



**Free Questions for Certified-Business-Analyst by vceexamstest**

**Shared by Alvarez on 29-01-2024**

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# Question 1

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**Question Type:** MultipleChoice

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

Which acceptance criteria is most appropriate for this story?

## Options:

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- 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:

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A

## Explanation:

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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 2

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**Question Type:** MultipleChoice

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Sales leadership at 230Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company. Salesforce implementation includes many custom pages. Multiple users have complained about wa.t.ng a long time for key functionality to display

**Options:**

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- A- Monitor the Lightning Usage App.
- B- Run the Lightning page layout.
- C- Enable Debug Logs.

**Answer:**

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A

**Explanation:**

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The business analyst should monitor the Lightning Usage App to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. The Lightning Usage App is a tool that tracks and reports on how users are engaging with Salesforce in Lightning Experience. The Lightning Usage App can help measure and improve user adoption by showing metrics such as daily and monthly active users, usage by browser and device type, usage by profile and permission set, feature adoption, performance, and feedback. The business analyst should monitor the Lightning Usage App to identify trends, patterns, issues, or opportunities related to user adoption and take actions accordingly. Running the Lightning page layout is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Running the Lightning page layout is a process that optimizes a page layout for Lightning Experience by removing unsupported components, adding supported components, and rearranging components based on best practices. Running the Lightning page layout can help improve user experience and satisfaction but does not measure or improve user adoption directly. Enabling Debug Logs is not an action that the business analyst should take to address the concern of sales leadership about the limited adoption of Salesforce at Cloud Kicks. Enabling Debug Logs is a process that captures information about database operations, system processes, and errors that occur when executing a transaction or running unit tests. Enabling Debug Logs can help troubleshoot issues and errors but does not measure or improve user adoption directly. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/lightning-experience-rollout/lightning-experience-rollout>

## Question 3

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### Question Type: MultipleChoice

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A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an named User3tories\_v37\_final\_final\_final.docx.

Which best practice should the 6A train the employee on fir

### Options:

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- A- Use standard naming conventions.
- B- Use acceptance criteria to define success.
- D- Use a version control repository.

### Answer:

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A

## Explanation:

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This answer states that using standard naming conventions is the best practice that the BA should train the employee on for sending a document named UserStories\_v37\_final\_final\_final.docx. A standard naming convention is a set of rules or guidelines that define how to name or label a document or a file in a consistent and meaningful way. A standard naming convention typically includes elements such as project name, document type, version number, date, author, etc. Using standard naming conventions is the best practice that the BA should train the employee on for sending a document because it helps the BA to organize and manage documents or files more efficiently and effectively, and to avoid confusion or duplication among them. Reference:

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

## Question 4

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### Question Type: MultipleChoice

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The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an sprint. The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

## Options:

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- A- Verify acceptance criteria.
- B- Identify dependent components.
- C- Delete the definition of done

## Answer:

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B

## Explanation:

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The business analyst should identify dependent components to help with prioritization of user stories to add to an sprint. Dependent components are components that rely on or affect other components in an application or system. Identifying dependent components can help determine which user stories are more critical, complex, risky, or interrelated than others and prioritize them accordingly. Identifying dependent components can also help avoid conflicts, errors, or delays caused by missing or incompatible components when developing or deploying user stories. Verifying acceptance criteria is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Verifying acceptance criteria is a process that checks whether a user story meets its conditions or requirements for being done or acceptable. Verifying acceptance criteria can help validate and test user stories but does not help prioritize them based on their importance or urgency. Deleting the definition of done is not an action that the business analyst should take to help with prioritization of user stories to add to an sprint. Deleting the definition of done is a process that removes the criteria or standards that indicate when a user story is completed and ready for deployment. Deleting the definition of done can reduce quality and consistency of user stories but does not help prioritize them based on their importance or urgency. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/user-stories>

## Question 5

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**Question Type:** MultipleChoice

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The business analyst (BA) at universal Containers is grooming user stories to add to the next sprint The BA Is having difficulty understanding the level of testing that's necessary for a particular story involving an update to an Important trigger.

What should the BA do to address the need for user acceptance testing (UAT)?

### Options:

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- A- Run all Apex tests using change set validation.
- B- Gather testing requirements from the stakeholder.
- C- Perform testing on all objects in the trigger.

### Answer:

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B



## **Explanation:**

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The business analyst should gather testing requirements from the stakeholder to address the need for user acceptance testing (UAT) for a particular story involving an update to an important trigger. UAT is end-user testing performed in a sandbox or test environment to verify that a project or enhancement works as intended and what was originally requested is actually being delivered. The business analyst should gather testing requirements from the stakeholder to understand what scenarios or cases need to be tested, what data or inputs need to be used, what outputs or results need to be expected, and what criteria or metrics need to be measured. The business analyst should also document and communicate these testing requirements to the testers and developers involved in UAT. Running all Apex tests using change set validation is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Running all Apex tests using change set validation is a process that checks whether deploying a change set would succeed or fail in another org without actually deploying it. Running all Apex tests using change set validation helps ensure code quality and coverage but does not verify whether a project or enhancement meets user needs or expectations. Performing testing on all objects in the trigger is not an action that the business analyst should take to address the need for UAT for a particular story involving an update to an important trigger. Performing testing on all objects in the trigger is a process that checks whether the trigger works correctly and consistently for all objects that it affects. Performing testing on all objects in the trigger helps ensure functionality and performance but does not verify whether a project or enhancement meets user needs or expectations. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

## **Question 6**

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**Question Type:** MultipleChoice

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Business analyst (BA) at Universal Containers looks at the user stories for a new implementation of the for salesforce Customer Data Platform (CDP) and notices they are too large. The BA recommends that the large Dries be broken down into smaller stories which will decrease the future level of effort for subsequent ac. Which activity will be mast impacted by breaking down the user stories?

### Options:

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- A- Estimation
- B- Defining the persona
- C- Acceptance criteria

### Answer:

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A

### Explanation:

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This answer states that estimation is the activity that will be most impacted by breaking down large user stories into smaller stories for implementing Experience Cloud at Cloud Kicks. Estimation is a process of predicting or calculating how much time, effort, or resources are needed to complete a user story or a task. Breaking down large user stories into smaller stories means that the BA divides a complex or vague user story into more manageable and specific user stories that can be delivered in a shorter time frame. Estimation is the activity that will be most impacted by breaking down large user stories into smaller stories because it helps the BA to reduce uncertainty and risk, increase accuracy and reliability, and facilitate planning and prioritization of user stories or tasks. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture->

requirements

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