



Free Questions for Certified-Business-Analyst by dumpssheet

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Question 1

Question Type: MultipleChoice

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

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The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items. The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible.

Which work items should the BA prioritize with the remaining 16 hours of development capacity?

US-4008 and US-4009

Options:

A) US-4008 and US-4009

B) US-4007 and US-4009

C) US-4009 and US-4010

Answer:

B

Question 2

Question Type: MultipleChoice

Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following:

User Story.

'As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction.'

- * A manager can change the status of the request
- * A manager can send a comment to the employee about their request.
- * The solution must be intuitive.

Why does the BA need to make a change to improve the user story'

Options:

- A) The acceptance criteria is too vague.
- B) The user story is too large to test.
- C) The acceptance criteria should be solution focused.

Answer:

A

Question 3

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 others 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

Question 4

Question Type: MultipleChoice

An executive stakeholders at Northern Trail Outfitters (NTO) wants to explore automating NTO's Quote-to-Cash process and has asked the business analyst (BA) to pull together some high-level information on possible solutions.

Which type of document should the BA present to the stakeholders?

Options:

- A) A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products
- B) A SIPOC (Support inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process

C) A business process map detailing the existing step-by-step Quote-to-Cash process

Answer:

A

Question 5

Question Type: MultipleChoice

Is the following a benefit of implementing Process Mapping? Spot and resolve flaws in the project early on.

Options:

A) No

B) Yes

Answer:

B

Question 6

Question Type: MultipleChoice

Passwords CAN be reset using the Salesforce mobile app.

Options:

A) TRUE

B) FALSE

Answer:

B

Question 7

Question Type: MultipleChoice

Is the following an Agile Principle: 'Stick to a plan generated in the early stages of the process.'

Options:

A) Yes

B) No

Answer:

B

Question 8

Question Type: MultipleChoice

Should the following item be included in a UX Research Plan? Advanced Prototype

Options:

A) No

B) Yes

Answer:

A

Question 9

Question Type: MultipleChoice

Does every application development lifecycle require the use of a sandbox for testing?

Options:

A) Yes

B) No

Answer:

B

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