



Free Questions for Certified-Business-Analyst by certscare

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Question 1

Question Type: MultipleChoice

True or False? Knowledge Users will be able to edit and create new Knowledge Articles from the Mobile App.

Options:

A) TRUE

B) FALSE

Answer:

B

Question 2

Question Type: MultipleChoice

Passwords CAN be reset using the Salesforce mobile app.

Options:

A) TRUE

B) FALSE

Answer:

B

Question 3

Question Type: MultipleChoice

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

Options:

A) No

B) Yes

Answer:

A

Question 4

Question Type: MultipleChoice

True or False? Knowledge Users will be able to edit and create new Knowledge Articles from the Mobile App.

Options:

A) TRUE

B) FALSE

Answer:

B

Question 5

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 6

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 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

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

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