards or acceptance criteria agreed upon by the project team. References: https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-done

QUESTION 4

Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:

"As a human resources (HR) manager, I need to document the progress of a candidate\\'s submission so I can manage the candidate\\'s application throughout the recruiting process."

What is one definition of done for this user story?

A. The Candidate Status field can be updated.

B. The acceptance criteria has been approved.

C. The Candidate object has Edit access.

Correct Answer: B

A definition of done is a set of criteria that determines when a user story is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. One possible definition of done for this user story is "The Candidate Status field can be updated." This criterion checks if the functionality of updating the candidate\\'s submission progress is working as expected and meets the user\\'s need. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done

QUESTION 5

Universal Containers is working with a business analyst (BA) to develop a solution to help the marketing department manage lead in Sales Cloud. The current solution meets the requirements, but the marketing team tells the BA they feel it is incomplete.

What is important for the BA to consider when responding to the team\\'s feedback?

A. Acceptance criteria

B. Product limitation

C. Intent of both parties

Correct Answer: C

This answer states that intent of both parties is what is important for the BA to consider when responding to feedback from UC\\'s marketing team who feels that their current solution for managing leads in Sales Cloud is incomplete. Intent of both parties means that what both UC\\'s marketing team and UC\\'s Salesforce team want to achieve or accomplish by implementing a solution for managing leads in Sales Cloud, such as increasing lead conversion rate, improving lead quality, enhancing lead tracking, etc. Intent of both parties is what is important for the BA to consider when responding to feedback from UC\\'s marketing team because it helps the BA to align and communicate their goals and expectations, and to identify and resolve any gaps or issues between them. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills

QUESTION 6

The product owner at Cloud Kicks wants to know which user stories fall user acceptance testing (UAT) and the potential impact on other successful user stories. Currently, user stories are stored in a shared spreadsheet.

What should a business analyst recommend to ensure UAT results are documented securely?

A. Give all stakeholders the ability to edit the shared spreadsheet.

B. Ask each tester to download and update their own copy of the shared spreadsheet.

C. Enable history tracking in the shared spreadsheet.

Correct Answer: C

This answer states that enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely after receiving verbal acceptance of all user stories by the product owner for developing a new Commerce Cloud implementation at CK. History is a feature that allows users to view, restore, or compare previous versions of a document or a file. Enabling history in the shared spreadsheet means that the BA turns on this feature in the spreadsheet where user stories are stored, such as Google Sheets, Microsoft Excel, etc. Enabling history in the shared spreadsheet is what the BA should recommend to ensure UAT results are documented securely because it helps the BA to track and record who made what changes to user stories and when, and to prevent or recover any accidental or unauthorized changes to user stories. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills

QUESTION 7

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers."

Which option best represents the "IF component of the INVEST checklist to make a good user story from this requirement?

A. As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.

B. As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.

C. As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

Correct Answer: B

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories

QUESTION 8

During a discovery session with several stakeholders from universal Container (UC) services team, the business analyst (BA) learned that UC recently implemented as Experience Site that allows customers to view Knowledge article and submit cases. The stakeholders have asked for suggestions to determine if the current solution is adding value to the business.

What should the BA recommend?

A. Review the services team\\'s goals, initiatives, strategies, and obstacles.

B. Review the Einstein Article Recommendations feature in the services team\\'s org.

C. Review user stories on the services team\\'s development backlog.

Correct Answer: A

This answer states that reviewing the services team\\'s goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution of implementing an Experience Site that allows customers to view Knowledge articles and submit cases is adding value to UC\\'s business. Goals are what the services team wants to achieve or accomplish in terms of business outcomes or benefits. Initiatives are what the services team plans to do or implement to achieve their goals. Strategies are how the services team executes or delivers their initiatives. Obstacles are what prevents or hinders the services team from achieving their goals, implementing their initiatives, or executing their strategies. Reviewing the services team\\'s goals, initiatives, strategies, and obstacles means that the BA analyzes and documents these elements related to implementing an Experience Site that allows customers to view Knowledge articles and submit cases. Reviewing the services team\\'s goals, initiatives, strategies, and obstacles is what the BA should do to determine if the current solution is adding value to UC\\'s business because it helps the BA to measure and evaluate the performance and impact of the current solution against these elements. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills

QUESTION 9

The product development team at Northern Trail Outfitters is creating a process within Salesforce to onboard new retail employees. The business analyst (BA) creates a current state process map by interviewing a few members of the onboarding team using email questionnaires. After presenting the process map to the entire onboarding team, the BA receives feedback that it is incorrect.

What should the BA do to provide the product development team with more accurate information about the onboarding

team\\'s process?

A. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.

B. Review survey feedback again to better understand pain points in the existing onboarding process.

C. Conduct individual interviews with each team member to gather more information about the existing onboarding process.

Correct Answer: A

QUESTION 10

Cloud Kicks has moved into the quality assurance (QA) phase of Salesforce product configuration and extension. The QA team is now trying to confirm it has delivered value to stakeholders based on business requirements. The team is asking questions such as, "Did we build the right product?\\'\\' and "Did we build the product right?"

Which element should the business analyst use to help the QA team validate that the product fulfilled the requirements without ambiguity?

A. Process maps

B. User stories

C. Acceptance criteria

Correct Answer: C

The element that the business analyst should use to help the QA team validate that the product fulfilled the requirements without ambiguity is acceptance criteria. Acceptance criteria are statements that define the conditions that a product or feature must meet in order to be accepted by stakeholders or end users. They can help the QA team test the functionality based on specific scenarios or outcomes, and verify that it meets the expectations or needs of stakeholders or end users. Process maps are diagrams that show how a business process flows from start to end. They can help the QA team understand how a product or feature works in relation to a process, but not how to validate it without ambiguity. User stories are statements that capture a requirement or feature from an end user\\'s perspective. They can help the QA team understand what needs to be done and why it matters, but not how to validate it without ambiguity. References: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories

https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/user-acceptance

QUESTION 11

Northern Trail Outfitters is undergoing a Service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint.

Which step should the BA take next?

A. Begin working on the change request as soon as the team has capacity.

B. Add the change request to the backlog to be prioritized for the next sprint.

C. De-prioritize some user stories and add the change request to the current sprint.

Correct Answer: B

The best practice for handling an urgent, high-priority change request in Scrum is to add it to the prioritized backlog for the next sprint. This way, the change request can be reviewed by the product owner and estimated by the development team before being added to a sprint. Adding a change request to an ongoing sprint would disrupt the planned scope and schedule of work. References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/manage-change-requests https://www.scrum.org/resources/blog/how-handle-change-request-scrum

QUESTION 12

After stakeholders formally signed off on requirements, the business analyst (BA) received numerous emails requesting changes to Salesforce during user acceptance testing (UAT). The BA quickly became overwhelmed by the requests and needs a way to organize and prioritize them.

What should the BA use to help them organize these requests?

A. Change request log

B. Scope statement specification

C. Gap analysis document

Correct Answer: A

This answer states that change request log is what the BA should use to help them organize and prioritize requests for changes to Salesforce during UAT after receiving numerous emails from stakeholders who formally signed off on requirements. Change request log is a document or a file that records and tracks requests for changes to a project or a product, such as adding, modifying, or removing a feature or a functionality. Change request log is what the BA should use to help them organize and prioritize requests for changes to Salesforce during UAT because it helps the BA to manage and monitor the requests for changes, and to evaluate and approve or reject them based on their impact, urgency, or feasibility.

References: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills

QUESTION 13

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: A

This answer states that organization edition and license type are the information that the BA needs to determine the features and functionality that UC can implement without additional costs for purchasing additional Salesforce licenses.

Organization edition is a version of Salesforce that provides a set of features and functionality based on the needs and size of an organization, such as Essentials, Professional, Enterprise, Unlimited, etc. License type is a category of user

access that determines what features and functionality a user can access within an organization, such as Salesforce Platform, Salesforce, Customer Community Plus, etc. Organization edition and license type are the information that the BA

needs to determine the features and functionality that UC can implement without additional costs because they define the limits and capabilities of UC\\'s Salesforce environment, and they affect the pricing and availability of additional licenses.

References:

https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills

QUESTION 14

The business analyst at Universal Containers is writing users stories to support the Salesforce implementation for the sales operations division.

There is a request for visibility into sales rep\\' pipeline so that can see their revenue.

Which missing component is necessary to finish this user story?

A. Who

B. Why

C. When

Correct Answer: A

QUESTION 15

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution.

What should the BA do next?

A. Review future state distribution processes for CK.

B. Explore how retailers similar to CK handle distribution.

C. Shadow an operations team member at the CK distribution facility.

Correct Answer: C

This answer suggests shadowing as the next step for the BA to uncover the issue and propose a business solution for CK\\'s distribution challenge. Shadowing is a technique where the BA observes how a user performs their tasks in their

natural environment. Shadowing helps to gain insights into the user\\'s workflow, challenges, pain points, and opportunities for improvement.

References:

https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-shadowing-to-understand-your-users

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