



Free Questions for Certified-Business-Analyst by braindumpscollection

Shared by Rice on 20-10-2022

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

A business analyst (BA) discovers that universal Containers automated case assignments in Service Cloud. UC uses case assignment rules to route cases to predefined team. The UC leadership team wants to improve how cases are routed.

What should the BA recommend to help the resolve a common obstacle?

Options:

- A-** Minimize case escalations to reduce time to resolution.
- B-** Migrate from case assignment rules to Omni-Channel.
- C-** Document the current case assignment process.

Answer:

C

Question 2

Question Type: MultipleChoice

Universal Containers (UC) has low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and training process. Needs a business analyst to facilitate this transition.

Which of the following actions are the most effective business needs from stakeholders?

Options:

A- send surveys to collect feedback; observe end users; whiteboard incoming requests; and store communication in a centralized location.

B- Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for changes.

C- Use multiple forms of communication; build trust; show empathy; and get commitment for next

Answer:

C

Question 3

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Question 4

Question Type: MultipleChoice

Universal Containers (UC) wants to overhaul its Service Cloud implementation and has hired a consulting company to help drive requirements. In an effort to gain more information about the project, the business analyst (BA) has begun to review UC's structure to

understand the functions of each department, how departments interact, and who reports to whom within UC.

Which technique is the BA using?

Options:

A- Enterprise Analysis

B- Stakeholder Analysis

C- Strategy Analysis

Answer:

A

Question 5

Question Type: MultipleChoice

A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

Options:

- A-** Assign the test case to another tester.
- B-** Assign a bug to the development team.
- C-** Attempt to reproduce the issue.

Answer:

B

Question 6

Question Type: MultipleChoice

Northern Trail Outfitters launched a new feature on its Experience Cloud site to allow customers to compare features of similar products ahead of the major promotional event of the year. The user acceptance testing (UAT) passed successfully; however, many customers complained of issues when accessing the site.

What did the business analyst overlook before recommending that the release go live?

Options:

- A-** The AT should have been performed with enough time to resolve bugs in the new feature,
- B-** The UAT should have been performed with both peak load and average load simulation.
- C-** The UAT should have been performed by customers who are familiar with the products.

Answer:

B

To Get Premium Files for Certified-Business-Analyst Visit

<https://www.p2pexams.com/products/certified-business-analyst>

For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/certified-business-analyst>

