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Question 1

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

Explanation:

This answer states that the acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story for Cloud Kicks who wants managers to be able to approve time-off requests in Salesforce. A user story is a statement that describes who, what, and why of a feature or a functionality from a user's perspective. A user story typically consists of a role, a goal, and a benefit. An acceptance criteria is a set of conditions or tests that a user story must meet or pass in order to be considered done and ready for deployment or delivery. The acceptance criteria is too vague as the reason why the BA needs to make a change to improve the user story because it does not specify how a manager can change the status of the request, how a manager can send a comment to the employee about their request, or how to measure if the solution is intuitive. The acceptance criteria should be more specific, measurable, achievable, relevant, and time-bound (SMART) to ensure that the user story is clear, concise, consistent, and complete. Reference: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements

Question 2

Question Type: **MultipleChoice**

A Salesforce business analyst (BA) has recently joined a new project to improve the Sales Cloud implementation at Cloud Kicks. The BA wants to quickly introduce new functionality to impress the customer.

Which action should the BA take?

Options:

A- Demo standard features and elicit feedback from the customer.

B- Update the page layouts to show the most relevant information at the top.

C- Scope the development of an integration with enterprise resource planning (ERP)

Answer:

A

Explanation:

The action that the business analyst should take to quickly introduce new functionality to impress the customer is to demo standard features and elicit feedback from the customer. Demoing standard features means showing the customer how Sales Cloud can provide out-of-the-box functionality that meets their needs or expectations without requiring extensive customization or development. Eliciting feedback means asking the customer for their opinions or suggestions on how Sales Cloud can improve their sales process or performance. Demoing standard features and eliciting feedback helps to quickly introduce new functionality to impress the customer by demonstrating the value and benefits of Sales Cloud, as well as engaging and involving the customer in the solution design and delivery.

Question 3

Question Type: MultipleChoice

The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.

What is another important step the BA should take to identify the correct decision makers?

Options:

A- Survey the business units.

B- Create a stakeholder wheel.

C- Prepare a RACI matrix.

Answer:

C

Explanation:

The important step that the business analyst should take to identify the correct decision makers is to prepare a RACI matrix. A RACI matrix is a tool that defines and assigns the roles and responsibilities of stakeholders or team members for each task or activity in a project or enhancement. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix helps to identify the correct decision makers by showing who has the authority or accountability for making decisions on each task or activity, as well as who needs to be consulted or informed about those decisions. A RACI matrix also helps to avoid confusion, duplication, or conflict among stakeholders or team members. Reference: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/stakeholder-management

Question 4

Question Type: **MultipleChoice**

Northern Trail Outfitters (NTO) wants to discuss an enhancement to Campaigns with the engineering, marketing, and sales teams. The changes involve detailed integration between systems that will be used by WTO's customers. The business analyst (BA) needs to complete the org impact analysis.

Which reference should the BA consult to understand the integration pattern?

Options:

A- Salesforce Solution Kits

B- Solution Architecture Diagram

C- Business Requirements Document

Answer:

B

Explanation:

The reference that the business analyst should consult to understand the integration pattern is a Solution Architecture Diagram. A Solution Architecture Diagram is a diagram that shows the high-level design and components of a system or solution. A Solution Architecture Diagram helps to understand the integration pattern by showing how different systems or applications are connected and interact with each other, as well as what data or information is exchanged between them. A Solution Architecture Diagram also helps to identify the scope, requirements, dependencies, and risks of an integration project or enhancement. Reference: https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/solution-design

Question 5

Question Type: **MultipleChoice**

The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on goals and strategies across NTO's organization, using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

Options:

A- V2MOM (Vision. Values, Methods, Obstacles, Measures)

B- RACI (Responsible, Accountable, Consulted, Informed)

C- SMART (Specific, Measurable, Achievable, Relevant, Time-bound)

Answer:

A

Explanation:

This answer states that using V2MOM (Vision, Values, Methods, Obstacles, Measures) is the methodology that should help the BA obtain the required information for understanding NTO's strategies after reviewing NTO's documentation for obtaining alignment on goals and strategies across NTO's organization using NTO's documentation. V2MOM is a framework that helps an organization or a team to define and align their goals and strategies in a clear and concise way. V2MOM stands for Vision, Values, Methods, Obstacles, and Measures. Vision is a statement that describes what the organization or the team wants to achieve. Values are the principles or

beliefs that guide the actions and decisions of the organization or the team. Methods are the actions or steps that the organization or the team will take to accomplish the vision. Obstacles are the challenges or issues that the organization or the team will face or anticipate along the way. Measures are the metrics or indicators that the organization or the team will use to track their progress and success. Using V2MOM can help the BA obtain the required information for understanding NTO's strategies by asking questions or seeking clarification on each of these elements from NTO's documentation or stakeholders. Reference: https://trailhead.salesforce.com/en/content/learn/modules/align-your-team-with-v2mom

Question 6

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 other's 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

Explanation:

The tool that Universal Containers should use to prevent teams from overwriting each other's changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each other's changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members. Reference: https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work-with-the-git-hub-workflow

Question 7

Question Type: **MultipleChoice**

Cloud Kicks hired a new business analyst (BA) to join an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders. The BA wants to quickly become a trusted advisor to the team.

What should the BA do?

Options:

A- Focus on the task at hand instead of on individual team members.

B- Avoid exposing one's own mistakes to the team.

C- Tell the truth in difficult situations.

Answer:

C

Explanation:

This answer states that telling the truth in difficult situations is what the BA should do to quickly become a trusted advisor to an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders for Cloud Kicks. Telling the truth in difficult situations means that the BA communicates honestly and transparently with the team members, even when it involves admitting mistakes, delivering bad news, or expressing disagreement. Telling the truth in difficult situations can help the BA to quickly become a trusted advisor to an experienced cross-functional team because it demonstrates integrity, accountability, and respect for the team members, and it fosters an open and collaborative culture within the team. Reference: https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills