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Shared by Hudson on 12-12-2023

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Question 1

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

What should a business analyst recommend to ensure UAT result are document security.

Options:

A- Give all stakeholder the ability to edit the shared spreadsheet.

B- Ask each tester to admit share spreadsheet.

C- Enable history in the shared spreadsheet.

Answer:

C

Explanation:

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

Question 2

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

Question 3

Question Type: **MultipleChoice**

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

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

Options:

A- Change request log

B- Scope statement specification

C- Gap analysis document

Answer:

A

Explanation:

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

Question 4

Question Type: MultipleChoice

Business users at cloud kicks have just completed user acceptance testing for a Commence cloud implementation. The senior executives want to understand has successful testing was and have asked the business analyst to calculate the success rate.

How is the success rate calculated?

Options:

A- Number of failed test cases divided by total number of test cases

B- Total number of test cases divided by number of passed test cases

C- number of passed test cases divided by total number of test cases

Answer:

C

Explanation:

This answer states that number of passed test cases divided by total number of test cases is how the success rate is calculated after completing user acceptance testing (UAT) for a Commerce Cloud implementation at CK. Test cases are scenarios or steps that verify or validate if a feature or a functionality meets the acceptance criteria or requirements. Passed test cases are test cases that meet or pass the acceptance criteria or requirements. Total number of test cases are all test cases that are executed or performed for UAT. Number of passed test cases divided by total number of test cases is how the success rate is calculated because it measures how many test cases meet or pass the acceptance criteria or requirements out of all test cases executed or performed for UAT. Reference: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements

Question 5

The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud see. Management wants key external stakeholders to assist with determining project priorities.

Which external stakeholders to assist with determining project recommend?

Options:

A- Governing bodies

B- Third-party vendors

C- Partners and customers

Answer:

C

Explanation:

This answer states that partners and customers are external stakeholders that should assist with determining project priorities for developing a new inventory forecasting application available on its Experience Cloud site at UC. Partners are external entities or organizations that have a business relationship or an agreement with UC, such as suppliers, distributors, resellers, etc. Customers are external entities or organizations that purchase or use UC's products or services. Partners and customers are external stakeholders that should assist with determining project priorities for developing a new inventory forecasting application because they have an interest or an influence on UC's business performance and outcomes, and they can provide valuable feedback or insights on UC's inventory forecasting needs and expectations. Reference: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills

Question 6

Northern Tail Outfitters has fixed a business analyst (BA to help revamp the order management process. During the backlog regiment session, the BA discovers the few user satires are no longer needed.

What should the BA do next?

Options:

A- Cancel these user stones and remove them from the backlog.

B- Move these user stones to the button of the backlog.

C- Review these user stones in the backlog at the next sprint retrospective.

Answer:

C

Explanation:

This answer states that reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed for revamping the order management process at NTO. User stories are short descriptions of a feature or a functionality from a user's perspective. Backlog is a list of user stories that need to be prioritized and completed for a project or a product. Sprint retrospective is a meeting or a workshop where the project team reviews and reflects on their

performance and progress in the previous sprint. Reviewing these user stories in the backlog at the next sprint retrospective means that the BA discusses and evaluates these user stories with the project team to determine if they are still relevant, valuable, or feasible for revamping the order management process. Reviewing these user stories in the backlog at the next sprint retrospective is what the BA should do next after discovering that a few user stories are no longer needed because it helps the BA to update and maintain the backlog, and to ensure that the user stories align with the project scope and goals. Reference: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements