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Cloud Kicks (CK) wants its sales team to use Sales Cloud to decrease its lead conversion time. The business analyst (BA) will analyze and break down CK's typical sales cycle.

How can process mapping help the BA get started on this project?

- A. It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement.
- B. It can model changes in the current customer experience, analyze each change's potential for impact, and help visualize potential improvements in the sales cycle in advance of the solution design.
- C. It can display complex ideas in a consistent format, highlight blockers and impediments to help stakeholders quickly assess issues in the sales cycle, and see the project timeline at a glance.

Suggested Answer: A

Community vote distribution

A (100%)

🗲️ 👤 **grad2007** 1 month, 2 weeks ago

Selected Answer: A

It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement

upvoted 1 times

🗲️ 👤 **TAMG** 8 months ago

Selected Answer: A

Process Mapping - "It can show the relationship between the steps and actions in the sales cycle to communicate and understand the current state, and to identify areas for improvement. "

upvoted 2 times

🗲️ 👤 **smokeyhpp** 10 months, 2 weeks ago

Selected Answer: A

this is current state analysis

upvoted 2 times

One retail location of Cloud Kicks has been getting complaints from shoppers about being unable to find items in the store. The general manager has asked IT to configure tablets for the sales clerks so they can move freely around the store to assist customers. The IT team writes a functional requirement: Tablets running the Salesforce mobile app must allow users to access store inventory records which include current item count and item location. Which user story should the business analyst write to describe the functional requirement,

- A. As a general manager, I want sales clerks to have tablets so they can help customers find items.
- B. As a sales clerk, I want to see item availability and locations to help customers find items.
- C. As a customer, I want sales clerks to have access to item availability to help them find items.

Suggested Answer: B

Community vote distribution

B (100%)

 **smokeyhpp** Highly Voted 10 months, 2 weeks ago

Selected Answer: B

User story should be written from user perspective
upvoted 5 times

 **RJA8** Most Recent 6 months, 3 weeks ago

Selected Answer: B

Sales clerk requires to use the tablet. So user story should be in their perspective
upvoted 1 times

A business analyst (BA) at Northern Trail Outfitters is preparing for a user acceptance testing (UAT) session for a global Sales Cloud project. What should the BA do to engage the business most effectively during UAT?

- A. Hand off ownership for writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release to business stakeholders.
- B. Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.
- C. Work with business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.

Suggested Answer: C

Community vote distribution


C (100%)

  **drdrdr** Highly Voted 2 years, 6 months ago

Selected Answer: C

Stakeholders?

upvoted 10 times

  **EMMA_97** Most Recent 3 weeks, 5 days ago

Selected Answer: A

Why is the answer not "A". Wont the user/business stakeholder be the best at testing the product?

upvoted 1 times

  **SMK2024** 11 months, 2 weeks ago


Work with business stakeholders

upvoted 1 times

  **sivasakthe** 1 year, 4 months ago

C it is



upvoted 1 times

  **Puhi** 1 year, 6 months ago

Selected Answer: C

subject matter experts are the ones to be engaged, not the QA

upvoted 1 times

  **TAMG** 1 year, 8 months ago

Selected Answer: C

agree with C

upvoted 1 times

  **Saurabh1983** 1 year, 8 months ago

Selected Answer: C

Correct answer is C

upvoted 1 times

  **MadhurimaS** 1 year, 9 months ago



It should be C

upvoted 1 times

  **VictorBlackforce** 1 year, 10 months ago

QA team does not approve anything, that's why C makes sense in my opinion.

upvoted 3 times

  **smokeyhpp** 1 year, 10 months ago

Selected Answer: C

product owner & sponsor approves the release

upvoted 1 times

🗨️ 👤 **Faheem13** 2 years, 1 month ago

The Answer is C, if the Answer is B then what will the testers do??

upvoted 3 times

🗨️ 👤 **Yelice** 2 years, 1 month ago

Selected Answer: C

C is more pertinent with Stakeholders

upvoted 3 times

🗨️ 👤 **SFRR** 2 years, 2 months ago

Selected Answer: C

Seems like C is more pertinent is this kind of scenario

upvoted 1 times

🗨️ 👤 **marticus** 2 years, 2 months ago

C, definitely

upvoted 1 times

🗨️ 👤 **Jude1337** 2 years, 2 months ago

C it should be

upvoted 1 times

🗨️ 👤 **SC22MarkTopics** 2 years, 5 months ago

Selected Answer: C

Seems like C to me aswell.

upvoted 2 times

🗨️ 👤 **givagr** 2 years, 5 months ago

Selected Answer: C

There are no UAT if end users are not part of it.

upvoted 3 times

Cloud Kicks is planning to create a new Service Cloud console app for its services team to resolve issues with delayed shipments to customers. The business analyst (BA) wrote the user stories based on a written list of requirements provided by the manager of the services team. Upon stakeholder review with the entire services team, many of the user stories were rejected and the BA had to revise them. When the BA wrote the initial user stories, what was the likely cause of the issue?

- A. The user stories focused on well-defined personas.
- B. The project team failed to discuss the user stories as a group.
- C. The acceptance criteria of the user stories were too specific.

Suggested Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **Brijal** 10 months ago

The core line of the question is "The business analyst (BA) wrote the user stories based on a written list of requirements provided by the manager of the services team." which clears that User stories probably didn't discussed in presence of entire team.
upvoted 1 times

🗨️ 👤 **SMK2024** 11 months, 2 weeks ago

The project team failed to discuss the user stories as a group.
upvoted 2 times

🗨️ 👤 **sfreesway** 1 year, 5 months ago

Selected Answer: B

The most relevant part of the question 'Upon stakeholder review with the entire services team'
This tells us that User stories probably didn't have everyone or even most Service team members join upon writing it
So answer should be B
upvoted 2 times

After the first round of user acceptance testing for a Sales Cloud project, the business analyst discovered that a high number of test cases failed. What is a possible reason why the test cases failed?

- A. Missing test script details
- B. Missing test result details
- C. Missing test org access details

Suggested Answer: A

Community vote distribution

A (100%)

resume Highly Voted 1 year, 6 months ago

It must be 'A'.

upvoted 6 times

EMMA_97 Most Recent 3 weeks, 5 days ago

Selected Answer: B

Why is it not B? If there were not test script, as stated in A, there would have been no tests but if test result details are not there then i have no reference to compare the result that i get from the feature vs the actual result and hence i would accept the result given by the feature.

upvoted 1 times

TAMG 8 months ago

Selected Answer: A

Should be A

upvoted 1 times

mchn83 10 months ago

Selected Answer: A

A and B are correct but the most probable reason for this situation is A.

upvoted 1 times

aerodarius 11 months, 1 week ago

Selected Answer: A

Without the test result, you can't say that the test failed, you don't know the result.

upvoted 2 times

Faheem13 1 year, 1 month ago

answer is the option A

upvoted 3 times

Jude1337 1 year, 2 months ago

A it is.

<https://trailhead.salesforce.com/de/content/learn/modules/user-acceptance-testing-video/learn-about-user-acceptance-testing>

upvoted 4 times

Makarios 1 year, 5 months ago

Selected Answer: A

A is correct not B

upvoted 2 times

givagr 1 year, 5 months ago

Selected Answer: A

It's both a and b (and even c), but if one must choose one, then is a.

(a) without scripts you cannot even start a test

(b) without results you cannot compare expectance with reality

(c) without even know where you should test what can you test?

upvoted 3 times

🗨️ 👤 **JZ1710** 1 year, 5 months ago

Selected Answer: A

Correct Answer is A

upvoted 3 times

🗨️ 👤 **Pratinitin** 1 year, 5 months ago

Should be A

upvoted 2 times

🗨️ 👤 **GiggiKR** 1 year, 5 months ago

Selected Answer: A

SHOULD BE A.

upvoted 2 times

🗨️ 👤 **JZ1710** 1 year, 6 months ago

Agreed

upvoted 1 times

As a business analyst (BA) starts engaging stakeholders for a user story writing workshop, an executive sponsor questions why the Commerce Cloud project is creating user stories rather than standard requirements.

What is one benefit of creating user stories that the BA can share with the executive sponsor?

- A. It helps testers determine the most efficient way to validate solutions.
- B. It defines technical specifications early in the process.
- C. It saves time when prioritizing and implementing functionality.

Suggested Answer: C

Community vote distribution

C (100%)

🗳️ 👤 **gixenmixin** 8 months, 4 weeks ago

Selected Answer: C

For sure it's C

"Utilizing user stories helps you:

Save time when prioritizing the development/implementation of requirements and functionality."

upvoted 4 times

🗳️ 👤 **madhuchima** 9 months ago

Definitely C

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>

upvoted 4 times

🗳️ 👤 **Jude1337** 9 months ago

Absolutely true!

upvoted 2 times

🗳️ 👤 **Pratinitin** 11 months, 4 weeks ago

Will go with C

upvoted 2 times

🗳️ 👤 **JZ1710** 12 months ago

C is correct

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>

upvoted 4 times

🗳️ 👤 **nbn80** 11 months, 3 weeks ago

Thanks for sharing.

Did the questions match from this site ?

Planning to take exam in a month

upvoted 1 times

🗳️ 👤 **Osama669** 12 months ago

Answer should be A

upvoted 2 times

🗳️ 👤 **Osama669** 12 months ago

Answer should be 'B'

upvoted 1 times

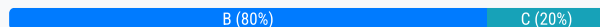
The project team at Universal Containers has started to review the existing Salesforce manufacturing solution that has low adoption and a variety of customizations including custom objects, custom fields, renamed standard objects, and renamed standard fields.

What should the business analyst recommend to the project team to increase understanding when documenting requirements, processes, and potential solutions?

- A. Use industry terminology and language.
- B. Use customer terminology and language.
- C. Use Salesforce terminology and language.

Suggested Answer: B

Community vote distribution



🗳️ 👤 **Mariooone** Highly Voted 1 year, 11 months ago

B is the right one

<https://trailhead.salesforce.com/content/learn/modules/business-analyst-best-practices/learn-the-customs-of-your-customer>
upvoted 8 times

🗳️ 👤 **nbn80** 1 year, 11 months ago

Thanks

upvoted 2 times

🗳️ 👤 **Puhi** Most Recent 1 year ago

Selected Answer: B

As per SF documentation: "If you're able to learn the customer's language, and use it to verify what they're saying or asking for, you'll show a true devotion to understanding their business. This builds trust while preventing things from getting lost in translation. For example, use the language of the customer when you document business requirements. That way, anyone on their side can pick up a requirement, immediately grasp what's being asked for, and then contribute to a discussion without introducing potential misunderstandings."

upvoted 1 times

🗳️ 👤 **mchn83** 1 year, 4 months ago

Selected Answer: B

It's recommended to use stakeholder language

upvoted 1 times

🗳️ 👤 **aerodarius** 1 year, 5 months ago

Selected Answer: B

The Trailhead BA module already recommends using stakeholder language.

upvoted 2 times

🗳️ 👤 **Erniedoo** 1 year, 6 months ago

Selected Answer: B

Checked the trail shared by @mariooone and he is correct. B is the correct answer.

upvoted 2 times

🗳️ 👤 **SC22MarkTopics** 1 year, 11 months ago

Selected Answer: B

Answer is B.

<https://trailhead.salesforce.com/content/learn/modules/business-analyst-best-practices/learn-the-customs-of-your-customer>
upvoted 2 times

🗳️ 👤 **givagr** 1 year, 11 months ago

Selected Answer: C

If you go with b in real life, don't choose Salesforce. Otherwise, you will end up with a big, costly, custom system built on top of Salesforce.

Also, using Salesforce terminology helps translate user stories in technical requirements. "Work on an opportunity" may be the customer language, "viewing, deleting, editing the opportunity" is the Salesforce language.

upvoted 2 times

  **yang_ora** 2 years ago

A looks more accurate.

upvoted 4 times

The Salesforce development team is strictly following scrum to govern its releases. An executive trying to plan a vacation wants to know when work on the feature will begin so they can be available for additional implementation questions. After consulting with the product owner, the business analyst (BA) learns the team has decided to adopt Kanban instead for all future releases. What should the BA tell the executive?

- A. Work will begin after executive approval is given.
- B. Work will begin when capacity becomes available.
- C. Work will begin in the next sprint.

Suggested Answer: B

Community vote distribution

B (67%)

A (33%)

🗳️ **beansnrice** 9 months, 1 week ago

Selected Answer: B

In Kanban, work is pulled into the system based on available capacity and priorities. Unlike Scrum, which operates in fixed-length iterations (sprints), Kanban does not have predefined timeboxes for work. Instead, work items are continuously delivered based on the team's capacity and workflow. Therefore, the BA should inform the executive that work on the feature will begin when capacity becomes available, as per the team's Kanban process.

upvoted 1 times

🗳️ **sfreesway** 11 months, 1 week ago

Selected Answer: B

In Kanban when an executive asks for work to be prioritised, said work is moved to the top of the Queue to start after the WIP item finishes check the link for 'Last-Minute Changes'

Giving executive approval doesn't necessarily mean that the work should be a priority, just means IMO they agree with the block of work that's going to be worked on

Thanks why I think its B

<https://trailhead.salesforce.com/content/learn/modules/scrum-and-kanban-at-salesforce/learn-about-kanban>

upvoted 1 times

🗳️ **Melissa1994** 1 year, 1 month ago

Selected Answer: A

A is the only answer that makes sense. Yes, in kankan work begins when capacities are available, but which items will be taken depends on the priority. Items can be reprioritized by the executive to make sure he will be available when work on this specific ticket starts

upvoted 1 times

🗳️ **SaintTC** 1 year, 3 months ago

In Kanban work begins when the team has capacity for it

upvoted 1 times

🗳️ **sdvsdvvdsdvsdvs** 1 year, 7 months ago

The executive is asking when he can take a vacation, the Answer "when the capacity becomes available" doesn't help him at all. So the correct answer is A, as far as in Kanban the work can be reprioritized and the team would be able to start working on the feature once the requirement is approved.

upvoted 1 times

🗳️ **Sfpriyanka** 1 year, 11 months ago

Why the correct answer is not - work will begin after executive approval is given.

upvoted 4 times

🗳️ **Jude1337** 1 year, 9 months ago

Because in Kanban work begins when capacities are available and as long as WIP Limit is not reached.

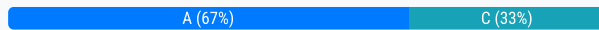
upvoted 7 times

A business analyst at Universal Containers has begun user acceptance testing for a new Experience Cloud implementation with the project team. A major gap for one of the personas was identified in the documented scenarios. What went wrong?

- A. Failure to include all stakeholders in the requirements gathering process
- B. Failure to perform thorough unit testing during the development process
- C. Failure to validate the application against the functional requirements

Suggested Answer: A

Community vote distribution



nomankhan1886 4 months, 3 weeks ago

Selected Answer: A

A. Failure to include all stakeholders in the requirements gathering process

In this case, the gap in the user acceptance testing (UAT) scenario likely occurred because not all stakeholders were involved in the requirements gathering process. If the requirements do not fully capture the needs and expectations of all personas, it can result in major gaps in functionality or features, which may only be discovered during UAT.

C. Incorrect :Validation of the application against functional requirements should occur, but if the functional requirements themselves were incomplete due to not involving all stakeholders, the validation would have already been flawed. The issue is more about gathering full requirements than about validating them after the fact.

upvoted 1 times

beansnrice 9 months, 1 week ago

Selected Answer: A

User acceptance testing (UAT) aims to validate that the system meets the business requirements and satisfies the needs of end-users, including various personas. If there was a major gap identified for one of the personas during UAT, it suggests that their requirements were not adequately captured or understood during the requirements gathering process. This failure could occur if key stakeholders, including representatives of all personas, were not included or consulted during requirements gathering. Incomplete or inaccurate requirements documentation can lead to gaps in the implemented solution, which may only be discovered during UAT. Therefore, failure to include all stakeholders in the requirements gathering process is the most likely reason for the identified gap.

upvoted 3 times

sfreesway 11 months, 3 weeks ago

Selected Answer: A

Personas in SF more often mean a group of Users https://trailhead.salesforce.com/content/learn/modules/ux-personas-for-salesforce/get_started_with_personas

So if there is a major gap for personas this means at some stakeholders were missing during discovery/req gathering

A is the answer

upvoted 2 times

studyguysfdc 1 year, 1 month ago

Selected Answer: C

scenario is documented so requirement gathering was good but then validation against the FR failed

upvoted 2 times

sfreesway 11 months, 3 weeks ago

This is wrong, Personas in SF more often mean a group of Users https://trailhead.salesforce.com/content/learn/modules/ux-personas-for-salesforce/get_started_with_personas


So if there is a major gap for personas this means that some stakeholders were missing during discovery/req gathering

upvoted 1 times

SullySalesforce 1 year, 5 months ago

A. Personas are based on a group of people - if the correct people were not present in discovery then we would not have been able to identify this persona.

upvoted 2 times

  **aerodarius** 1 year, 5 months ago

Selected Answer: A


A and not C, because user acceptance testing happens after the QA testing.

upvoted 3 times

  **aerodarius** 1 year, 5 months ago

and it's not because the unit test was not exhaustive, it's because they miss the point of view of stakeholders.

upvoted 1 times

  **[Removed]** 1 year, 6 months ago

Selected Answer: C


C is correct

upvoted 2 times

  **gurub40411** 1 year, 6 months ago

The problem area is with one of the personas. This explains that all of the stakeholders were not included to identify all of the personas in the initial phase. So I think answer should be A

upvoted 5 times

  **BhaktiP** 1 year, 7 months ago

C seems correct to me

upvoted 2 times

Northern Trail Outfitters has a large Salesforce org with sales, marketing, and billing teams pushing for the development of a large number of items in the backlog.

Which management process should the business analyst suggest to help the teams align on their competing priorities?

- A. Vision, Values, Methods, Obstacles, and Measures (V2MOM)
- B. Business Process Modeling Notation (BPMN)
- C. Integrated DEFinition for Process Description Capture Method (IDEF3)

Suggested Answer: A

  **aerodarius**  11 months, 1 week ago

By using the V2MOM process, the different teams at Northern Trail Outfitters can align their priorities based on a shared vision and values. It provides a structured way for teams to discuss their goals, strategies, and potential challenges openly. The process enables better collaboration and decision-making by ensuring that everyone is on the same page and understands how their initiatives contribute to the organization's overall vision.

Options B (Business Process Modeling Notation - BPMN) and C (Integrated DEFinition for Process Description Capture Method - IDEF3) are modeling notations used to represent business processes and systems, but they are not specifically designed for aligning priorities and managing competing demands among teams. They are more focused on process documentation and analysis.

Regene

upvoted 7 times

An executive at Cloud Kicks has tasked the internal Salesforce staff with the optimization of a very manual process in its Salesforce org. What should the business analyst do first before a future state is proposed to key stakeholders?

- A. Discuss project trade-offs with the executive sponsor.
- B. Manage project integrations with the technical team.
- C. Hold a kickoff meeting to set expectations with the project team.

Suggested Answer: C

Community vote distribution

C (100%)

  **nomankhan1886** 4 months, 3 weeks ago

Selected Answer: A

A. Discuss project trade-offs with the executive sponsor.

Before proposing a future state or solution, the business analyst (BA) should first discuss the project's trade-offs with the executive sponsor. This ensures the BA understands the business priorities, available resources, desired outcomes, and constraints. The conversation aligns both parties on the project's scope, goals, and success criteria, helping avoid misaligned solutions. It also sets realistic expectations and guides the project's direction.

C.Incorrect

A kickoff meeting is important for setting expectations with the project team but it should occur after discussing project trade-offs with the executive sponsor. The project team will need the insights gained from the executive discussion to understand the project's scope and strategic goals.

Please correct me if I understood incorrectly , Thanks

upvoted 1 times

  **Shreya_Malot** 8 months ago

Selected Answer: C

Before proposing a future state to key stakeholders, the business analyst should hold a kickoff meeting to set expectations with the project team (option C). This meeting will help align the team on the project goals, scope, timeline, and roles and responsibilities. It also provides an opportunity to discuss any potential challenges or risks that may arise during the project. Once the project team is aligned, the business analyst can then discuss project trade-offs with the executive sponsor (option A) and manage project integrations with the technical team (option B) as part of the overall project planning and execution process.

upvoted 2 times

Cloud Kicks (CK) has expressed concerns about the distribution process for a new line of shoes, because the company consistently misses its targeted delivery dates. CK asks the business analyst (BA) to uncover the issue and propose a business solution. What should the BA do next?


- A. Shadow an operations team member at the CK distribution facility.
- B. Review future state distribution processes for CK.
- C. Explore how retailers similar to CK handle distribution.

Suggested Answer: A

Community vote distribution

A (60%)

C (40%)

 **Xx_Panda_xX** Highly Voted 1 year, 10 months ago

A is correct

To uncover the issue with the distribution process, the BA should start by gathering information on the current process and understanding how it works in practice. One effective way to do this is by shadowing an operations team member at the CK distribution facility to observe the process firsthand. This will help the BA to identify any bottlenecks or inefficiencies in the process and understand how they are impacting delivery times.

Once the BA has a solid understanding of the current process, they can then use that information to review the future state distribution processes for CK, explore how similar retailers handle distribution, and analyze the data to determine the root cause of the problem. The BA can then use this information to propose a business solution that addresses the issues and helps CK to meet its targeted delivery dates more consistently.

upvoted 9 times

 **nomankhan1886** Most Recent 4 months, 3 weeks ago

Selected Answer: A

A is correct : Direct observation of the distribution process is crucial to fully grasp the underlying issues causing delays. It allows the BA to identify inefficiencies, miscommunications, or procedural gaps that may not be apparent in documentation or reports alone, which is missing the targeted delivery dates in the distribution process. To uncover the issue, the BA should gain firsthand insight into the current distribution operations. By shadowing an operations team member. This approach provides a holistic understanding of the situation, enabling the BA to recommend informed and relevant solutions.

C. Incorrect

While it's useful to explore industry best practices, the BA should first understand CK's specific distribution issues before looking for solutions from other retailers. External comparisons might provide useful insights later, but they shouldn't be the first step.

upvoted 1 times

 **sivasakthe** 10 months ago

Question is "CK asks the business analyst (BA) to uncover the issue and propose a business solution.?"

Option A, uncover the issue, but does not provide solution. Option C, does both uncover the issue and provide solution

upvoted 1 times

 **sivasakthe** 10 months, 2 weeks ago

C is correct

upvoted 1 times

 **VictorBlackforce** 1 year, 3 months ago

Selected Answer: C

C is correct

The BA should explore how retailers similar to CK handle distribution. This will allow the BA to gather insights and best practices from other companies in the same industry, which can help identify potential areas of improvement for CK's distribution process. By studying how successful retailers handle distribution, the BA can propose a business solution that addresses CK's concerns and improves their targeted delivery dates. Shadowing an operations team member or reviewing future state distribution processes may also be helpful, but exploring how similar retailers handle distribution is the most relevant and effective next step.

upvoted 1 times

🗨️ 👤 **Milokan** 1 year, 2 months ago

The BA will not be able to propose a solution yet since the issue is yet to be uncovered.

The correct answer is A.

upvoted 3 times

🗨️ 👤 **Ha_Linh** 1 year, 8 months ago

Selected Answer: A

A is correct

upvoted 2 times

🗨️ 👤 **Jude1337** 1 year, 9 months ago

Selected Answer: A

It is A.

upvoted 1 times

🗨️ 👤 **SC22MarkTopics** 1 year, 11 months ago

Selected Answer: C

Answer is definitely C.

upvoted 1 times

🗨️ 👤 **Osama669** 1 year, 12 months ago

It should be C

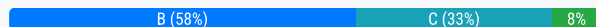
upvoted 3 times

Cloud Kicks is creating a new lead conversion process in Sales Cloud. During a recent sprint, the business analyst created user stories related to the Opportunity object. Test scripts were created for the lead conversion process. All of the test scripts passed and the new functionality was deployed. After deployment, end users reported error messages when manually creating new Opportunities. Which area of user acceptance testing (UAT) was overlooked?

- A. Several teams should be part of UAT to represent multiple viewpoints.
- B. Functionality on interconnected objects should be part of UAT.
- C. End users who are experts in that functionality should participate in UAT.

Suggested Answer: B

Community vote distribution



🗳️ 👤 **SFKPI7** 2 months, 3 weeks ago

Selected Answer: B

The correct answer is B. Functionality on interconnected objects should be part of UAT. In this scenario, the testing focused solely on the lead conversion process, which involves the Opportunity object. However, manually creating new Opportunities is a separate process that also interacts with the Opportunity object. By not including tests for manually creating Opportunities, the UAT overlooked potential issues arising from changes affecting interconnected functionalities. Therefore, it's essential to test all related processes and objects during UAT to ensure comprehensive coverage and prevent post-deployment issues.

upvoted 1 times

🗳️ 👤 **liod44317** 1 year, 1 month ago

Should be C

upvoted 1 times

🗳️ 👤 **jenny_jenny** 1 year, 2 months ago

I think the correct answer is C. Because, The issue was the END user was not able to Create OPPORTUNITY manually. No connection with object lead.

upvoted 1 times

🗳️ 👤 **Brijal** 10 months ago

The problem occurs after the deployment. So here. the UAT session should have all the test cases with new and converted cases for the interconnected objects.

Thus, the correct answer is B as per my opinion.

upvoted 1 times

🗳️ 👤 **LOUZH** 1 year, 7 months ago

Correct answer is C

upvoted 1 times

🗳️ 👤 **VictorBlackforce** 1 year, 9 months ago

Selected Answer: B

questions says: "Cloud Kicks is creating a new lead conversion process in Sales Cloud"

In my POV BA should include Lead object too. It's a best practice to analyse the impact in whole org.

upvoted 4 times

🗳️ 👤 **GoLearnCloud** 1 year, 11 months ago

reading the question.... business analyst created user stories related to the Opportunity object. Test scripts were created for the lead conversion process.....

simple Sales process started with leads and ends in opportunities.... hence both are objects are related to sales process or Interrelated....but the user may create a lead and convert to opportunity or may create a direct opportunity if system permits.... so both scenarios should be part of UAT on Sales process hence ... Functionality on interconnected objects should be part of UAT

Correct Answer is B

upvoted 4 times

🗨️ 👤 **Alokv** 2 years ago

The answer is B. Functionality on interconnected objects should be part of UAT.

The lead conversion process involves multiple objects, such as Leads and Opportunities, and it's important to test the interaction and functionality between these interconnected objects. By solely focusing on the Opportunities object and neglecting the interconnected objects, the UAT did not adequately cover all aspects of the lead conversion process, leading to the error messages experienced by the end users.

upvoted 3 times

🗨️ 👤 **ErnieDoo** 2 years ago

Selected Answer: C

I believe C is the one that makes more sense.

upvoted 2 times

🗨️ 👤 **sdvsdvvdvsvdsdvs** 2 years, 1 month ago

Selected Answer: C

There is no rule that several teams should participate in UAT, so A is incorrect.

Same with B, there is no rule that interconnected objects should be part of UAT.

UAT is a testing for and by users, they should accept it, so in this cases the reason may be that real users didn't accept User Acceptance testing, so the answer is C

upvoted 2 times

🗨️ 👤 **Ha_Linh** 2 years, 2 months ago

Selected Answer: B

B is correct

upvoted 3 times

🗨️ 👤 **marticus** 2 years, 2 months ago

Option A, several teams should be part of UAT to represent multiple viewpoints, may be important to consider in some cases. However, it is not directly related to the issue described in the scenario, which is related to the testing of interconnected objects and processes.

Option C, end users who are experts in that functionality should participate in UAT, is important and relevant to the scenario. However, it does not directly address the issue of testing the functionality of interconnected objects and processes.

Option B, functionality on interconnected objects should be part of UAT, is the best answer because it directly addresses the issue described in the scenario. Testing the functionality of interconnected objects and processes as part of UAT is critical to identifying any issues or gaps in the system and ensuring that the end-to-end process works as intended.

upvoted 2 times

🗨️ 👤 **SC22MarkTopics** 2 years, 5 months ago

Selected Answer: A

Shouldn't the answer be A? I might have misunderstood the question but it seems that afterall some end users with different needs are getting error messages due to their specific use cases. In that case, maybe several different teams should be included to have different viewpoints covered?

upvoted 1 times

🗨️ 👤 **Snezh** 2 years, 5 months ago

May be C

upvoted 4 times

A business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp the case management process. The BA has gathered requirements and finished the first draft of user stories.

What should the BA use to assess the quality of a user story?

- A. Gap analysis document
- B. INVEST checklist
- C. Numerical framework

Suggested Answer: B

Community vote distribution

B (100%)

🗲️ 👤 **KavyaH** Highly Voted 👍 1 year, 3 months ago

The INVEST Acronym in user stories stands for independent, negotiable, valuable, estimable, small, and testable.

upvoted 7 times

🗲️ 👤 **roz_1** Most Recent ⌵ 10 months, 1 week ago

Selected Answer: B

answer is B

upvoted 2 times

🗲️ 👤 **sfreesway** 11 months, 3 weeks ago

Selected Answer: B

Answer B

<https://trailhead.salesforce.com/content/learn/modules/user-story-creation/construct-a-user-story>

upvoted 2 times

Sales managers at Northern Trail Outfitters (NTO) have received feedback from sales reps that record pages are slow and often take longer to load when using the app on the phone. The business analyst (BA) has been asked to evaluate NTO's org to find out which pages are the slowest to load when using the app on the phone.

What is the first step the BA should take to help resolve the issue?

- A. Create a new page layout for the phone.
- B. Use performance analyzer to view the assessment.
- C. Confirm steps to reproduce the issue.

Suggested Answer: C

Community vote distribution

C (92%)

8%

 **givagr** Highly Voted 1 year, 11 months ago


Selected Answer: C

(c) is always the first response to any bug report

(b) is the second step

(a) is not relevant

upvoted 9 times

 **beansnrice** Most Recent 9 months, 1 week ago


Selected Answer: B

Sources:

<https://trailhead.salesforce.com/content/learn/modules/lightning-experience-performance-optimization/measure-lightning-experience-performance-and-experience-page-time-ept>

https://help.salesforce.com/s/articleView?id=sf.technical_requirements_measuring_ept.htm&type=5

upvoted 1 times

 **beansnrice** 9 months, 1 week ago

"C. Confirm steps to reproduce the issue." would be more like step 2.

"While confirming the steps to reproduce the reported issue is an essential troubleshooting step, it may not be the first action to take when addressing performance issues on the mobile app. Prioritizing performance analysis allows for a more proactive and systematic approach to identifying and resolving performance issues in the Salesforce org."

upvoted 1 times

 **sfreesway** 11 months, 3 weeks ago

Selected Answer: C

Not A: Shouldnt just create a new layout without a specific reason for doing so

Probably Not B: Performance Analyzer sounds like a different program - which isn't really a SF thing - 'Page Analysis' for lightning page layouts is a thing and would make more sense as an answer

C: Confirm steps to reproduce the issue with why the pages are loading slow (ie as soon as you open the page, Edit the page etc) Once that you can take steps to fix


upvoted 2 times

 **aerodarius** 1 year, 5 months ago

Selected Answer: C

The first step the business analyst (BA) should take to help resolve the issue of slow record pages when using the app on the phone is to confirm the steps to reproduce the problem.

upvoted 1 times

 **MiruCo** 1 year, 11 months ago

should be B

upvoted 4 times

Cloud Kicks needs to revamp its support process over the next 12 months to improve the customer experience and has asked the Service Cloud team to collaborate with the business analyst (BA). The BA has scheduled an initial live process mapping session with all stakeholders and received the following calendar responses:

Stakeholder Role	Response
Expert Agent	Yes
Team Leader	Yes
Service Admin	No
Case Solver	Yes

What should the BA do?

- A. Proceed with the workshop as scheduled with the stakeholders who are available.
- B. Cancel the workshop and reschedule it to a date when all stakeholders are available.
- C. Hold a one-on-one diagram session with each stakeholder before the workshop.

Suggested Answer: B

Community vote distribution

B (80%)

A (20%)

🗨️ **Nekan** 11 months, 2 weeks ago

Selected Answer: A

The Service Admin's absence is not a sufficient reason to cancel a process mapping workshop where the main actors (stakeholders) are available.
upvoted 2 times

🗨️ **aerodarius** 1 year, 5 months ago

Selected Answer: B

B. Cancel the workshop and reschedule it to a date when all stakeholders are available.

The business analyst (BA) should cancel the workshop and reschedule it to a date when all stakeholders are available.

Effective process mapping sessions require the participation of all key stakeholders who are involved in the support process. By having all stakeholders present, the BA can ensure that the mapping session captures a comprehensive and accurate representation of the current support process and identifies areas for improvement.

Why not other options?

Option A (Proceed with the workshop with available stakeholders) may lead to incomplete process mapping and potential biases in the analysis due to the absence of key stakeholders.

Option C (Hold one-on-one sessions with each stakeholder before the workshop) could be time-consuming and might not achieve the same level of collaboration and collective understanding as a live, group session.

upvoted 4 times

🗨️ **Alokv** 1 year, 6 months ago

I think here better approach would be C.

Hold a one-on-one diagram session with each stakeholder before the workshop.

The goal of the workshop is to get input from all of the stakeholders on the current support process and to identify opportunities for improvement. If some of the stakeholders are not available for the workshop, then the BA will not be able to get their input.

upvoted 2 times

🗨️ **givagr** 1 year, 11 months ago

Selected Answer: B

B is the correct one, but in real life you'll notice that there is no chance to have all of them in the same room unless scheduling the meeting months in advance and you will end up with a series of workshop hoping that each team will participate to at least one of them.

upvoted 4 times

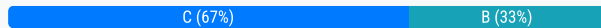
The sales team at Cloud Kicks is rolling out a new sales methodology. To incorporate the requested changes, the business analyst working with the technical team identifies several integrations that touch the Opportunity object and could be impacted by the changes. The project manager wants the solution to include unit testing, code reviews, and functional testing.

What does the project team need to agree upon to ensure the work is ready to be deployed?

- A. Entity relationship diagram
- B. User acceptance criteria
- C. Definition of done

Suggested Answer: C

Community vote distribution



🗨️ **HasanahM** 4 months, 4 weeks ago

Selected Answer: C

"team need to agree upon to ensure the work is ready to be deployed" - this explains DoD
upvoted 1 times

🗨️ **roz_1** 10 months, 1 week ago

Selected Answer: C

all 3 are examples of DoD
<https://trailhead.salesforce.com/content/learn/modules/salesforce-agile-basics/understand-why-salesforce-adopted-agile>
upvoted 2 times

🗨️ **sfreesway** 11 months, 3 weeks ago

Selected Answer: B

User acceptance criteria should have a clear set of statements to show the specific functionality or feature that the user wants and how it should work Plus contain Pass/Fail results
So you get the solution written and you also get testing so should be B
upvoted 1 times

The product development team at Northern Trail Outfitters is creating a process within Salesforce to onboard new retail employees. The business analyst (BA) creates a current state process map by interviewing a few members of the onboarding team using email questionnaires. After presenting the process map to the entire onboarding team, the BA receives feedback that it is incorrect.

What should the BA do to provide the product development team with more accurate information about the onboarding team's process?

- A. Review survey feedback again to better understand pain points in the existing onboarding process.
- B. Conduct individual interviews with each team member to gather more information about the existing onboarding process.
- C. Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.

Suggested Answer: C

Community vote distribution

C (100%)

 **sfreesway** 11 months, 3 weeks ago

Selected Answer: C

The BA only met with a few members of the team so we don't know if they met with the right people at all so their information could be incorrect (this rules out A) this can be further compounded if they meet again to do individual interviews (this rules out B by default)

C makes more sense, as a workshop brings collaboration + contains the key stakeholders who should in theory have the best understanding of their processes and exactly what they want to happen next

upvoted 4 times

The business analyst (BA) at Universal Containers needs to gather information for their project including the steps a user takes to accomplish a goal, challenges a user faces, people the user interacts with, applications they use to complete the steps, and their level of morale as they move through the process.

Which elicitation technique should the BA use?

- A. Survey/Questionnaire
- B. Journey Mapping
- C. FOCUS Groups

Suggested Answer: B

Community vote distribution

B (100%)

  **Dethar** Highly Voted 1 year, 8 months ago

It's certainly Journey Mapping: <https://trailhead.salesforce.com/content/learn/modules/journey-mapping/add-journey-mapping-to-your-solution-toolbox>

4 out of 5 bullet points are listed there



upvoted 7 times

  **sfreesway** Most Recent 11 months, 3 weeks ago

Selected Answer: B

B as listed by Dethar and AlokV

upvoted 1 times

  **AlokV** 1 year, 7 months ago

Answer is B.

A journey map identifies several things.

Steps or activities a customer or user takes to accomplish a goal

Challenges they face in accomplishing their goal

People they interact with in a single organization or in an ecosystem of organizations

Touchpoints and channels—like devices and apps—they encounter as they accomplish a goal

Feelings, thoughts, and reactions they have throughout their journey.

upvoted 4 times

  **wvbsdff** 1 year, 8 months ago

Correct is C

Focus group discussion is frequently used as a qualitative approach to gain an in-depth understanding of issues. The method aims to obtain data from a purposely selected group of individuals rather than from a statistically representative sample of a broader population.

Focus groups are often used for customer-facing products. You might get actual or likely customers in a room to share their perspectives on a product idea, a feature, or a marketing campaign. It's a great way to hear potential user feedback and is especially valuable for products where you don't have day-to-day access to the actual users. That's why we see them more for products than for internal systems.

upvoted 2 times

  **gurub40411** 1 year, 6 months ago

But if you want to understand the applications used, user emotions, steps involved and other details, then journey map provides a way to capture them better

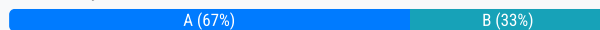
upvoted 2 times

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal. Which step should the BA take next?

- A. Review the effort and Impacts with the service team, and work to align requirements across the teams.
- B. Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.
- C. Prioritize the effort as defined by sales and ask the director to review any service impacts.

Suggested Answer: A

Community vote distribution



Pujari Highly Voted 1 year, 7 months ago

A is right Ans. The BA should review the workflow and its potential impacts with the service team to ensure that all stakeholders are aware of the changes and to identify any potential conflicts or challenges that may arise. The BA should also work to align the requirements across the teams to ensure that all stakeholders are on the same page. By doing so, the BA can ensure that the Sales Cloud feature request does not negatively impact the service team and that the workflow is optimized for both teams. Simply continuing with the effort as defined by sales or prioritizing the effort without considering the impacts on the service team could lead to inefficiencies and conflicts down the line.

upvoted 7 times

Nekan Most Recent 11 months, 2 weeks ago

Selected Answer: B

No matter how well-intentioned, a BA cannot deviate from the scope of his/her project to bring in the service team which is not a stakeholder in the current project. I suppose the best the BA can do is to document this issue and escalate it appropriately. But not change course by bringing in parties outside the purview of the project into it.

upvoted 1 times

sfreesway 11 months, 3 weeks ago

Selected Answer: A

A is the correct answer as the new request can have an impact to them so they need to be notified

The Sales director may not have the most in-depth understanding of how it could affect the service guys, so taken their word as correct is the wrong way to go about it, this rules out B and C

While working on a new Sales Cloud feature request for the sales team at Northern Trail Outfitters, the business analyst (BA) uncovers a workflow which could have an impact on the service team. The sales director assures the BA that the impact to service would be minimal. Which step should the BA take next?

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- C. Prioritize the effort as defined by sales and ask the director to review any service impacts.

upvoted 2 times

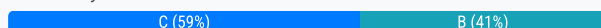
At the start of a new Agile development project, the Universal Containers product owner asked the business analyst (BA) to clearly define the intended results of the work based on stakeholder needs. The development and implementation teams will use the intended results to plan product decisions. The definition should avoid assumptions and focus on stakeholder value.

Which element should the BA choose to define the intended results?

- A. Epics
- B. Requirements
- C. User stories

Suggested Answer: C

Community vote distribution



Jude1337 Highly Voted 1 year, 9 months ago

"The definition should avoid assumptions and focus on stakeholder value."

I guess because of this part of the questions answer "C" - user stories is correct.

upvoted 8 times

Neil231 Highly Voted 1 year, 9 months ago

Selected Answer: B

Requirements are used to define the intended results of the work and they should be based on stakeholder needs, be clear and specific, and avoid making assumptions. Requirements help the development and implementation teams to understand what needs to be delivered and how it should be tested. Epics and user stories are used to break down the requirements into smaller, more manageable pieces, but they are not typically used to define the intended results. - hence answer should be B. Requirements

upvoted 8 times

Nekan Most Recent 11 months, 2 weeks ago

Selected Answer: C

Development and Implementation teams work with User Stories, not Requirements. Even though User Stories have come from Requirements, the former i.e. User Stories speak directly to the needs of the stakeholders - whilst Requirements can focus on other things...Non-functional, General & Technical Requirements are all types of Requirements and sometimes are not directly focused on stakeholders.

upvoted 2 times

Melissa1994 1 year, 1 month ago

Selected Answer: C

C because 'Should for on stakeholder value'.

upvoted 1 times

mchn83 1 year, 4 months ago

Selected Answer: C

C is correct

upvoted 2 times

aerodarius 1 year, 5 months ago

Selected Answer: C

User stories are a fundamental component of Agile development and are used to capture the intended functionality or features of a product from the perspective of the end-users or stakeholders. They are concise, specific, and written in a way that describes the user's need, the functionality they desire, and the value it provides. User stories help the development and implementation teams understand the requirements and objectives of the project, enabling them to plan product decisions that align with stakeholder needs and deliver the most value to the users.

Epics, on the other hand, are larger, more high-level requirements that can be broken down into smaller user stories. Requirements is not a standard Agile term and doesn't align with the approach of defining user stories based on stakeholder needs and value.

upvoted 5 times

Alokv 1 year, 6 months ago

Answer is B.

By defining clear requirements, the BA can articulate the intended results of the work in a way that is precise, measurable, and actionable.

upvoted 2 times

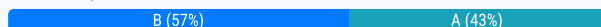
A business analyst (BA) is reviewing the risks associated with a proposed solution leveraging Cases and Support Queues, and the effect that those risks might have on the project timeline.

Which type of analysis is the BA performing?

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

Suggested Answer: A

Community vote distribution



RhysB5 8 months, 3 weeks ago

Selected Answer: B

Strategy Analysis

This is about getting to the heart of the problem. It's about understanding. First, you identify the need of strategic or tactical importance—the business need. This is an important first step; the business need guides the rest of the project.

Then, you observe the current state and define the future and transition states that will address the business need. This is a gap analysis—identifying what is different between the current and desired state. Now, assess options for achieving the desired state, including the work or scope required, and recommend the highest value approach for reaching that state.

The BA should also assess the risks associated with the identified change solution and what effect those uncertainties might have on the project lifecycle or end goal. Develop a plan of action to address the potential risks.

upvoted 2 times

Nekan 1 year, 4 months ago

None of the options seem to describe the analysis that is being carried out by the BA in this question.

Risk Management is about:

1. Identifying Risks
2. Determining Probability that a Risk would occur
3. Evaluating the Impact of such occurrence
4. Planning a Response to a Risk occurrence
5. Documenting & Tracking Risks
6. Communicating Risks

Whilst Risk Analysis is essentially a subset of Risk Management that covers the measurement of the likelihood and potential impact of risks when they occur.

So, the closest I can associate the activity in this question to Risk Impact Analysis. No of these options is directly synonymous with it. Maybe indirectly though, but that might be stretching the argument too far.

upvoted 2 times

Ank033 1 year, 4 months ago

Selected Answer: B

Strategy Analysis

upvoted 1 times

sfreesway 1 year, 5 months ago

Selected Answer: B

B

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/explore-techniques-information-discovery

upvoted 3 times

Tweeto 1 year, 10 months ago

Enterprise Analysis : Understand structure of org, hierarchy, activities and relationships in company's departments.

Stakeholder Analysis : Identifying key Decision makers and those who are impacted by the project.

Strategy Analysis :

Gap Analysis to find gap between desired state and current state

Finding options to achieve desired state

Analyzing the risks

Plan of action

upvoted 4 times

🗨️ 👤 **Tweeto** 1 year, 10 months ago

So Answer is definitely Strategy Analysis

upvoted 3 times

🗨️ 👤 **Lopeta** 1 year, 11 months ago

Selected Answer: A

Strategy Analysis (Option B) typically involves evaluating strategic options and determining the best approach to achieve the organization's goals

upvoted 3 times

🗨️ 👤 **Alokv** 2 years ago

I think answer should be A- Enterprise Analysis.

BA is not trying to understand the current state of the business but BA is trying to understand the risks associated with a proposed solution. Hence, I think answer should be A.

Strategy Analysis is also not the correct

upvoted 3 times

🗨️ 👤 **chandra1212121** 2 years, 3 months ago

Strategy analysis is about getting to the heart of the project. 1st identify the need of strategic or tactical importance. 2nd observe the current state and define the future state that will address the business need (Gap Analysis). Last assess the risks associated with the identified change solution.

3rd assess options for achieving the desired state, including the work or scope required, and recommend the highest value approach for reaching that state

upvoted 3 times

Universal Containers (UC) has chosen to implement Sales Cloud and Service Cloud to increase revenue and remove bottlenecks in its current processes. A business analyst (BA) is tasked with diagramming business processes. What should the BA do to successfully meet governance requirements to identify the business purpose?

- A. Identify resources engaged in each step.
- B. Adhere to agreed upon mapping standards.
- C. Use UC's existing terminology.

Suggested Answer: B

Community vote distribution

B (100%)

🗲️ 👤 **Jude1337** Highly Voted 👍 11 months, 1 week ago
"B" is correct.

"[...] Someone should sign off on each diagram and ensure that it adheres to agreed-upon mapping standards. "

<https://trailhead.salesforce.com/content/learn/modules/business-process-mapping/create-a-business-process-map>
upvoted 5 times

🗲️ 👤 **givagr** Most Recent 🕒 10 months ago
Selected Answer: B

Source: <https://trailhead.salesforce.com/content/learn/modules/business-process-mapping/create-a-business-process-map>
upvoted 4 times

🗲️ 👤 **craigieop** 11 months, 4 weeks ago
Wouldnt it be A?
upvoted 3 times

The business analyst is working with a stakeholder on a Salesforce project. The stakeholder needs an approval process on contract submissions. Sales managers want to see all contracts when the discount is greater than 20%. They will decline any contracts with a discount that is greater than 25%, but they want visibility into other highly discounted contracts.

Which acceptance criteria is the most effective for this scenario?

- A. Users in a sales manager role should have access to a button on contracts to click to approve or decline a contract with a discounted price of 20% or more.
- B. A sales manager wants to be able to approve contracts with a large discount and they need a validation rule related to contract discounts greater than 25%.
- C. A sales manager wants to be notified when a contract has been submitted with a discount greater than 20% so the manager can approve or decline a discounted price.

Suggested Answer: C

Community vote distribution

C (100%)

 **gixenmixon** Highly Voted 1 year, 8 months ago

Selected Answer: C

Definetely C. Acceptance <https://www.examttopics.com/discussions/salesforce/view/96904-exam-certified-business-analyst-topic-1-question-24/#> criteria should state intent, but not a solution. Think of the what, not the how.

upvoted 7 times

 **sivasakthe** Most Recent 10 months, 3 weeks ago


B is correct. C is a user story not acceptance criteria

upvoted 2 times

 **Xx_Panda_xX** 1 year, 10 months ago

C is correct. A validation Rule is a possible solution, it should not be in the Acceptance Criteria.

upvoted 1 times

 **GordanaB** 1 year, 11 months ago

This should be B

upvoted 1 times

A business analyst (BA) is in the process of documenting requirements. The BA wrote the following user story:

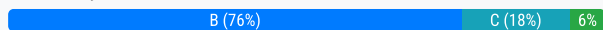
"As a sales team manager, I want the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals."

Which acceptance criteria is most appropriate for this user story?

- A. Able to click the Run button on sales reports
- B. Able to view the sales team's reports
- C. Able to monitor the sales team's performance

Suggested Answer: B

Community vote distribution



JZ1710 Highly Voted 2 years, 5 months ago

I strongly believe this should be C
upvoted 13 times

HilaeticusBrut 5 months, 1 week ago

(c) needs to be more specific to be used as acceptance criteria. as written, it is untestable. the answer is (b) because it is clearly testable. this user story isn't great to start with, though.
upvoted 2 times

givagr Highly Voted 2 years, 5 months ago

Selected Answer: B

(c) is the requirements, but it's too broad to use it as acceptance criteria. (b) on the other hand, is very specific and can be used as an acceptance criteria.
upvoted 11 times

Brijal Most Recent 10 months ago

Selected Answer: C

The goal of the user story is to get the performance measurement only.
upvoted 1 times

jenny_jenny 1 year, 2 months ago

I think C. because it says It wants ability to ACCESS. not view.
upvoted 1 times

TAMG 1 year, 7 months ago

Selected Answer: B

"Able to view the sales team's reports" B then it's possible to monitor and verify if goals are reached...But if just monitored the performance/goals (summary: high level report or dashboard with totals) it does not mean access on Sales reports
upvoted 2 times

aerodarius 1 year, 11 months ago

Selected Answer: B

The correct answer is B because it focuses on the "what", while C focuses on the "why". On the other hand, A explains a specific implementation that's not appropriate.
upvoted 2 times

GoLearnCloud 1 year, 11 months ago

B. Able to view the sales team's reports,
upvoted 2 times

Jude1337 2 years, 2 months ago

Selected Answer: C

i should be C
upvoted 2 times

Neil231 2 years, 3 months ago

Selected Answer: A

it should be A

Able to click the Run button on sales reports would be the most appropriate acceptance criteria for this user story. This criterion is specific and measurable, describing the action that the user needs to perform to achieve the desired outcome. It also aligns with the user's stated need for the ability to access reports on Sales Cloud to evaluate if the team's daily activities are meeting the set goals

upvoted 1 times

  **marticus** 2 years, 2 months ago

"able to Click the Run Button" its part of the solution which should not be present on the User Story.

upvoted 3 times

  **Jude1337** 2 years, 5 months ago

Also think it should be "C". I also think access too all "reports" is to unspecific looking at the user story.

upvoted 3 times

  **lavanya7** 2 years, 5 months ago

it is C - verified it in another study site

upvoted 3 times

  **Bunlizlaw** 2 years, 5 months ago



This should be C.

upvoted 4 times

The business analyst at Cloud Kicks is using a checklist to assess the quality of user stories for an upcoming Experience Cloud implementation. Which characteristics make a user story successful?

- A. Actionable, Concise, Testable, Solution-oriented, Defined
- B. Independent, Negotiable, Valuable, Estimable, Small, Testable
- C. Clear, Direct, Concise, Cross Functional, Configurable

Suggested Answer: *B*

  **KavyaH** 9 months, 3 weeks ago

Remember INVEST

upvoted 3 times

Universal Containers has just been notified by authorities that govern the shipping industry of new regulatory requirements. To comply, there are several existing processes built on Salesforce that will need to change. A business analyst (BA) will help describe the additional business needs imposed by the new regulations.

Which type of document should the BA prepare?

- A. Current state analysis
- B. Audit log
- C. Gap analysis

Suggested Answer: C

Community vote distribution

C (100%)

 **sfreesway** Highly Voted 11 months, 3 weeks ago

Selected Answer: C

C as you want a document to describes the gaps between the 'current processes' and the 'intended processes'

So as they're are new upgrades to be made to be inline with the new regulations C makes the most sense

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 7 times

Universal Containers (UC) is working with an implementation partner to help it optimize Salesforce. A new business analyst (BA) from the partner was introduced to UC stakeholders a few weeks into the project. The BA is getting to know each of the stakeholders by their roles and contributions. However, the BA had one misstep and is slightly embarrassed.

What should the BA do to build trust with the stakeholders?

- A. Be vulnerable and own their mistake.
- B. Promise to work harder to avoid other mistakes.
- C. Ask their supervisor for help immediately.

Suggested Answer: A

Community vote distribution

A (100%)

 **Shreya_Malot** 8 months ago

Selected Answer: A

To build trust with the stakeholders after a misstep, the BA should be vulnerable and own their mistake (option A). Acknowledging the mistake shows honesty and accountability, which can help build credibility with the stakeholders. It's important for the BA to apologize if necessary and demonstrate a commitment to learning from the mistake and improving in the future. Promising to work harder to avoid other mistakes (option B) can also be helpful, but it should be accompanied by concrete actions to address the issue and prevent similar mistakes in the future. Asking their supervisor for help immediately (option C) may be appropriate depending on the nature of the mistake, but it should not be the first step unless the situation warrants it.

upvoted 2 times

Universal Containers has planned an initiative to assess its Salesforce org to identify areas of risk and has asked the business analyst (BA) to provide an analysis of its current state. The BA will utilize Salesforce Optimizer for the assessment. How should the BA use the output from the tool?

- A. Identify top project priorities.
- B. Verify Lightning page loading time.
- C. Understand the project scope.

Suggested Answer: A

Community vote distribution

A (100%)

  **sftrailblazer789** Highly Voted 1 year, 10 months ago

Selected Answer: A

It's A, in trailhead

<https://trailhead.salesforce.com/content/learn/modules/salesforce-optimizer/run-a-report-and-review-the-findings>

"It's time to review the findings and create a plan to address the issues found. The most urgent items are at the top of the list and have a status of Review Required. "

upvoted 10 times

  **sfreesway** Most Recent 11 months, 3 weeks ago

Selected Answer: A

Definitely A - Once Optimizer is run you get a list of information sorted by status (review required/No action) so if something is a risk or needs to be looked at can start from there

To verify lightning page loading times you can use the existing page analysis tool rather than run the optimizer (quicker, can look at just the pages that NEED it rather than the whole org & saves time)

<https://trailhead.salesforce.com/content/learn/modules/salesforce-optimizer/run-a-report-and-review-the-findings>

<https://trailhead.salesforce.com/content/learn/modules/salesforce-optimizer/get-started-with-salesforce-optimizer>

upvoted 3 times

  **GordanaB** 1 year, 11 months ago

This is B

upvoted 1 times

  **Fresh01** 2 years ago

I think A is fine

upvoted 3 times

  **yang_ora** 2 years ago

should B

upvoted 2 times

The Salesforce team at Cloud Kicks (CK) is reviewing the sales team's business processes. During a review session, the business analyst notices that quantifiable benchmarks have yet to be established.

Why is it a best practice to establish benchmarks to evaluate existing processes?

- A. Shows tangible impact from changes to processes
- B. Proves processes are out of date and require a new solution
- C. Compares processes against CK's closest competitors

Suggested Answer: A

Community vote distribution

A (100%)

 **gixenmixon** Highly Voted 1 year, 8 months ago

Selected Answer: A

By establishing a baseline and tracking progress against that baseline, it becomes possible to see the tangible impact that changes to processes have on the business

upvoted 7 times

 **sivasakthe** Most Recent 10 months, 1 week ago

I vote for C

upvoted 1 times

After reviewing a technical demo, the Northern Trail Outfitters sales leadership team wants to make adjustments to the original requirements around Sales Cloud opportunity management.

What should the business analyst do to manage the requested changes?

- A. Update the change management document and user acceptance testing plans.
- B. Update the change request log and draft a new user story.
- C. Update the gap analysis document and scope statement specification.

Suggested Answer: B

Community vote distribution

B (100%)

 **aerodarius** Highly Voted 1 year, 5 months ago

Selected Answer: B

Updating the change request log is essential for documenting the requested changes, tracking them, and ensuring they are properly managed throughout the project. Additionally, drafting a new user story is a way to capture the updated requirements in a clear and concise format that can be easily understood by the development team. User stories are a common Agile technique for capturing functional requirements and are used as a basis for development and testing.

"A" might be relevant for managing the changes, but it doesn't specifically address how to capture the updated requirements in a user-focused format like a user story.

"C" is not directly related to managing changes to requirements after the technical demo.


upvoted 7 times

 **sfreesway** Most Recent 11 months, 3 weeks ago

Selected Answer: B

The important part is creating a 'User Story' for the new changes/updates, none of the other answers specify that happening. This is important before you get to the testing stage as what are you testing if you haven't created a story for the change/update

upvoted 2 times

 **AlokV** 1 year, 6 months ago

I think correct option is A.

When requirements change, it is important to update the change management document and user acceptance testing plans. This will ensure that all stakeholders are aware of the changes and that the new requirements are tested thoroughly.

upvoted 3 times

Universal Containers (UC) wants to overhaul its Service Cloud implementation and has hired a consulting company to help drive requirements. In an effort to gain more Information about the project, the business analyst (BA) has begun to review UC's structure to understand the functions of each department, how departments interact, and who reports to whom within UC.

Which technique is the BA using?

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

Suggested Answer: C

Community vote distribution

C (100%)

🗲️ 👤 **Jude1337** Highly Voted 1 year, 2 months ago

Selected Answer: C

Enterprise Analysis:

"As a BA, you need to learn and understand an organization's structure, including who reports to whom, and the functions and interactions of departments within the organization. The information you gain here helps your team successfully collaborate and communicate (more on those in the next unit)."

So its "C"

https://trailhead.salesforce.com/de/content/learn/modules/business-analyst_skills-strategies/explore-techniques--information-discovery
upvoted 5 times

🗲️ 👤 **rgakopyan** Most Recent 11 months, 1 week ago

It is C

upvoted 3 times

🗲️ 👤 **gixenmixon** 1 year, 2 months ago

Selected Answer: C

Definitely C

upvoted 4 times

🗲️ 👤 **s20hoba** 1 year, 3 months ago

Should it not be "Stakeholder Analysis" ?

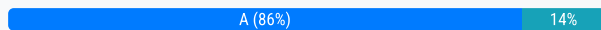
upvoted 2 times

The business analyst (BA) at Universal Containers is preparing for user acceptance testing (UAT) for an Experience Cloud implementation. Which people should participate in UAT?

- A. BA, business users, key stakeholders
- B. BA, project manager, key stakeholders
- C. Business users, project manager, key stakeholders

Suggested Answer: A

Community vote distribution



sfreesway 1 year, 5 months ago

Selected Answer: A

The question asks who should attend & 2 of the answers specify yourself (and you SHOULD be attending) so C is out as it doesn't include you the BA

The project manager may not be the one using the updates that are being tested where else the Business Users will be so B is out

This leaves only A as the correct option

upvoted 3 times

Saurabh1983 1 year, 8 months ago

Selected Answer: A

Project Manager is an optional attendee in the UAT

upvoted 3 times

mchn83 1 year, 10 months ago

Selected Answer: B

PM is required also key stakeholders and BA

upvoted 1 times

Tweeto 1 year, 10 months ago

C or B

Coz BA is preparing for the test and you need PM and stakeholders to be part of it

upvoted 2 times

SMK2024 11 months, 2 weeks ago

User has to be part of UAT. Option B does not include user. Hence option A is correct.

upvoted 1 times

The sales team at Universal Containers has concerns that the process for distributing new leads is too slow. The VP of sales has engaged a business analyst (BA) to help map out a process to distribute new leads quickly. The BA sets up a meeting with stakeholders and learns a stakeholder already has a solution in mind.

What should the BA do next?

- A. Gather requirements and then note the proposed solution.
- B. Ask the stakeholder to demo their solution to the project team.
- C. Implement the solution now to save time in the planning phase.

Suggested Answer: A

  **SMK2024** 11 months, 2 weeks ago

BA should gather all the requirements and also note down the solution proposed by stakeholder. Hence option A is correct.
upvoted 1 times

The lead business analyst (BA) at Cloud Kicks is putting together user stories for the new sales process that will be implemented in Sales Cloud. The lead BA is advising junior BAs on how to construct a user story. What should the lead BA tell the junior BAs to include in a user story?

- A. Include technical details
- B. Include who, what, and why
- C. Include the V2MOM structure

Suggested Answer: B

Community vote distribution

B (100%)

🗒️ 👤 **givagr** Highly Voted 👍 2 years, 4 months ago

Selected Answer: B

Source: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>
upvoted 6 times

🗒️ 👤 **SMK2024** Most Recent 🕒 11 months, 2 weeks ago

Who should be doing what and why ? these questions should get answered in user story acceptance criteria.
upvoted 1 times

Northern Trail Outfitters (NTO) is working with an implementation partner to transform its customer support team with Service Cloud. A new business analyst (BA) who is a replacement from the partner was introduced to NTO stakeholders during the discovery phase of the project. The new BA is still getting to know each of the stakeholders when they start the requirements workshop. The BA asks a stakeholder a discovery question and they seem irritated.

What should the BA do to build trust with the stakeholder as the project continues?

- A. Reset project expectations at the next meeting with the stakeholder.
- B. Set up a casual meeting to create a personal connection with the stakeholder.
- C. Ask an executive sponsor to address the stakeholder's concerns.

Correct Answer: B

 **Salesforceexpert12** 4 months, 2 weeks ago

Selected Answer: B

B. Set up a casual meeting to create a personal connection with the stakeholder.

Building trust is key to successful collaboration, and setting up a casual meeting gives the BA an opportunity to better understand the stakeholder's concerns, communication style, and working preferences. This approach allows the BA to establish rapport on a personal level, which can help to alleviate any initial frustrations or misunderstandings. It also creates a space for open dialogue where the BA can listen actively and adjust their approach as needed, helping to ensure that the relationship with the stakeholder becomes more productive and positive as the project progresses.

upvoted 1 times

The Cloud Kicks business analyst (BA) is frustrated because the requirements tracking spreadsheet is often incomplete or out-of-sync for the Slack transition project. The development team has recommended that the BA use a DevOps tool as an alternative. What are the benefits of using a DevOps tool in this situation?

- A. Tracks changes for the testing team and provides access to user stories
- B. Tracks changes in real time and provides a single source of truth
- C. Tracks changes on a daily basis and provides a history of changes

Suggested Answer: B

Community vote distribution

B (100%)

 **Jude1337** Highly Voted 1 year, 5 months ago

"B" is correct. (Have seen this answer wrong on several other platforms)

<https://trailhead.salesforce.com/content/learn/modules/devops-center-quick-look/say-hello-to-devops-center>
upvoted 8 times

 **TAMG** Most Recent 8 months ago

Selected Answer: B

"B" is correct. (Have seen this answer wrong on several other platforms). It tracks in real time+ track means we can see the history of changes
upvoted 3 times

 **GoLearnCloud** 11 months, 2 weeks ago

"B" is right answer
upvoted 3 times

The business analyst (BA) at Universal Containers is meeting with business leaders to elicit and document functional requirements specifications related to its new Salesforce implementation. The BA will also document the functionality this system should provide so it can be developed into a work item.

What is the name of this documentation type?

- A. User story
- B. Business analysis plan
- C. Use case

Suggested Answer: A

Community vote distribution



🗳️ **GiggiKR** Highly Voted 2 years, 5 months ago

Selected Answer: A

Business Analysis Plan is the plan that lists all the business activity that will take place during the project....

So it is not B, it is A

upvoted 8 times

🗳️ **AlbaGlez07** Most Recent 10 months, 1 week ago

It's A: "A user story describes the functionality that a business system should provide so that it can be developed. It is often called a ticket or work item. The format is "As a.... I want to... So that I can..."

Link: https://trailhead.salesforce.com/es/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 2 times

🗳️ **ARadka** 1 year, 2 months ago

Selected Answer: C

C is the best answer

upvoted 1 times

🗳️ **roz_1** 1 year, 4 months ago

Selected Answer: C

'A' could be correct also , but they are saying ' developed into work item ' , work item = User story . you need to have a Use case then develop it into work Item (User story) , so correct answer is most probably C

upvoted 2 times

🗳️ **sfreesway** 1 year, 5 months ago

Selected Answer: A

Its very clearly A the important part of the question is 'developed into a work item.' None of the other answers will do this only User Stories do this <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/learn-about-user-stories>

User Story Example: As a customer care representative, I want to take ownership of new cases and communicate with customers so that I can provide high-touch customer experiences.

A business plan = This plan lists all the business analysis activities that will take place throughout the project. Has nothing to do with Creating work items just analyzing activities

Use Case = Similar to User story but far too detailed as it would specify all the ways a user would use a system and how the system would behave. the stories would say what we need and what should happen

upvoted 1 times

🗳️ **potanner** 1 year, 9 months ago

Selected Answer: B

Business Analysis Plan

upvoted 1 times

🗨️ 👤 **Tweeto** 1 year, 10 months ago

Selected Answer: C

User stories : A user story describes the functionality that a business system should provide so that it can be developed. It is often called a ticket or work item. The format is "As a.... I want to... So that I can..."

Use cases : A use case identifies, defines, and organizes the system requirements from the perspective of a user.

Business analysis plan : This plan lists all the business analysis activities that will take place throughout the project

Since Usecase is the base of work item or user story so answer should be Use Case

upvoted 4 times

🗨️ 👤 **Alokv** 2 years ago

A user story describes the functionality that a business system should provide so that it can be developed. It is often called a ticket or work item.

Since it says it can be developed into a work item, in other words it it says it can be developed into a work item. Hence, I think C should be more appropriate here.

upvoted 3 times

🗨️ 👤 **Alokv** 2 years ago

I think it should be Use Case because question says it can be developed into work item i.e, user story.

A use case is a more comprehensive document that describes the interactions between a user and a system. It is used to document the functionality that a system should provide, as well as the different ways that the user can interact with the system.

upvoted 2 times

🗨️ 👤 **Jude1337** 2 years, 2 months ago

Selected Answer: A

pretty sure its "A" user story

https://trailhead.salesforce.com/de/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 3 times

🗨️ 👤 **BKH1951994** 2 years, 3 months ago

A. User story

upvoted 1 times

🗨️ 👤 **givagr** 2 years, 4 months ago

Selected Answer: C

Surely not B, but I'm not sure about A and C.

A) User story

: A user story describes the functionality that a business system should provide so that it can be developed. It is often called a ticket or work item.

The format is "As a.... I want to... So that I can..."

B) Business analysis plan

: This plan lists all the business analysis activities that will take place throughout the project.

C) Use cases

: A use case identifies, defines, and organizes the system requirements from the perspective of a user.

Source: https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 2 times

🗨️ 👤 **LBR4908** 2 years, 5 months ago

Answer: A

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

A user story describes the functionality that a business system should provide so that it can be developed. It is often called a ticket or work item. The format is "As a.... I want to... So that I can..."

upvoted 3 times

🗨️ 👤 **sfdd** 2 years, 5 months ago

the correct answer is C.

A use case is a description of how a user interacts with a system to achieve a specific goal. It is a document that describes the interactions between

the system and its users, and it typically includes a description of the user's goals, the steps that the user takes to achieve those goals, and the results of those steps. A use case is an effective way to capture and document the functional requirements of a system, as it provides a clear and detailed picture of how the system will be used in practice.

upvoted 2 times

🗨️ 👤 **Roman555** 2 years, 6 months ago

Selected Answer: B

Business analysis plan

upvoted 4 times

🗨️ 👤 **GiggiKR** 2 years, 5 months ago

Actually: Business Analysis Plan is the plan that lists all the business activity that will take place during the project....

So it is not B, it is A

upvoted 3 times

🗨️ 👤 **Roman555** 2 years, 6 months ago

Most likely, it should be "Business analysis plan"

upvoted 2 times


Universal Containers has a Salesforce Knowledge base solution; however, the support agents have indicated that the system has duplicate Knowledge articles. The agents have requested a feature that allows them to compare articles side-by-side and merge the articles. While researching solution options, the business analyst (BA) noticed an idea in the Salesforce IdeaExchange that directly addresses this requirement. The idea is in beta testing and will be generally available in the next release. What should the BA suggest?

- A. Ask the support manager to wait until the idea is released.
- B. Ask the Salesforce Account Executive to release the idea early.
- C. Ask the development team to build a custom solution based on the Idea.

Suggested Answer: A

Community vote distribution

A (100%)

 **SC22MarkTopics** Highly Voted 1 year, 11 months ago

This one is a bit tricky because it depends on the end users' needs. If the customer can wait a couple weeks/months, then A is fine. However if the customer needs this solution ASAP C seems better.

upvoted 5 times

 **Salesforceexpert12** Most Recent 4 months, 2 weeks ago

Selected Answer: A

A. Ask the support manager to wait until the idea is released.

Since the feature addressing the requirement is already in beta and will be generally available in the next release, it would be wise to wait for the official release. Building a custom solution or requesting an early release would likely lead to additional complexity, delays, and potential incompatibility issues. Waiting for the feature to be fully released ensures that the solution is stable, tested, and fully supported. It also avoids the need for custom development that might be unnecessary if the feature meets the support team's needs once it's available.

upvoted 1 times

 **sfreesway** 11 months, 3 weeks ago

Selected Answer: A

You cant make Salesforce release when you want so B is out

Doesnt seem like a wise use of time and money when an answer to your issue can be downloaded from the exchange in the next few months so C is out

This leaves A

Also food for thought for why C is bad IMO: can be possible that if you develop an exact copy of this idea, legal issues could be a problem for copyright infringement especially if they patent the idea

upvoted 2 times

 **GoLearnCloud** 1 year, 5 months ago

Salesforce release is Universal, not client specific, hence RULE OUT B

There is no point building custom solution when you know the functionality will be available soon RULE OUT C

What remains is A (Ask the support manager to wait until the idea is released.), it saves time and money for customer



Answer is A

upvoted 1 times

 **BKH1951994** 1 year, 9 months ago

A. Ask the support manager to wait until the idea is released. Since the requested feature is already in beta testing and will be generally available in the next release, it would be best to wait for the release rather than building a custom solution or requesting early access through the Salesforce Account Executive. Waiting for the release ensures that the solution will be fully supported and maintained by Salesforce, reducing the risk of technical issues or maintenance problems in the future.

upvoted 1 times

  **givagr** 1 year, 10 months ago

Selected Answer: A

From a Salesforce perspective A, from customer one it may be A or C based on their needs.

upvoted 2 times

  **Bunlizlaw** 1 year, 11 months ago

I think C is the perfect answer.

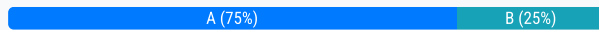
upvoted 3 times

The Service Center at Universal Containers is deploying a new case management solution. Management has asked the project team to prepare for end user training. The project team consists of an admin and a business analyst (BA). Which task should be assigned to the BA?

- A. Create user training materials.
- B. Conduct user training.
- C. Set up users for training.

Suggested Answer: A

Community vote distribution



rymcain Highly Voted 1 year, 2 months ago

the answer is A: <https://trailhead.salesforce.com/content/learn/modules/salesforce-admins-and-salesforce-bas-quick-look/compare-the-admin-and-ba-roles>

admin does training

bus analyst prepares the materials

upvoted 6 times

roz_1 Most Recent 10 months, 1 week ago

Selected Answer: A

A is correct

<https://trailhead.salesforce.com/content/learn/modules/salesforce-admins-and-salesforce-bas-quick-look/compare-the-admin-and-ba-roles>

upvoted 1 times

sfreesway 11 months, 3 weeks ago

Selected Answer: A

Just like rymcain said

<https://trailhead.salesforce.com/content/learn/modules/salesforce-admins-and-salesforce-bas-quick-look/compare-the-admin-and-ba-roles>

upvoted 2 times

Tweeto 1 year, 4 months ago

Selected Answer: B

BA is responsible for Creating and conducting training. Since its deployment phase so B is correct ans.

upvoted 1 times

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTO's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience. Which strategy should the BA use to accomplish the goal?

- A. Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.
- B. Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.
- C. Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.

Suggested Answer: B

Community vote distribution

B (100%)

🗲️ 👤 **Jude1337** Highly Voted 8 months, 3 weeks ago

Selected Answer: B

Its "B"

<https://trailhead.salesforce.com/de/content/learn/modules/journey-mapping/define-intention-and-audience>

upvoted 5 times

🗲️ 👤 **gixenmixon** Most Recent 8 months, 4 weeks ago

It's definitely B.

upvoted 2 times

🗲️ 👤 **DuyNg** 9 months, 1 week ago

I think C is correct

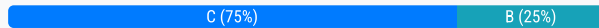
upvoted 1 times

During the discovery phase of a Salesforce project, which types of analyses should a business analyst typically perform?

- A. Financial, Technical, Operational
- B. Technical, Stakeholder, Enterprise
- C. Enterprise, Strategy, Stakeholder

Suggested Answer: C

Community vote distribution



givagr 1 year, 10 months ago

Source: https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/explore-techniques--information-discovery
upvoted 5 times

roz_1 10 months, 1 week ago

Selected Answer: C

C is correct
upvoted 1 times

SFDCfed 1 year, 3 months ago

Selected Answer: C

booo mark, def c
upvoted 1 times

Lopeta 1 year, 5 months ago

Selected Answer: C

C, Givagr was awesome with him comments.
upvoted 1 times

SC22MarkTopics 1 year, 11 months ago

Selected Answer: B

Isn't answer B?
upvoted 1 times

SC22MarkTopics 1 year, 11 months ago

My bad, answer C is correct.
upvoted 3 times

Universal Containers has several independent Salesforce projects this quarter involving shared objects and a complex deployment process managed by a DevOps team. While smoke testing the shared user acceptance testing (UAT) environment, the business analyst (BA) noticed that one of the minor changes to the Account page layout for the project is missing. The client is eager to begin its UAT. What should the BA do to address the issue?

- A. Ask the project manager to reschedule UAT until after the defect is resolved.
- B. Log a defect for the page layout change and discuss it with the DevOps team
- C. Make the page layout change directly in UAT so the client can begin testing.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers has asked a business analyst (BA) to create a process map indicating how it is using Marketing Cloud to manage its campaigns. In a process map that uses Universal Process Notation (UPN), the BA has marked each activity box with a resource. What does an activity box marked "C: Customer" mean?

- A. The customer should be Informed.
- B. The customer should be consulted.
- C. The customer should be responsible.

Suggested Answer: B

Community vote distribution

B (100%)

🗳️ 👤 **sfreesway** 11 months, 1 week ago

Selected Answer: B

<https://trailhead.salesforce.com/content/learn/modules/business-process-mapping/understand-universal-process-notation>

This link tells you about what each resource is, when using UPN, RACI is how the resources are tagged

In RACI C stands for consulted

upvoted 4 times

🗳️ 👤 **Puhi** 1 year ago

Selected Answer: B

At first glance I also supported answer C, but cross-check with SF documentation reveals that answer B is the right one: "Resource: A resource in each activity box designates the who. Resources are tagged with RACI (responsible, accountable, consulted, and informed). Some teams choose to indicate who is "supporting" the work using a RASCI model."

According to the above explanation, "C: Customer" should stay for Customer - consulted.

upvoted 2 times

🗳️ 👤 **VictorBlackforce** 1 year, 4 months ago

C is the right answer. Source:

<https://trailhead.salesforce.com/content/learn/modules/business-process-mapping/understand-universal-process-notation>

upvoted 2 times

🗳️ 👤 **Karthik2023i** 1 year, 4 months ago

C is the correct answer. I use UPN and am confident that C is the right answer

upvoted 1 times

🗳️ 👤 **Larson91** 1 year, 6 months ago

"C" should be the answer. "C" in UPN, it indicates that the customer is responsible for performing the activity or task mentioned within that box. The customer is the primary actor or participant in that particular step of the process.

upvoted 2 times

🗳️ 👤 **givagr** 1 year, 10 months ago

Selected Answer: B

Source: https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 3 times

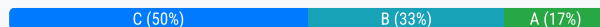
The business analyst (BA) at Universal Containers has been capturing the requirements for a major Sales Cloud release. An admin has been deploying the resulting system changes. The quality assurance (QA) team has run into challenges when testing the changes. The BA is unaware of deployment and testing challenges.

What should the BA do to resolve these challenges with the release team?

- A. Involve the stakeholders in the business requirements gathering sessions.
- B. Provide detailed test cases to validate the functional requirements.
- C. Associate each set of metadata changes to the corresponding user story.

Suggested Answer: C

Community vote distribution



lavanya7 Highly Voted 1 year, 5 months ago
the answer is C - verified it in 2 study materials
upvoted 9 times

mbvcnjh Highly Voted 1 year, 5 months ago
Should be C
upvoted 6 times

TAMG Most Recent 8 months ago

Selected Answer: C

I think ANSWER is C. Associate each set of metadata changes to the corresponding user story. If BA is unaware of deployment, maybe deploy didn't capture all needed metadata or a predecessor US was not deployed yet...With correspondence metadata and US these issues can be identified
upvoted 2 times

GoLearnCloud 11 months, 2 weeks ago

since the QA team / testing is responsible for writing test cases.. RULE OUT B. Provide detailed test cases to validate the functional requirements.

Since Stake holders are only involved in requirements .. RULE OUT A Involve the stakeholders in the business requirements gathering sessions.

Every bit of Config is associated with a certain functionality, hence I think ANSWER is C. Associate each set of metadata changes to the corresponding user story.
upvoted 4 times

Lopeta 11 months, 3 weeks ago

Selected Answer: B

Providing detailed test cases is essential to ensure that the system changes are thoroughly tested and meet the functional requirements
upvoted 1 times

Alokv 1 year ago

I think correct answer is B.
upvoted 1 times

sdvsdvdvsvdsvs 1 year, 1 month ago

Selected Answer: C

The testing team has challenges due to lack of connection between what admin is deploying and actual user stories. So it makes sense to connect all the changes with related requirements,
upvoted 2 times

Kimfox 1 year, 2 months ago



Selected Answer: A

Should be A. If BA involve stakeholders in the first place, this problem would not happen. It's about collaboration.
upvoted 1 times

Acumen88 1 year, 1 month ago

The question is what will the BA do to resolve this. The 'why' was not asked rather how to remediate it. The answer should be B.

upvoted 2 times

  **givagr** 1 year, 4 months ago

Selected Answer: B



Source: https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 1 times

  **jimhatway22** 1 year, 4 months ago

yes, C is the correct answer here.

upvoted 4 times

  **betty371ba** 1 year, 4 months ago

The answer should be B

upvoted 1 times


Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.
What should the BA do next?

- A. Include the operations team during discovery.
- B. Proceed with the sales team's project as planned.
- C. Start project work for the operations team.

Suggested Answer: A

Community vote distribution

A (50%) B (50%)

 **BKH1951994** Highly Voted 1 year, 9 months ago

Since the operations team has expressed a need for email integration in the near future, it would be best for the BA to include them during the discovery phase. This will help to identify any potential overlaps, dependencies or issues that could arise between the two teams' email integration requirements. By including the operations team in the discovery process, the BA can ensure that both teams' needs are taken into consideration, which can lead to a more effective and efficient implementation of the email integration solution. It will also allow the BA to identify any additional requirements that the operations team may have that are different from the sales team's requirements, and adjust the project plan accordingly.
upvoted 9 times

 **roz_1** Most Recent 10 months, 1 week ago

Selected Answer: A


A could be the correct, BA needs to include Operations to avoid potential double work later on
upvoted 2 times

 **sfreesway** 11 months, 1 week ago


Selected Answer: B

I say B: and the reason why is because the integration for the Ops team wont necessarily be similar to the Sales teams integrations (ie as easy/as hard/have the same requirements)
So you could end up running 2 different projects in parallel - if you start getting requirements for the ops team's implementation
The question also says they need it in the 'near future' so that could be 6 months to over a year rather than earlier (which is why we presume we're doing sales now)

TLDR: Doesnt make sense to start gathering requirements for a project that might not start for months/years (operations team) when you have a confirmed project you will be starting on soon (sales team)
upvoted 2 times

 **TAMG** 1 year, 2 months ago

Most of the other platforms mention option B. BUT I vote A - By including the op team in a earlier stage it could avoid 'eventual' rework in a short period
upvoted 1 times

 **AlokV** 1 year, 6 months ago


I am not sure about the correct answer. Most of the other platforms mention option B.
upvoted 1 times

 **Mims22** 1 year, 11 months ago

I am pretty sure it's B. It says in the near future.
upvoted 3 times

 **Bunlizlaw** 1 year, 11 months ago

Answer is A.
upvoted 4 times

 **MiruCo** 1 year, 11 months ago

should be B
upvoted 1 times

The business analyst (BA) at Universal Containers (UC) wants to understand why UC failed to meet a deployment date for its product go live while following the Agile process. According to the BA's research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona.


Which step should the BA take next?

- A. Create a SWOT (strength, Weakness, Opportunity, Threat) analysis to understand why development and testing took more time.
- B. Move the deployment date out so the teams have more time to work.
- C. Review the user stories to ensure they are small, testable, and valuable.

Suggested Answer: C

Community vote distribution

C (100%)

 **Jude1337** Highly Voted 1 year, 2 months ago

Selected Answer: C

Should be "C".

To me it seems he already did the SWAT

"According to the BA's research, the developers lacked a sense of the work in progress and the intended goal of that work, and the QA team was unable to clearly test the functionality based on a given persona"

upvoted 5 times

 **Faheem13** Most Recent 1 year, 1 month ago


looks like B

upvoted 1 times

 **scopic** 8 months, 3 weeks ago

Quit guessing

upvoted 6 times

 **DuyNg** 1 year, 3 months ago


The correct choice is C:

"Review the user stories to ensure they are small, testable, and valuable."

The scenario indicates issues with the developers understanding the work required and QA testing effectively. This suggests the user stories were not adequately clear or detailed. Reviewing the user stories to ensure they meet core criteria like being small, testable, and delivering value would help address the root causes of the delays and missed deadline.

A SWOT analysis could be useful to understand broad issues, but would not directly address poorly defined user stories. Moving the deadline without fixing underlying issues would likely just lead to more delays or problems. So focusing on user story quality is the best step to resolve the challenges described and prevent them in the future.

upvoted 3 times

 **givagr** 1 year, 4 months ago

Deployment date has already been missed. Reviewing the user stories will not help understand what went wrong.

upvoted 2 times

 **jimhatway22** 1 year, 4 months ago

why not A ?

upvoted 1 times

A business analyst (BA) at Universal Containers (UC) has been asked to evaluate a business process at a high level and in detail, while also keeping regulatory considerations in mind. Management wants to use the output from the BA's evaluation to inform decisions about UC's future implementations of Sales Cloud and Service Cloud.


What should the BA use for their evaluation?

- A. Universal Process Notation (UPN)
- B. Entity Relationship Diagram (ERD)
- C. Cross-functional flowchart

Suggested Answer: A

Community vote distribution

A (100%)

 **Jude1337** Highly Voted 1 year, 2 months ago

Selected Answer: A

"A"

A UPN diagram:

Encapsulates every level of a process, from a top-level overview down to detailed, actionable diagrams.

Can be viewed online and embedded within apps.

Can be created collaboratively.

Can have a broad or narrow scope.

Supports regulatory and compliance considerations.

Provides context for metrics and management decisions.

<https://trailhead.salesforce.com/de/content/learn/modules/business-process-mapping/understand-universal-process-notation>

upvoted 5 times

 **Alokv** Most Recent 1 year ago

Correct answer is A.

upvoted 1 times

A sales manager expresses frustration that the sales team is failing to enter calls in Salesforce. The manager is hoping to resolve the issue quickly and has limited time and budget to completely revamp existing tools and processes. The sales manager reaches out to the business analyst (BA) for recommendations.



What should the BA do next?

- A. Research third-party apps on the AppExchange.
- B. Export a weekly report of user activity.
- C. Engage a developer to scope a custom solution.

Suggested Answer: A

Community vote distribution

A (100%)

  **Jude1337** Highly Voted 1 year, 8 months ago

Selected Answer: A

It must be "A".

upvoted 6 times

  **givagr** Highly Voted 1 year, 10 months ago

Selected Answer: A

Export a weekly report of user activity makes no sense. Time is limited so A is the answer.

upvoted 6 times

  **Ank033** Most Recent 10 months, 3 weeks ago

Selected Answer: A

Appexchange is go to solution as free solutions might also be available

upvoted 2 times

  **Saurabh1983** 1 year, 2 months ago

Selected Answer: A

AppExchange

upvoted 2 times

  **mchn83** 1 year, 4 months ago

Selected Answer: A

exporting activity reports don't solve the manager problem

upvoted 2 times

  **Acumen88** 1 year, 7 months ago

The answer should be B, because researching a top-party App would lean on budget for procurement, but it's stated that the budget is thin already

upvoted 2 times

  **TheMaryJaynnee** 1 year, 8 months ago



Likely B, which is aimed at understanding "why" before processing to Solutioning

upvoted 3 times

  **Bunlizlaw** 1 year, 11 months ago

A is the answer. Appexchange- clue is limited time.

upvoted 2 times

  **JZ1710** 1 year, 12 months ago

I would put all of my money as well on AppExchange

upvoted 2 times

  **Fresh01** 2 years ago

I would put all my money, which isnt much, on to Appexchange being the correct answer

upvoted 3 times

Cloud Kicks has an existing implementation of Salesforce. A business analyst (BA) wants to understand details about the Salesforce environment:

Custom apps -

Active Salesforce Sites -

Active flows -

Custom tabs -

Visualforce pages -

Which path should the BA take to find this information?

- A. Conduct stakeholder interviews.
- B. Read business process documentation.
- C. Review configuration settings.

Suggested Answer: C

  **Dilll** Highly Voted 1 year, 11 months ago

No A is not the answer because the stakeholders wouldn't know about active flows or configuration settings in detail It would be C given the BA has admin access

upvoted 10 times



  **Salesforceexpert12** Most Recent 4 months, 2 weeks ago

Selected Answer: C

C. Review configuration settings.

The configuration settings in Salesforce will provide the BA with detailed information on custom apps, active Salesforce sites, active flows, custom tabs, and Visualforce pages. This can be found in the Salesforce Setup menu, where the BA can navigate to different sections to review the configurations for each of these components. This approach will give the BA a comprehensive, technical overview of the Salesforce environment without having to rely on potentially outdated or incomplete business process documentation or stakeholder interviews.

upvoted 1 times

  **Ank033** 10 months, 3 weeks ago

Why not B

upvoted 1 times

  **Bunlizlaw** 1 year, 11 months ago

A is the answer.

upvoted 1 times

The business analyst at Universal Containers is helping the team transition from workflow rules to flows. The work has been built and it is time to kick off user acceptance testing (UAT).

What is the goal of UAT?

- A. To ensure what was originally requested is being delivered
- B. To identify acceptance criteria with pass/fail indicators
- C. To summarize the overall ask and determine what is in scope

Suggested Answer: A

Community vote distribution

A (100%)

🗨️ 👤 **Puhi** 1 year ago

Selected Answer: A

to ensure whta was originally requested is actually what is being delivered is the goal of any UAT session

upvoted 2 times

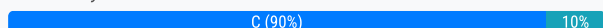
The business analyst (BA) at Northern Trail Outfitters is writing user stories about a Case creation feature within Service Cloud for an upcoming sprint. This feature overlaps with another feature that is being developed in the current sprint. The BA is working with the technical team to identify metadata dependencies across features to prevent overwriting before the release.

What should the BA use?

- A. Setup Audit Trail
- B. Change Sets
- C. Version control

Suggested Answer: C

Community vote distribution



Alokv Highly Voted 1 year, 6 months ago

The BA should use version control to identify metadata dependencies across features to prevent overwriting before the release.

Setup Audit Trail is used to track changes to Salesforce data and metadata. However, it does not provide a way to identify dependencies between features.

Change Sets are used to bundle metadata changes and move metadata between Salesforce orgs. However, they do not provide a way to track dependencies between features.

Version control is a system that tracks changes to code and other files. This allows the BA to identify dependencies between features and prevent overwriting changes before the release. Suucre- Bard
upvoted 6 times

sfreesway Most Recent 11 months, 3 weeks ago

Selected Answer: C

I think the part to take note of is the fact that the question says there are 2 features being developed & they want to prevent Overwriting. Version control would be the correct answer based on this part

<https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/learn-why-version-control-is-important-for-team-based-development>

Also while you can use change sets to identify metadata dependencies, I would argue its mostly for dependencies where one or more components must exist for another component to exist/work properly.

upvoted 1 times

Saurabh1983 1 year, 2 months ago

Selected Answer: C

version control

upvoted 2 times

BlackHorse 1 year, 5 months ago

This question is quite confusing and prompted me to do more research. Since the BA is working with the technical team in the current sprint to identify the metadata dependencies, I think Version Control (C) is the most appropriate tool to use.

Reasons: Change sets can take a while to create as components are added manually. Meaning dependencies are not immediately visible. Deployment errors are also common and can be time consuming to fix. Whereas Version Control Integrates with your favourite hosting provider such as GitHub, to have full visibility into what was changed, why, when, and by whom.

Source: <https://www.salesforceben.com/salesforce-devops/>

upvoted 2 times

TheMaryJaynee 1 year, 8 months ago

In this scenario, the business analyst needs to manage metadata dependencies across features to prevent overwriting before the release. Change sets are used to bundle metadata changes and move metadata between Salesforce orgs. By using change sets, the BA can ensure that metadata changes are tracked and managed between features, preventing accidental overwriting of metadata. Setup Audit Trail is a feature that allows you to see changes that have been made to your org's setup and metadata. Version control is a method of managing changes to documents, code, or other files over time. While version control can be used to track changes to metadata in Salesforce, change sets are the best option for managing

dependencies between metadata changes in different features.

Source: ChatGPT

upvoted 2 times

🗨️ 👤 **Jude1337** 1 year, 8 months ago

Selected Answer: C

"C"

<https://www.salesforceben.com/salesforce-business-analyst-certification-guide-tips/>

upvoted 3 times

🗨️ 👤 **givagr** 1 year, 10 months ago

Selected Answer: C

Checking metadata dependencies shouldn't be a business analyst work. I would not even assign it to point-and-click admins. Metadata dependencies in change set and "where is this used?" button on some metadata cannot be trusted 100%.

upvoted 3 times

🗨️ 👤 **SC22MarkTopics** 1 year, 11 months ago

Selected Answer: B

Shouldn't it be B because the question states "metadata"?

upvoted 1 times

A new business analyst (BA) wants to follow the correct order of phases in the implementation lifecycle on a Salesforce project. How should the BA approach the project?

- A. Analyze, build, operate, deliver
- B. Analyze, operate, build, deliver
- C. Analyze, build, deliver, operate

Suggested Answer: C

Community vote distribution

C (100%)

🗨️ 👤 **roz_1** 10 months, 1 week ago

Selected Answer: C

in a standard implementation lifecycle, Operate comes at the end, means monitor production and get feedback , then comeback to the first step (analyze) if necessary , so C is correct

<https://ryanwingate.com/salesforce/business-analyst/modules/skilling-up-for-the-implementation-lifecycle/>
upvoted 1 times

🗨️ 👤 **TAMG** 1 year, 2 months ago

Selected Answer: C

I'm confused between A and C. If operate means test I would select A. If 'operate' means end user using the implementation (after deploy/deliver) and then bring new requirements to improve CI and enter again in the cycle I'd vote C
upvoted 1 times

🗨️ 👤 **Katleens** 1 year, 4 months ago

I'm confused between A et C, but I think We operate in the last phase. we have to deliver and then customer can operate the solution
upvoted 2 times

🗨️ 👤 **Katleens** 1 year, 5 months ago

I tihink good answer is A, we have to deliver in the last phase
upvoted 1 times

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation.

Which level of detail should the BA use for the process map and why?

- A. Simple – A high-level overview of the process is sufficient to show a new user experience.
- B. Somewhat detailed – Since the process will be repetitive, new users will learn and remember the details.
- C. Very detailed – It should be prescriptive for new users following an unfamiliar process.

Suggested Answer: C

Community vote distribution

A (100%)

🗳️ **interceptor8** 4 months, 1 week ago

Selected Answer: C

What value would simple workflow bring. It should be detailed
upvoted 1 times

🗳️ **Salesforceexpert12** 4 months, 2 weeks ago

Selected Answer: C

C. Very detailed – It should be prescriptive for new users following an unfamiliar process.

Since the process involves onboarding a new user group to a Service Cloud implementation, it is important to provide a very detailed process map. New users may not be familiar with the system or the specific workflows, so the map should be prescriptive and guide them through the steps in a clear, easy-to-understand manner. This will help ensure the new users understand the process thoroughly, reduce confusion, and lead to a smoother onboarding experience.

upvoted 1 times

🗳️ **Froydis** 5 months, 4 weeks ago

Selected Answer: C

The answer should be C:

According to Salesforce's Trailhead module on Business Process Mapping, creating detailed process maps is essential for understanding and improving workflows. Detailed maps help identify flaws in a process and determine where improvements should be made, which is particularly beneficial when onboarding new users to ensure they comprehend each step of the process. (From Trailhead)

upvoted 1 times

🗳️ **sfjdsjan2024** 7 months ago

Selected Answer: A

Would it be A to not overawe a new user user with something they're not yet familiar with yet and give them the big picture for Service Cloud?

upvoted 2 times

Management at Cloud Kicks has asked a business analyst (BA) to gain alignment from a group of people to determine what is in scope and out of scope on a Salesforce project.

Which group should the BA include early in the scoping process?

- A. Scrum team
- B. Stakeholders
- C. Personas

Correct Answer: B

 **Salesforceexpert12** 4 months, 2 weeks ago

Selected Answer: B

The business analyst (BA) should include key stakeholders early in the scoping process.

This group typically includes:

Project Sponsor(s) – Who have a high-level view of the project and its strategic goals.

Subject Matter Experts (SMEs) – Who can provide detailed insights into business requirements and processes.

Product Owners – Who will help define and prioritize the scope based on business value.

Key End Users – Who can give feedback on the needs and potential pain points from the user perspective.

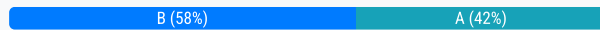
upvoted 1 times

The business analyst (BA) at Cloud Kicks has been asked to map the current sales process in Sales Cloud to document legal compliance with local privacy regulations, which can differ based on the state or country of a data transaction. Which activity would be most effective in helping the BA understand the sales process?

- A. Using live workshops to map out the sales process
- B. Conducting individual interviews with stakeholders
- C. Asking stakeholders to complete a questionnaire

Suggested Answer: B

Community vote distribution



rayaprolus Highly Voted 1 year, 7 months ago

Selected Answer: B

By conducting individual interviews, the Business Analyst can gain a better understanding of how the sales process vary depending on the region or country, and identify any non-compliance issues that need to be addressed to ensure legal compliance with local privacy regulations.
upvoted 8 times

baddieroe Highly Voted 1 year, 8 months ago

If there is a need to think of specific privacy regulations that differ based on region, shouldn't the answer be B -- "individual interviews" to make sure those specific differences are recorded?
upvoted 8 times

sfreesway Most Recent 11 months, 3 weeks ago

Selected Answer: A

Whenever a process needs to be mapped out, you want to get as many relevant people in the room at a single time to workshop it because just having one person dictate how a process works, can lead to missing information at best or complete inconsistencies at worst
upvoted 3 times

TAMG 1 year, 2 months ago

Selected Answer: A

Maybe it's more effective: A - Using live workshops to map out the sales process. Notation+comments+regulatory references can be ammended to the Process
upvoted 4 times

Northern Trail Outfitters (NTO) wants to leverage the power of Sales Cloud to implement its lead to cash process. A business analyst (BA) is tasked with understanding NTO's current processes, identifying areas of improvement, and communicating it effectively to stakeholders. What should the BA use to accomplish the goal?

- A. Change management
- B. Business analysis plan
- C. Process mapping

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

The business analyst (BA) at Northern Trail Outfitters needs to create a current state process map for a Service Cloud implementation with its retail division. The BA needs a simple diagramming notation for the process map that is applicable across all industries, provides context for metrics and management decisions, and supports regulatory considerations.

Which diagramming notation should the BA use for the process map?

- A. Business Process Modeling Notation (BPMN)
- B. Universal Process Notation (UPN)
- C. Unified Modeling Language (UML)

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

Northern Trail Outfitters is setting up a new team to support an implementation of Service Cloud and is considering which workflow to use. In which scenario should the business analyst recommend Kanban?

- A. Work includes platform support requiring Immediate outage handling.
- B. Work is generally project-based and can be broken into smaller pieces.
- C. Work is predictable but sometimes lacks sufficient planning.

Suggested Answer: B

Community vote distribution



🗳️ 👤 **2bd28c4** 2 months, 1 week ago

Selected Answer: A

Kanban Case Study

Does your team have to deal with service outages? That's an example of interruption-driven work. You can't always know about or plan for outages 2 weeks in advance. Teams that work on architectural, service, or platform support tend to work on items that just pop up and create shifting priorities. <https://trailhead.salesforce.com/content/learn/modules/scrum-and-kanban-at-salesforce/choose-the-best-workflow>
upvoted 1 times

🗳️ 👤 **sivasakthe** 10 months, 1 week ago

100% it is A

upvoted 2 times

🗳️ 👤 **TAMG** 1 year, 1 month ago

Selected Answer: A

"Kanban Case Study

Does your team have to deal with service outages? That's an example of interruption-driven work. You can't always know about or plan for outages 2 weeks in advance. Teams that work on architectural, service, or platform support tend to work on items that just pop up and create shifting priorities. "->><https://trailhead.salesforce.com/content/learn/modules/scrum-and-kanban-at-salesforce/choose-the-best-workflow>.
"Use Kanban if it's necessary to change directions often, minimize disruptions to a plan, and start the urgent work quickly."
upvoted 4 times

🗳️ 👤 **Hotgrandemocha** 1 year, 3 months ago

Selected Answer: B

KANBAN is used for unpredictable situation, but requires frequent reprioritization and limit WIP. B is the correct one.

upvoted 2 times

🗳️ 👤 **BlackHorse** 1 year, 5 months ago

I think the correct answer is C.

Reason: I don't think platform support requiring Immediate outage handling is unique to the Kanban team. Work in Kanban is limited to WIP not project-based and is predictable.

Source: <https://trailhead.salesforce.com/content/learn/modules/scrum-and-kanban-at-salesforce/learn-about-kanban>

upvoted 1 times

🗳️ 👤 **hlg** 1 year, 7 months ago

A is correct

<https://trailhead.salesforce.com/content/learn/modules/scrum-and-kanban-at-salesforce/choose-the-best-workflow>

upvoted 1 times

🗳️ 👤 **Aisha_Khalid** 1 year, 8 months ago

Selected Answer: C

I believe it's C.

It can't be A or B because those answers are no different if it was Scrum

upvoted 1 times

🗨️ 👤 **Aisha_Khalid** 1 year, 8 months ago

Answer is C

upvoted 1 times

🗨️ 👤 **Kimfox** 1 year, 8 months ago

Selected Answer: C

The answer is C, this knowledge of the difference between Kanban and Scrum is repeatedly appearing in the exam. "Kanban teams do not make the same commitments—and they don't have sprint backlogs. In other words, teams using this workflow are more open to taking on a last-minute request. When they're finished with a work item, they move to the next highest-priority task."

Scrum is generally project-based, but Kanban is not always necessarily project based. B would not make sense either.

upvoted 1 times

🗨️ 👤 **DuyNg** 1 year, 9 months ago

Selected Answer: B

The correct choice is B:

"Work is generally project-based and can be broken into smaller pieces."

Kanban is a workflow approach suited for managing work that can be broken into smaller chunks or phases. It enables teams to visualize work in progress and limit work in progress to a sustainable level. This matches choice B's description of project-based work that can be divided into smaller pieces.

Choices A and C describe types of work, but do not align well with the strengths of Kanban. Kanban would not be ideal if outages require immediate handling or if work lacks planning. It relies on work being able to be managed in an iterative, incremental way. So choice B is the scenario where the BA should recommend Kanban.

upvoted 3 times

🗨️ 👤 **SFRR** 1 year, 9 months ago

Selected Answer: C

I think C is the correct awnser, also supported by chatGTP answer.

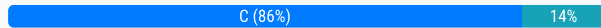
upvoted 1 times

The business analyst (BA) at Northern Trail Outfitters is getting ready to kick off a new Service Cloud project with the retail division to turn on the Web-to-Case functionality. The BA wants to better understand business processes so they can accurately scope the project. Which type of documentation should the BA utilize?

- A. Use cases
- B. Object models
- C. Current state analysis

Suggested Answer: C

Community vote distribution



🗨️ **Guts199** 7 months ago

Selected Answer: B

Most websites are saying B is the correct answer.

upvoted 1 times

🗨️ **VictorBlackforce** 9 months, 2 weeks ago

Selected Answer: C

If the BA wants to know the business process that are already developed, then Current State makes more sense.

upvoted 2 times

🗨️ **Aisha_Khalid** 1 year, 2 months ago

Selected Answer: C

I believe it's C

upvoted 2 times

🗨️ **wvbsdfb** 1 year, 2 months ago

Answer is C

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation

upvoted 3 times

🗨️ **CharlieP** 1 year, 3 months ago

Selected Answer: C

If the current business process or domain is not well understood, the BA analyzes and documents the current state before scoping a project to improve upon it.

upvoted 2 times

Universal Containers wants the ability to fill out a survey based on customer feedback. The team is unable to visualize a possible solution in order to confirm the requirements.

Which elicitation technique should the business analyst use to help the team meet its goal?

- A. Brainstorming
- B. Prototyping
- C. Observation

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

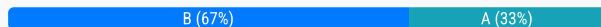
Universal Containers has asked a business analyst (BA) to assist the sales management team with a request for a new picklist field called "Lost Reason" on the Opportunity object with the goal of improving pipeline reports. After mapping the managers to the sales leader persona and obtaining feedback from them, the BA has discovered that the managers want to better understand Closed/Lost Opportunities so they can help sales teams close more deals.

Which option should the BA use to construct the user story?

- A. As a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.
- B. As a sales leader, I want to see more details on Closed/Lost Opportunities so I can help the sales team improve close rates.
- C. As a sales team member, I need additional enablement training and reporting information to help me improve close rates.

Suggested Answer: B

Community vote distribution



🗨️ **sivasakthe** 10 months ago

User Story should not contain any functional requirement mentioned. Both option A and B has that.

Answer is C

upvoted 1 times

🗨️ **sfreesway** 11 months, 2 weeks ago

Selected Answer: B

Answer is B you never use feature-specific text when writing a user story because its written from the perspective of the user, not a SF expert like yourself/BA/Admin etc

upvoted 2 times

🗨️ **Lopeta** 1 year, 5 months ago

Selected Answer: A

A. As a sales leader, I need a new "Closed/Lost Reason" picklist field on Opportunities and better reports to help the sales team improve close rates.

upvoted 1 times

🗨️ **Diginomad** 1 year, 6 months ago

B is Correct

upvoted 2 times

🗨️ **Charliep** 1 year, 9 months ago

sorry I mean A is the correct answer*

upvoted 2 times

🗨️ **Monszta** 11 months, 3 weeks ago

A is not good, because user stories can not contain features, so its B

upvoted 3 times

🗨️ **Charliep** 1 year, 9 months ago

C is the correct answer. the acceptance criteria in "B" ist not specific enough

upvoted 1 times

Northern Trail Outfitters is updating its customer portal built on Experience Cloud. The team has drafted a user story:

"As a customer, I want to be able to chat with a support agent and view my account, see my orders, and ask questions via the customer portal."

What should a business analyst do to improve this user story?

- A. Include specific information about potential Salesforce solutions.
- B. Adjust the goal of the user story to be independent.
- C. Estimate how long it will take the technical team to complete the story.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

The sales team at Universal Containers (UC) has been using multiple tools to track opportunities, leading to inaccurate forecasting and an unclear picture of UC's sales pipeline. UC has appointed a project team to implement Sales Cloud to help resolve these issues. The sales team doubts the new tool will meet their needs and is concerned it will be difficult to use. The business analyst (BA) assigned to the project knows the stakes are high to get the right solution in place.

Using their influence, what should the BA do to gain the necessary buy-in and support from the sales team to ensure a solution meets the requirements?

- A. Demonstrate the BA's expertise and clearly state the decision is final.
- B. Ask questions to understand their needs and focus on shared goals.
- C. Present the pros and cons of the decision by using logic and facts.

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

Universal Containers wants to build a simple activity capture process for leads. One of the objectives is to minimize technical debt and inherit new features of the Salesforce Platform in future releases.

What should the business analyst recommend to meet the requirements?

- A. Standard object for activity capture, Screen Flow user interface
- B. Standard object for activity capture, custom Lightning Web Component user interface
- C. Custom object for activity capture, custom Lightning Web Component user interface

Suggested Answer: A

Community vote distribution

A (100%)

  **SFRR** Highly Voted 1 year, 9 months ago

ChatGTP also said B, but I think A is the correct awnser here? Minimizing technical debt requirement means screenflows seems more appropriate then LWC.

upvoted 5 times


  **beansnrice** Most Recent 9 months, 1 week ago

Selected Answer: A

I believe it to be "A. Standard object for activity capture, Screen Flow user interface" as well:

<https://trailhead.salesforce.com/content/learn/modules/flow-basics/get-started-with-flows>



upvoted 1 times

  **beansnrice** 9 months, 1 week ago

Also, per cGPT breaking it down with the TH source I shared above vs referenced SFBen link referenced in this disc:

Objective: Universal Containers wants to build a simple activity capture process for leads while minimizing technical debt and ensuring future scalability and compatibility with new Salesforce Platform features.

upvoted 1 times

  **beansnrice** 9 months, 1 week ago



Option A suggests using a standard object for activity capture, which aligns with the objective of minimizing technical debt. Using Screen Flows for the user interface can provide a simple and intuitive way for users to capture activities without requiring custom development. Additionally, leveraging standard objects ensures compatibility with future Salesforce Platform features.

upvoted 1 times

  **beansnrice** 9 months, 1 week ago

- Option B also recommends using a standard object for activity capture, which is beneficial for minimizing technical debt. However, it suggests a custom Lightning Web Component user interface instead of Screen Flows. While Lightning Web Components offer flexibility and customization options, they may introduce additional complexity and maintenance overhead, potentially increasing technical debt.

upvoted 1 times

  **beansnrice** 9 months, 1 week ago

Option C suggests using a custom object for activity capture, which may not align well with the objective of minimizing technical debt. Custom objects require more development effort and may not leverage the built-in functionalities and optimizations available with standard objects. Additionally, using custom Lightning Web Component user interfaces introduces further customization and potential technical debt.

Based on the evaluation, Option A: Standard object for activity capture, Screen Flow user interface appears to be the most suitable recommendation as it aligns well with the objective of minimizing technical debt while providing a simple and scalable solution using standard Salesforce features. Therefore, Option A is the correct choice.

upvoted 1 times

  **sfreesway** 11 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 2 times

🗨️ 👤 **Lopeta** 1 year, 5 months ago

Selected Answer: A

A. Standard object for activity capture, Screen Flow user interface

upvoted 3 times

🗨️ 👤 **IELEZ** 1 year, 6 months ago

I also thought it was A but, this article says Technical debt results from choosing an easy solution. [https://www.salesforceben.com/salesforce-technical-](https://www.salesforceben.com/salesforce-technical-debt/#:~:text=is%20everyone's%20problem.-,What%20is%20Salesforce%20Technical%20Debt%3F,would%20take%20longer%20to%20develop)

[debt/#:~:text=is%20everyone's%20problem.-,What%20is%20Salesforce%20Technical%20Debt%3F,would%20take%20longer%20to%20develop](https://www.salesforceben.com/salesforce-technical-debt/#:~:text=is%20everyone's%20problem.-,What%20is%20Salesforce%20Technical%20Debt%3F,would%20take%20longer%20to%20develop). Based on that choosing option A seems to be the easier one. ChatGTP could be accurate.

upvoted 1 times

🗨️ 👤 **BlackHorse** 1 year, 5 months ago

@IELEZ the article above rightly says '..choosing an easy solution...' which in this case is Screen Flow not what ChatGPT suggests. Hence A is correct.

upvoted 1 times

Cloud Kicks has invited stakeholders from multiple departments and roles to participate in its latest Salesforce project. Each stakeholder's experiences and priorities for the project are different which causes tension within the team and a lack of clarity around project direction. What should the business analyst do to help the team work together more effectively?

- A. Lead the stakeholders in creating a team agreement that assigns project roles and outlines how the team will collaborate, disagree, develop trust, and define success.
- B. Encourage leadership to share their vision for the project, and ask the larger team to focus its feedback only on the key objectives, pain points, and requirements outlined by leaders.
- C. Limit participation in key project discovery, requirements, and solutioning meetings to leadership, and engage the larger team to answer questions directly related to their roles when needed.

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

The project team is building a Sales Cloud implementation. The business analyst (BA) wants to make sure the solution meets the needs of the business. The BA needs to identify where user testing should occur and who should participate. Which approach should the BA follow?

- A. Create a full copy sandbox and give power users access to it.
- B. Create a partial sandbox and give the VP of sales access to it.
- C. Create a scratch org and give the development Learn access to it.

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

Northern trail Outfitters launched a new feature on its Experience Cloud site to allow customers to compare features of similar products ahead of the major promotional event of the year. The user acceptance testing (UAT) passed successfully; however, many customers complained of issues when accessing the site.

What did the business analyst overlook before recommending that the release go live?

- A. The UAT should have been performed by customers who are familiar with the products.
- B. The UAT should have been performed with both peak load and average load simulation.
- C. The UAT should have been performed with enough time to resolve bugs in the new feature.

Correct Answer: *B*

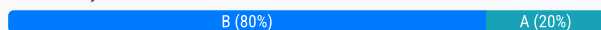
Currently there are no comments in this discussion, be the first to comment!

The business analyst (BA) at Cloud Kicks (CK) is writing user stories for an upcoming Commerce Cloud website release. One of the requirements from the technical team is to perform stress testing for an upcoming promotion. The BA is translating the requirement into a user story. Which user story most accurately represents the goal?

- A. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion.
- B. As a visitor to the CK website, I want to make sure that I can shop without disruption during a large promotion so I have a frictionless shopping experience.
- C. As a user, I want to make sure that shoppers on the CK website can complete their purchases without disruption during the newest promotion.

Suggested Answer: B

Community vote distribution



gixenmixon Highly Voted 1 year, 9 months ago

Selected Answer: B

Should be B, the structure should be:

As a < who >, I want < what > so that < why >.

upvoted 7 times

Salesforceexpert12 Most Recent 4 months, 2 weeks ago

Selected Answer: A

A. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion.

This user story focuses on the specific technical requirement of stress testing and ensuring that the web server can handle the increased load during a promotion. It is clear and measurable, addressing the need for system performance under stress conditions, which is the primary concern from the technical team. It focuses on the administrator's role in ensuring the infrastructure is prepared to handle the expected traffic surge.

upvoted 1 times

beansrice 9 months, 1 week ago

Selected Answer: A

"A. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion." This user story clearly defines who (site administrator), what (make sure that the web server can process requests), why (during the latest promotion), and how (at 150% of the average traffic rate). This user story also aligns with the goal of performing stress testing for an upcoming promotion, which is a type of testing that evaluates how a system performs under extreme load or demand.

upvoted 2 times

Ank033 10 months, 3 weeks ago

Selected Answer: B

It should be from end user perspective. can not be technical

upvoted 1 times

marticus 1 year, 6 months ago

"One of the requirements from the technical team" so answer should be A

upvoted 2 times

wvbsdff 1 year, 8 months ago

B is Correct!!

upvoted 1 times

Charliep 1 year, 9 months ago

B should be correct.

the "Why" part of the User Story is missing in A.

upvoted 2 times

Northern Trail Outfitters (NTO) is a rapidly growing company that hired a business analyst (BA) to help revamp its sales and support processes. The stakeholder at NTO wants to understand the value of Application Lifecycle Management (ALM). What are benefits of ALM that the BA should share with the stakeholder?

- A. ALM offers preview access to the three Salesforce Releases per year.
- B. ALM allows features to remain static and reduces incremental changes.
- C. ALM provides processes and policies which help build apps more efficiently.

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

Cloud Kicks wants to assess the efficiency of its Sales Cloud solution to eliminate unnecessary steps and cut costs. A business analyst (BA) will give a presentation to executives to help them understand the current state and define the future state.

Which document should the BA use for the presentation?

- A. A collection of use cases
- B. A business process model
- C. A persona journey map

Correct Answer: B

 **Salesforceexpert12** 4 months, 2 weeks ago

Selected Answer: B

B. A business process model.

A business process model visually represents the current processes and workflows, showing the steps involved, key stakeholders, and interactions. This document is ideal for presenting to executives as it clearly outlines the current state of the Sales Cloud solution, highlighting areas of inefficiency, bottlenecks, or unnecessary steps. It will also help the BA facilitate a discussion about the future state and where improvements can be made to streamline processes, eliminate unnecessary steps, and cut costs.

upvoted 1 times

Universal Containers wants to build a Salesforce application to manage its recruitment lifecycle. The project lead wants to identify the key recruitment steps and stakeholders in a visual format.

What should the business analyst do to meet the requirement?

- A. Review department procedures and consult the org chart.
- B. Map the business process.
- C. Create an entity relationship diagram.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

The business analyst (BA) at Universal Containers is also its primary system admin. The BA knows that version control is mandatory when it comes to releasing.

What is the most efficient process for the BA to track the changes they are committing?

- A. Metadata backups
- B. DevOps
- C. Agile planning

Suggested Answer: A

Community vote distribution

B (100%)

 **SFRR** Highly Voted 1 year, 9 months ago

I think the right awnser should be B, devops
upvoted 5 times

 **roz_1** Most Recent 10 months, 1 week ago

Selected Answer: B
B is the correct answer
upvoted 3 times

 **BlackHorse** 1 year, 5 months ago

The correct answer is B.

Reasons: The question says "...that version control is mandatory..." and version control is a tool for DevOps. Also, although "Metadata backups" is a good practice, it would be useful only in the future whereas we need continuous integration & delivery (DevOps) and tracking changes (version control) during the release.


Source: <https://www.salesforceben.com/salesforce-devops/>
upvoted 3 times

 **kumargupta2012ait** 1 year, 5 months ago


B. DevOps

The most efficient process for the business analyst (BA) at Universal Containers to track the changes they are committing is DevOps. DevOps is a set of practices that combines software development (Dev) and IT operations (Ops) to streamline the software delivery process and ensure continuous integration and continuous delivery (CI/CD) of software changes.

DevOps encompasses a range of tools, processes, and automation that facilitate version control, collaboration, and tracking of changes made during software development. Here's how DevOps can help the BA efficiently track changes:
upvoted 2 times

 **IELEZ** 1 year, 6 months ago

I also think the correct one is B but the following link makes me think it could be accurate to have metadata backups (A):
https://help.salesforce.com/s/articleView?id=sf.admin_backup_metdata.htm&type=5
upvoted 2 times

 **ppremy** 1 year, 8 months ago

It is A:

Backup Changes: Regularly backup your changes and repository to avoid data loss and ensure that you have a copy of the latest changes in case of any issues.
upvoted 2 times

 **wvbsdff** 1 year, 8 months ago

Correct is B DevOps
upvoted 1 times

Universal Containers wants to integrate its Salesforce org with the largest online professional network so its sales reps can view information directly on Salesforce records. The business analyst will write acceptance criteria for this scenario.
What is an example of good acceptance criteria?

- A. Install a CRM widget to allow sales reps to view information in the Lead and Contact records.
- B. A sales rep can view current information directly in the Lead and Contact records.
- C. A sales rep needs to have the CRM widget installed in the Lead and Contact Record Page Layout.

Suggested Answer: B


Community vote distribution

B (100%)

 **Supremacy93** Highly Voted 2 years ago

Selected Answer: B

CRM Widget would be a technical solution which is out of scope for BA
upvoted 7 times

 **Iena989** Most Recent 8 months, 2 weeks ago

Selected Answer: B

Option B is the best example of acceptance criteria among the choices provided. It clearly states the expected user experience and functionality, making it straightforward to verify whether the integration meets the desired requirements. For a more complete set of acceptance criteria, additional details might be added, such as:


A sales rep can view up-to-date professional information such as job titles, company names, and shared connections.
Information should be refreshed every 24 hours or upon a manual request to ensure it remains current.
The integration must comply with data privacy laws and regulations.
upvoted 1 times

 **sfreesway** 11 months, 2 weeks ago


Selected Answer: B

Good acceptance criteria focus on intent not the feature or solution
A and C both contains the solution ie 'Install the CRM widget' so they're both out
Which leaves us B as the correct one

[https://trailhead.salesforce.com/content/learn/modules/user-story-creation/construct-a-user-story?](https://trailhead.salesforce.com/content/learn/modules/user-story-creation/construct-a-user-story?trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-salesforce-business-analyst-credential)
[trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-salesforce-business-analyst-credential](https://trailhead.salesforce.com/content/learn/modules/user-story-creation/construct-a-user-story?trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-salesforce-business-analyst-credential)
upvoted 3 times

 **ppremy** 1 year, 8 months ago

It is A:
The main part of the questions is a good acceptance criteria.
This is the work that the team will work on that develop and set as a deliverable
upvoted 1 times

 **SFRR** 1 year, 9 months ago

I think the correct awnser should be B
upvoted 4 times

During a sprint grooming session for the Sales Cloud Implementation at Cloud Kicks, the development team mentions the step "Code Review by Technical Architect" listed within the acceptance criteria needs to be adjusted.

Which location should the business analyst move this item to?

- A. Pull request template
- B. Definition of done
- C. Project plan

Suggested Answer: B

  **kumargupta2012ait** Highly Voted 11 months, 2 weeks ago

The business analyst should move the item "Code Review by Technical Architect" to the "Definition of done."

The "Definition of done" is a set of criteria or conditions that must be met for a user story to be considered complete and ready for release. It encompasses all the necessary steps, including testing, documentation, and review processes that a user story must pass before it is considered done.

upvoted 5 times

  **ppremy** Most Recent 1 year, 2 months ago

It is B.



The "Definition of Done" is a shared understanding among the team of the criteria that must be met for a task or user story to be considered complete. It typically includes items such as code being reviewed, tested, and documented. By moving the "Code Review by Technical Architect" step to the "Definition of Done" column, the team can ensure that this activity is completed before considering the task or user story as done.

upvoted 4 times

  **wvbsdff** 1 year, 2 months ago

Correct answer is C

upvoted 1 times

  **Mbajo** 1 year, 4 months ago

Answer should be C (Project Plan), If the Tech Architect detects a problem that needs adjustment the item shouldn't be moved to 'definition of done' by the BA but moved to Project plan.

upvoted 2 times

Universal Containers is about to kick off a new Salesforce Implementation, bringing both sales and service teams onto the platform. Each team has been managing Accounts and Contacts in their own way even though the Accounts and Contacts are shared between the teams. This has resulted in disagreements about what should be built in Salesforce.

Which groups should the business analyst work with to gain full alignment on a common program vision and strategy?

- A. Executive sponsors, IT leadership, and end users
- B. Business leaders, middle management, and end users
- C. Senior leadership, IT leadership, and middle management

Suggested Answer: B

Community vote distribution

A (100%)

🗨️ 👤 **Iena989** 8 months, 2 weeks ago

Selected Answer: A

Option A: Executive sponsors, IT leadership, and end users is the most comprehensive and balanced choice. It covers the high-level strategic perspective, technical considerations, and practical, day-to-day user experiences and needs. This grouping is best suited to foster alignment across different layers of the organization, ensuring that the Salesforce implementation is technically sound, strategically aligned, and pragmatically useful for the people who will use it every day. Engaging these groups will help address the current discrepancies between how sales and service teams manage Accounts and Contacts and build a unified approach that supports the entire organization's goals.

upvoted 2 times

🗨️ 👤 **gtram** 10 months, 4 weeks ago

Option B is the right answer.

Ref Link: <https://www.salesforce.com/eu/blog/why-stakeholder-alignment-is-key-to-salesforce-success/>

upvoted 3 times

🗨️ 👤 **sfreesway** 11 months, 2 weeks ago

Selected Answer: A

I would say A

When trying to gain alignment you want to include end users as they're the ones using the systems more so C is out

So this leaves Middle management and business leaders Vs Executive sponsors & IT leadership

And I just don't think middle management is relevant vs the other 2. So I go with A imo

upvoted 1 times

🗨️ 👤 **HA786** 1 year, 2 months ago

C. Senior leadership, IT leadership, and middle management.

upvoted 1 times

The finance team is rolling out a new sales process in Sales Cloud for opportunities that are Closed/Won. After meeting with the team, a business analyst (BA) realizes that several requirements for the new process will need further refinement.

What should the BA use to keep track of changes to the process documents?

- A. Version control
- B. Communication template
- C. Business backlog

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

Northern Trail Outfitters (NIO) has completed a project with a third-party event organization platform to enhance its MVP Experience Site. Many features were left in the project backlog. NTO's IT team is beginning a new phase of work on the experience Site to build additional features requested by business stakeholders and wants to include the items that were left in the backlog in the first phase. How should the business analyst coordinate the user stories to most efficiently manage the new project timeline?

- A. Include existing and new user stories to be completed within the duration of the project. Hire additional developers to accommodate both work streams to prevent delays within the scheduled sprints.
- B. Prioritize user stories for the new enhancements for the initial sprints of the project to accommodate business stakeholder requests. Complete existing user stories in the final sprint of the project.
- C. Reprioritize existing and new user stories to place the stories into each sprint of the project. Return an equivalent amount of lower priority work to the project backlog.

Suggested Answer: B

HA786 8 months, 1 week ago

C is correct

upvoted 3 times

BlackHorse 11 months, 2 weeks ago

I think the correct answer should be C.

Reason: The question says "...wants to include the items that were left in the backlog in the first phase". Also, we always need to prioritise or reprioritise in this case.

upvoted 3 times

BlackHorse 11 months, 1 week ago

Please ignore this response.

upvoted 1 times

Diginomad 1 year ago

Look more like C to me

upvoted 4 times

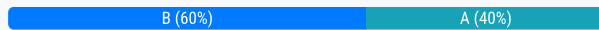
A business analyst (BA) conducted a group workshop with stakeholders to understand and document in-scope business processes. The BA feels there are gaps between process steps.

What should the BA do to close the gaps or confirm the process steps?

- A. Conduct elicitation with stakeholders regarding their parts of the process.
- B. Using strategy analysis, define models of how gaps in the business process can be resolved.
- C. Review the documentation to ensure that information gathered about the process is correct.

Suggested Answer: B

Community vote distribution



🗳️ 👤 **EliasSF** 2 months ago

Selected Answer: A

From ChatGPT: Answer is A - The question says the BA feels there are gaps, which suggests missing or unclear information.

The most direct and effective way to close those gaps is to go back to the stakeholders and elicit more detailed information—that's exactly what option A suggests.

upvoted 1 times

🗳️ 👤 **sfreesway** 11 months, 2 weeks ago

Selected Answer: A

Believe the correct answer is A, key part of the question is 'The BA feels there are gaps between process steps'. This means that there is information missing from the documented process maps so elicitation is needed to pull the missing information so it can be correctly documented

Strategy analysis is about understanding the issue to solve/business need - then using gap analysis to understand the current state and the desired state. With the current state, it seems that the BA doesn't have all the information needed, so I'm not sure how you can then define models to solve issues the client is having due to missing info

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/explore-techniques--information-discovery

Check link for elicitation and strat analysis

Obviously reviewing documentation that you know is missing info does nothing

upvoted 4 times

🗳️ 👤 **TAMG** 1 year, 1 month ago

Selected Answer: B

I believe it's B "Using strategy analysis, define models of how gaps in the business process can be resolved." because A "Conduct elicitation with stakeholders regarding their parts of the process." drives to segmented view of the process and maybe it's not sufficient to close gaps.

upvoted 1 times

🗳️ 👤 **TAMG** 1 year, 1 month ago

Selected Answer: B

I believe it's B "Using strategy analysis, define models of how gaps in the business process can be resolved." because A "Conduct elicitation with stakeholders regarding their parts of the process." drives to segmented view of the process and maybe it's not sufficient to close gaps.

upvoted 2 times

🗳️ 👤 **IELEZ** 1 year, 6 months ago

It's B

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/explore-techniques--information-discovery

"This is a gap analysis—identifying what is different between the current and desired state."

upvoted 2 times

🗳️ 👤 **Diginomad** 1 year, 6 months ago

Same too. I think it should be A and not B

upvoted 1 times

🗳️ 👤 **SFRR** 1 year, 9 months ago

I think it should be A
upvoted 3 times

The Service Center at Universal Containers (UC) uses Service Cloud and Experience Cloud to manage its customer case lifecycle. UC wants to limit the number of interactions a customer has during the lifecycle. The project leader has asked the business analyst (BA) to visually illustrate the lifecycle.

Which document should the BA create?

- A. Heat Map
- B. Journey Map
- C. Process Map

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

An executive stakeholder at Northern Trail Outfitters (NTO) wants to explore automating NIO'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 stakeholder?

- A. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products
- B. A SIPOC (Suppliers, 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

Suggested Answer: A

Community vote distribution

A (50%)

C (50%)

🗳️ 👤 **lena989** 8 months, 2 weeks ago

Selected Answer: A

Option A: A Capability Map Detailing the Functionality of Salesforce and AppExchange Quote-to-Cash Products is the most suitable document to present to the executive stakeholder. This choice directly addresses the interest in exploring automation by highlighting available technological solutions and their capabilities. It provides the necessary high-level information that can help the executive understand what tools are available, how they can be integrated into the current system, and what benefits they might offer in terms of automating the Quote-to-Cash process.

This approach will equip the executive with the information needed to make informed decisions about potential investments in technology that can streamline operations, enhance efficiency, and possibly improve revenue management.

upvoted 3 times

🗳️ 👤 **sfreesway** 11 months, 2 weeks ago

Selected Answer: C

Need to document the existing process before you can start making solutions/changes to the process

upvoted 1 times

🗳️ 👤 **Diginomad** 1 year, 6 months ago

I think C should be the correct answer

upvoted 1 times

🗳️ 👤 **wvbsdff** 1 year, 8 months ago

Correct answer is C

upvoted 2 times

The business analyst (BA) at Northern Trail Outfitters is helping to improve the process for handling customer returns using Salesforce. The BA has completed a current state process map to identify areas for improvement. The BA plans to present ideas for a future state returns handling process to the larger project team.

What should the BA present to the team in a way that is relatable and invites discussion, feedback, and ideas?

- A. A story using personas to illustrate potential solutions
- B. Detailed technical documentation with annotations
- C. A prototype for a specific business outcome

Correct Answer: A

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A business analyst (BA) at Universal Containers has been assigned to a Salesforce project that will have an impact on more than 5,000 office locations across the globe. The BA needs to identify the people who can describe the business problem and provide detailed requirements. Which document should the BA use?

- A. RACI chart
- B. User stories
- C. Stakeholder analysis

Correct Answer: C

 **Salesforceexpert12** 4 months, 1 week ago

Selected Answer: C

C. Stakeholder analysis

Explanation: A stakeholder analysis helps the business analyst identify the key stakeholders who can describe the business problem and provide detailed requirements.

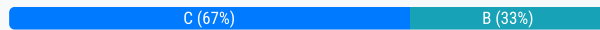
upvoted 1 times

The business analyst at Universal Containers is writing user stories to support the Salesforce implementation for the sales operations division. There is a request for visibility into the sales reps' pipeline so they can see their revenue. Which missing component is necessary to finish this user story?

- A. When
- B. Why
- C. Who

Suggested Answer: C

Community vote distribution



🗨️ 👤 **sfjdsjan2024** 7 months ago

Selected Answer: C

It's the 'who' which is missing because we don't know 'who' it is that needs to view the 'sales reps pipeline so they can see their revenue.'

upvoted 2 times

🗨️ 👤 **lena989** 8 months, 2 weeks ago

Selected Answer: B

From this information, it appears that what's potentially missing is the "Why" part of the user story. This component is crucial as it explains the reason or the benefit behind the requirement, helping to align the development with the business objectives and making the user story complete and actionable.

Why

The "Why" provides context that can help prioritize the feature during development and clarify the intended outcome. It could include reasons like enabling better forecasting, improving sales tracking, allowing for more effective allocation of resources, enhancing performance monitoring, or other strategic goals.

upvoted 1 times

🗨️ 👤 **Diginomad** 1 year, 6 months ago

shouldn't this be why?

upvoted 4 times

🗨️ 👤 **bellaHadidi456** 1 year, 5 months ago

'Who' wants to see?

upvoted 1 times

Universal Containers has scheduled a meeting with stakeholders, business analysts (BAs), and technical resources to review user stories. A BA reviews the user stories in advance of the meeting and notices that some best practices have been ignored. The first user story is focused on escalating cases in Service Cloud:

"The customer service agent needs the ability to escalate a case so they can assign high-risk cases to tier 2 support for faster resolution."

Acceptance Criteria:

1. Add permission set
2. Users can escalate cases
3. Create fields on the Case object
4. Reports

Which best practice was ignored?

- A. The "why" of the user story is focused on user needs.
- B. The "what" of the acceptance criteria is negotiable.
- C. The "who" of the user story is well-defined.

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

Cloud Kicks (CK) plans to establish a Center of Excellence (CoE).

How will CK benefit from using a CoE to define the long term vision for its Salesforce org?

- A. CK will develop a process to gather feedback from end users regularly.
- B. CK will be better able to prioritize across teams and streamline processes.
- C. CK will get insights to current business processes.

Correct Answer: *B*


Currently there are no comments in this discussion, be the first to comment!

The business analyst (BA) at Northern Trail Outfitters (NTO) has gathered preliminary functional requirements for an upcoming Salesforce Implementation project. Before translating these requirements into user stories, the BA wants to gain additional perspective, feedback, and detail on the requirements from the NTO team.

Which document should help the BA gather this information?

- A. Business analysis plan
- B. Stakeholder analysis
- C. Current state analysis

Correct Answer: B

 **2bd28c4** 2 months, 1 week ago

Selected Answer: C

If the current business process or domain is not well understood, the BA analyzes and documents the current state before scoping a project to improve upon it.

https://trailhead.salesforce.com/content/learn/modules/business-analyst_skills-strategies/learn-documentation-types-importance-documentation
upvoted 1 times

Universal Containers just rolled out a new sales methodology and process. A month after the initial training, the manager has noticed some reps have a large number of overdue tasks. The manager is unsure if it's a learning curve or a system issue and has asked the business analyst (BA) to determine the cause and recommend a solution.

Which method should the BA use to start collecting data?

- A. Brainstorming and prototyping
- B. Observation and interviewing
- C. Focus groups and workshops

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!