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Question 1

Question Type: MultipleChoice

The development team at Universal Containers is reviewing several stories to be added to the current sprint. The team is having trouble with a particular story about an Opportunity email alert and is unsure about which type of testing is needed.

What should the business analyst review and revise to provide more clarity to the team?

Options:

- A- Definition of done
- B- User persona
- C- Acceptance criteria

Answer:

C

Explanation:

The document that the BA should review and revise to provide more clarity to the team is acceptance criteria. Acceptance criteria are statements that define what conditions or requirements must be met for a user story or sprint to be accepted by the user or stakeholder.

Acceptance criteria help to clarify the scope, functionality, and quality of the user story or sprint, provide a basis for testing and validating the work done, and ensure that it meets the user's needs and expectations. By reviewing and revising acceptance criteria for the user story about an Opportunity email alert, the BA can provide more clarity to the team about what type of testing is needed. Reference: <https://trailhead.salesforce.com/en/content/learn/modules>

Question 2

Question Type: MultipleChoice

Universal Containers is nearing the launch date for its new Salesforce Loyalty Management program. The business analyst (BA) has ensured the user acceptance testing (UAT) plan has the proper test scripts.

What is another important item the BA should look for in the UAT plan?

Options:

- A- Estimated cost
- B- Timelines
- C- Process maps

Answer:

B

Explanation:

Another important item that the BA should look for in the UAT plan is timelines. Timelines are schedules that specify when each testing activity or task should start and end, and who is responsible for completing them. Timelines help to ensure that testing is conducted in an efficient and timely manner, avoid delays or conflicts in testing resources or availability, and meet the project deadlines and expectations. The other options are either irrelevant or incomplete. Option A does not relate to the UAT plan, but rather to the project budget or scope. Option C does not specify what process maps are needed or how they are used in testing. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-testing/plan-user-acceptance-testing>

Question 3

Question Type: MultipleChoice

Over the past month, a business analyst (BA) has worked with various stakeholders at Cloud Kicks to document requirements for an upcoming Tableau implementation. A stakeholder suggested a revision to the requirements. The BA sent the updated requirements to the stakeholders and they signed off.

Where should the BA track this milestone?

Options:

- A- Statement of work
- B- Change log
- C- Sprint plan

Answer:

A

Question 4

Question Type: MultipleChoice

The business analyst (BA) at Cloud Kicks is having a hard time documenting a user story to change an existing Opportunity flow for sales users. The architect expressed their concerns to the BA that they lack a comprehensive list of the components that will be affected by the updated flow.

Which best practice should the BA follow?

Options:

- A- Write the user story without making any assumptions about how it will be implemented or which components are affected.
- B- Ask the development team to investigate and document all affected components before the story can be written.
- C- Schedule additional discovery sessions with the sales users to understand what will be impacted by the changes.

Answer:

C

Explanation:

The best practice that the BA should follow is to schedule additional discovery sessions with the sales users to understand what will be impacted by the changes. Discovery sessions are meetings or workshops where the BA elicits, clarifies, and validates the needs, expectations, pain points, goals, and priorities of the stakeholders for a project. Discovery sessions help to gather more information and feedback from the stakeholders, understand their perspectives and preferences, identify the gaps and opportunities in their current process, and demonstrate the value and benefits of the proposed solution. By scheduling additional discovery sessions with the sales users, the BA can better understand their challenges and requirements, and document a comprehensive list of the components that will be affected by the updated flow. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-discovery/plan-and-facilitate-discovery-sessions>

Question 5

Question Type: MultipleChoice

A business analyst at Universal Containers is converting a requirements document into user stories for upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking sys containers."

Which option best represents the "IF" component of the INVEST checklist to make a good user story from this requirement?

Options:

- A-** As a finance user I want a Timesheet object implemented so I can accurately report on container profitability.
- B-** As a finance user, I want to know how long it takes to assemble a container so I can accurately report on container profitability.
- C-** As a finance user, I want an Assembly Time field on the container cost record so I can accurately report on container profitability.

Answer:

B

Explanation:

The option that best represents the "I" component of the INVEST checklist to make a good user story from this requirement is B. As a finance user I want to know how long it takes to assemble a container so I can accurately report on container profitability. The "I" component stands for Independent, which means that the user story should be self-contained and not depend on or overlap with other user stories. Option B is independent because it focuses on a specific need and goal of the finance user, and does not rely on or affect

other user stories. The other options are either dependent or irrelevant. Option A is dependent because it specifies a particular solution (Timesheet object) that may depend on or overlap with other user stories. Option C is irrelevant because it does not address the requirement of knowing how long it takes to assemble a container. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

Question 6

Question Type: MultipleChoice

Cloud Kicks (CK) faces challenges with accurate reporting and metrics to use when CK schedules service agent shifts. The VP of service is unsure how the challenges can be solved in Salesforce.

Which analysis should a business analyst perform?

Options:

- A- Strategy Analysis
- B- Stakeholder Analysis
- C- Enterprise Analyst

Answer:

A

Explanation:

The analysis that a BA should perform is strategy analysis. Strategy analysis is a technique that helps to understand the business context and environment of an organization, its vision and goals, its strengths and weaknesses, its opportunities and threats, its capabilities and resources, and its stakeholders and competitors. Strategy analysis helps to identify the business problems or needs that need to be addressed, evaluate potential solutions or options that can address them, and align them with the business strategy and objectives. In this case, CK faces challenges with accurate reporting and metrics to use when scheduling service agent shifts. A BA should perform strategy analysis to understand CK's business context and environment, identify the root causes of the challenges, evaluate potential solutions or options that can solve them in Salesforce, and align them with CK's business strategy and objectives.

Reference: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-strategy-analysis/understand-strategy-analysis>

Question 7

Question Type: MultipleChoice

The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

Options:

- A- Sprint retrospective
- B- Definition of done
- C- Iterative development

Answer:

B

Explanation:

This answer states that violating the definition of done is the principle of Agile methodology that this situation violates for completing UAT of a solution at Universal Containers. Agile methodology is an approach to software development that emphasizes delivering value to customers in short iterations or sprints, and responding to changing requirements with flexibility and collaboration. Definition of done is a criterion or a checklist that specifies when a user story or a task is considered complete and ready for deployment or delivery. Violating the definition of done means that the BA accepts a user story or a task as done without ensuring that it meets all the quality standards or acceptance criteria agreed upon by the project team. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-done>

Question 8

Question Type: MultipleChoice

The sales teams at Universal Containers (UC) want to add a custom field to a page layout. The IT manager reminds the business analyst (BA) that UC uses the Application Lifecycle Management (ALM) process. The addition of the custom field and subsequent release to everyone in the organization must follow this process.

What is the first step in the ALM process that should be taken?

Options:

- A- Gather requirements and analyze them.
- B- Obtain a change order from the customer.
- C- Add a custom field to a page layout in a sandbox.

Answer:

A

Explanation:

This answer states that gathering requirements and analyzing them is the first step in the Application Lifecycle Management (ALM) process that should be taken for adding a custom field to a page layout in a sandbox for Universal Containers. ALM is a framework that defines and manages the stages involved in developing, testing, deploying, and maintaining a software application. ALM typically consists of these steps: gather requirements and analyze them, design and build solutions, test solutions, deploy solutions, and maintain solutions. Gathering requirements and analyzing them means that the BA identifies and understands the business needs and expectations of the stakeholders or users, and defines what the solution must do or have to meet them. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models>

Question 9

Question Type: MultipleChoice

A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent I want Salesforce Macros to complete repetitive tasks faster."

What should the business analyst change to improve the user story?

Options:

A- Replace the specific feature with a goal.

- B-** Change the user story to the sales manager persona.
- C-** Add a quantifiable reason why the feature is needed.

Answer:

C

Explanation:

The user story should include a quantifiable reason why the feature is needed. This helps to define the value or benefit that the user expects from the feature, and provides a basis for prioritizing, testing, and accepting the user story. A quantifiable reason should be specific, measurable, achievable, realistic, and time-bound. For example, "As a service agent I want Salesforce Macros to complete repetitive tasks faster so that I can reduce my average case resolution time by 10%." The other options are either irrelevant or incorrect. Option A does not improve the user story, but rather makes it vaguer and ambiguous. Option B does not improve the user story, but rather changes the user role and perspective. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

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