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Shared by Dunn on 25-07-2022

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Question 1

Northern Trail Outfitters is getting ready to enter the user acceptance testing (UAT) phase of its latest Salesforce project. The business analyst (BA) plans to solicit and document sign-offs from the business as part of the UAT process.

Which sign-offs should the BA seek?

Options:

A- Test cases to implement, individual test case functionality, and final go live date

B- Test cases to implement, user stories, and final go live date

C- Functional requirements, individual test case functionality, and final go live date

Answer:

A

Question 2

The business analyst (BA) is preparing for user acceptance testing (UAT) for Northern Trail Outfitters' new Service Cloud implementation. The BA secured the sandbox for the testing environment, wrote test cases, and created a process to track and manage reported bugs.

Which additional step is required during the UAT planning process?

Options:

A- Identify power users.

B- Schedule deployment.

C- Gather business requirements.

Answer:

B

Question 3

Question Type: **MultipleChoice**

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project.

What should the BA do to engage the business most effectively during UAT"?

Options:

A- Hand or ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.

B- Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.

C- Work business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

Answer:

C

Question 4

Question Type: **MultipleChoice**

Universal Containers is currently doing user acceptance testing for a global customer service project that leverages Service Cloud. A stakeholder is executing a test case for a specific user story. The stakeholder has provided this feedback:

* The functionality described in the test case is working as expected.

* The stakeholder wants to change the label of several fields described in the test case.

* The stakeholder wants to add two new fields that were excluded from the test case.

Which step should the business analyst take next?

Options:

A- Acknowledge the feedback, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.

B- Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case hack to the stakeholder far immediate testing.

C- Acknowledge the feedback, create a new user Story that includes the field changes, and ask the stakeholder to update the existing tat case to show it was successfully tested.

Answer:

C

Question 5

The business analyst (BA) at Northern Trail Outfitters is writing user stories for a Service Cloud implementation.

In which order should the BA arrange the three components of a user story?

Options:

A- I want <xyz>, as a <xyz>, so that <xyz>

B- As a <xyz>, I want <xyz>, so that <xyz>

C- I want <xyz>, so that <xyz>, for a <xyz>

Answer:

B

Question 6

A group of business analysts (BA) at Universal Containers have been working with different teams of stakeholders on eliciting requirements for a new Salesforce app. The BAs have gathered and documented all of the information in a central location. Upon review of the requirements, the BAs discovered that changes made to the documentation were overwritten by each other, and they will lose time recapturing them.

What should the BAs do differently to prevent this error from happening?

Options:

A- Each BA should use their own separate documentation,

B- Each BA should enter their business needs in a shared spreadsheet,

C- Each BA should use a shared system that has version control.

Answer:

C

Question 7

Question Type: **MultipleChoice**

The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

Options:

A- Associate each set of metadata -changes to the corresponding user story.

B- Provide detailed test cases to validate the functional requirements

C- Involve the stakeholders in the business requirements gathering sessions.

Answer:

A

Question 8

Question Type: **MultipleChoice**

During a sprint grooming session for the Sales Cloud implementation at Cloud Kicks, the development team mentions the step "Code Review by Technical Architect" listed within the acceptance criteria needs to be adjusted.

Which location should the business analyst move this item to?