Free Questions for Certified-Business-Analyst

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Question 1

Question Type: MultipleChoice

The customer service director at Universal Containers wants a self-service portal for customers using Experience Cloud. The director has a limited budget and wants the solution delivered before the end of the quarter.

After assessing several potential options, which solution should the business analyst recommend?

Options:

A- The solution with the lowest cost
B- The solution with the fastest implementation time
C- The solution with the highest business value

Answer:

C

Explanation:

When recommending a solution, especially under constraints such as a limited budget and tight timeline, the focus should be on delivering the highest business value. This approach ensures that the chosen solution effectively addresses the most critical needs of the business, providing significant benefits that justify the investment. While cost and implementation time are important considerations, the primary goal is to enhance customer service and satisfaction through the self-service portal, thereby achieving strategic business objectives. Selecting the option that offers the most substantial impact on service quality and customer experience, even if it's not the cheapest or quickest, will provide long-term benefits to the organization.

Question 2

Question Type: MultipleChoice

Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each other's changes.

What should JC use to prevent this from happening in the future?

Options:

A- Code review sessions
B- Version control system
C- Change set deployments

Answer:

B

Explanation:

The tool that Universal Containers should use to prevent teams from overwriting each other's changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each other's changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members. Reference: https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work-with-the-git-hub-workflow

Question 3

Question Type: MultipleChoice

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 dose to my customer so I can tell them which products they can receive quickly-

Which acceptance criteria is most appropriate for this story?

Options:

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

Answer:

A

Explanation:

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

Question 4

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) is a rapidly growing company that hired a business analyst (BA) to help revamp its sales and support processes. The stakeholder at NTO wants to understand the value of Application Lifecycle Management (ALM).

What are benefits of ALM that the BA should share with the stakeholder?

Options:

A- ALM provides processes and policies which help build apps more efficiently.
B- ALM offers preview access to the three Salesforce Releases per year.
C- ALM allows features to remain static and reduces incremental changes.

Answer:

A

Explanation:

One of the benefits of ALM that the BA should share with the stakeholder is that ALM provides processes and policies which help build apps more efficiently. ALM is a framework that defines and manages the stages and activities involved in developing, testing, deploying, and maintaining software applications. ALM helps to:

Build apps more efficiently: ALM helps to streamline and standardize the development process, reduce errors and rework, improve collaboration and communication among team members and stakeholders, and ensure quality and consistency of the applications.

Align with business goals and needs: ALM helps to ensure that the applications meet the requirements and expectations of the users and stakeholders, deliver value and benefits to the business, and support the business strategy and objectives.

Adapt to changes and challenges: ALM helps to enable continuous feedback and improvement, incorporate new features and functionalities, address issues and risks, and leverage new technologies and innovations. The other options are either incorrect or irrelevant. Option B is incorrect because ALM does not offer preview access to the three Salesforce releases per year, but rather requires maintenance exams or modules to keep up with the releases. Option C is incorrect because ALM does not allow features to remain static and reduce incremental changes, but rather encourages iterative and agile development that embraces changes and enhancements. Reference: https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/understand-the-application-lifecycle

Question 5

Question Type: MultipleChoice

The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.

Which user story meets this requirement?

Options:

A- As a CRM manager, I need a record-triggered flow to view my team's work queues so 1 can monitor their open tickets.
B- As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.

C- As a user, I need to see case queue to monitor my team's work.

Answer:

B

Explanation:

The user story that meets the requirement is ''As a CRM manager, I need to see my team's work queues so I can monitor their open tickets''. A user story is a statement that describes what a user or stakeholder needs or wants from a system or solution in order to achieve a specific goal or outcome. A user story follows the format ''As a [role], I want to [action], so that I can [outcome]''. A user story helps to capture and communicate the business value and benefit of a requirement or feature. The user story that meets the requirement is ''As a CRM manager, I need to see my team's work queues so I can monitor their open tickets'' because it specifies the role (CRM manager), the action (see my team's work queues), and the outcome (monitor their open tickets). The other user stories are either too vague or too specific (A) to meet the requirement.
Reference:
https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management

Question 6

Question Type: MultipleChoice

The business analyst (BA) is preparing for the initial requirements gathering workshops with Cloud Kicks on a new Sales Cloud project. The BA has identified the stakeholders, reviewed the project scope, and scheduled each workshop.

Which key steps should the BA take next?

Options:

A- Identify persona, document the current state, and purpose the future state.
B- Document the current state, offer a survey to stakeholder, and propose the future state.
C- Document the current state, email it to attendees with an agenda, and propose the future state.

Answer:

A

Explanation:

This answer states that identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop for preparing for the initial requirements gathering workshops with CK on a new Sales Cloud project. Personas are fictional characters that represent the typical users or customers of a product or a service. Current state is how a business process or a system works or operates at present. Future state is how a business process or a system should work or operate in the future. Identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop because they help the BA to understand and empathize with the users or customers of Sales Cloud, to analyze and document the existing problems or issues with Sales Cloud, and to suggest and validate possible solutions or improvements for Sales Cloud.
Reference:
https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business

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