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Shared by Tanner on 15-04-2024

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Question 1

Question Type: **MultipleChoice**

Which Information should the BA gather during the initial discovery meeting?

Options:

A- Employee review cycle for the support team

B- Limitations of the current support process

C- A Contact information for key stakeholders

Answer:

B

Explanation:

The information that the business analyst should gather during the initial discovery meeting is the limitations of the current support process. The initial discovery meeting is a meeting where the business analyst meets with the key stakeholders and sponsors of a project to understand their needs, expectations, goals, challenges, and pain points. The business analyst should gather information about the limitations of the current support process to identify the gaps, issues, or opportunities for improvement that the project aims to address. The business analyst should also gather information about the scope, budget, timeline, deliverables, roles and responsibilities, and success criteria for the project. The employee review cycle for the support team is not information that the business analyst should gather during the initial discovery meeting. The employee review cycle is a process that evaluates the performance and development of employees on a regular basis. It is not relevant to the project scope or objectives and does not help identify the limitations of the current support process. The contact information for key stakeholders is not information that the business analyst should gather during the initial discovery meeting. The contact information for key stakeholders is a detail that can be obtained before or after the meeting, but it does not help understand the needs or expectations of the stakeholders or the limitations of the current support process. Reference: https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques--information-discovery

Question 2

Question Type: MultipleChoice

The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.

Which approach should a business analyst take to begin this process?

Options:

A- Partner with Salesforce account executives to complete discovery.

B- Schedule a meeting with stakeholders and create a journey map.

C- Develop the project plan and finalize the release date.

Answer:

B

Explanation:

The approach that the business analyst should take to begin this process is to schedule a meeting with stakeholders and create a journey map. A journey map is a tool that creates a visual representation of the steps or stages that a user goes through when interacting with a system or solution. A journey map helps to understand and document the user's experience, needs, goals, pain points, emotions, and touchpoints across their entire lifecycle. A journey map also helps to identify any gaps or opportunities for improvement or innovation in the user journey. The business analyst should schedule a meeting with stakeholders and create a journey map by asking questions, collecting feedback, drawing diagrams, and validating information. Scheduling a meeting with stakeholders and creating a journey map helps to begin this process by engaging and involving them in defining and designing the new client onboarding process.
Reference: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery

Question 3

Question Type: MultipleChoice

Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

Options:

A- Detailed documentation of technical solution

B- Test scripts to validate requirements

C- High-level description of required functionality

Answer:

C

Explanation:

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. Reference: https://trailhead.salesforce.com/content/learn/modules/salesforce-

Question 4

Question Type: **MultipleChoice**

A business analyst (BA) at Northern Trail Outfitters (NTO) is assigned to a project to help revamp n process. The current process used by the sales team is different than the process outlined in NTO's documentation.

Which step should the BA take first?

Options:

A- Create an Entity Relationship Diagram (ERD) of the current state.

B- Meet with stakeholders as a group to capture future requirements.

C- Meet with stakeholders as a group to understand the current state.

Answer:

C

Explanation:

This answer states that meeting with stakeholders as a group to understand the current state is the first step that the BA should take for revamping an existing process used by the sales team at NTO. Stakeholders are the people who have a significant interest or influence in the project outcome, such as the sales team, the sales manager, the customers, etc. Meeting with stakeholders as a group means that the BA facilitates a discussion or a workshop with the stakeholders to elicit their needs, expectations, pain points, and opportunities related to the existing process. Understanding the current state means that the BA analyzes and documents how the existing process works or does not work, what are its inputs, outputs, steps, decisions, roles, etc. Meeting with stakeholders as a group to understand the current state is the first step that the BA should take for revamping an existing process because it helps the BA to establish a baseline or a reference point for identifying and validating the gaps or issues in the existing process, and for designing and proposing improvements or solutions for the future state.

Question 5

Question Type: MultipleChoice

Universal Containers is transitioning to Slack as its internal communication tool and is ready to release.

What is the final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision?

Options:

A- Complete development on bugs discovered during this phase.

B- Get written sign-off from all business stakeholders.

C- Conduct a final retrospective meeting with the project team.

Answer:

B

Explanation:

The final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision is to get written sign-off from all business stakeholders. Written sign-off means obtaining formal approval or confirmation from the business stakeholders that the system or solution meets their requirements or expectations and is ready to be released to production. Written sign-off helps to ensure a "go" decision by demonstrating that the system or solution has passed all the tests or validations, as well as resolving any issues or risks that may prevent the release. Written sign-off also helps to document and communicate the completion and acceptance of the user acceptance testing process. Reference: https://trailhead.salesforce.com/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing

Question 6

Question Type: MultipleChoice

The data science team at Universal Containers (UC) has been asked to analyze the sales team's data within Salesforce. Early in their research, the data science team discovered concerns about data quality. UC has brought in a business analyst (BA) to help address the concern.

What should the BA focus on doing first during the initial discovery phase?

Options:

A- Shadow the sales team to observe process for entering data into Accounts and Opportunities.

B- Meet with the executive leadership team to accurately understand the business need.

C- Understand and document the data quality issues reported by the data science team.

Answer:

C

Explanation:

The first step that the business analyst should take during the initial discovery phase is to understand and document the data quality issues reported by the data science team. Data quality issues are problems or errors that affect the accuracy, completeness, consistency, timeliness, or validity of data in a system or database. Data quality issues can negatively affect the analysis, reporting, decision making, or performance of a system or solution. The business analyst should understand and document the data quality issues reported by the data science team by asking questions, reviewing data samples, identifying root causes, and measuring impacts. Understanding and documenting the data quality issues helps to define and prioritize the business problem or need, as well as propose and evaluate potential solutions. Reference: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery