

**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:32:38**

**1 of 65.** Northern Trail Outfitters has decided to implement Sales Cloud. A business analyst (BA) has been assigned to document the requirements for this project.

What should the BA include in these requirements?

- A. ☐ Test scripts to validate requirements
- B. ☐ Detailed documentation of technical solution
- C. ☒ High-level description of required functionality

☐ Mark this item for later review.

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:32:27**

**2 of 65.** Universal Containers is planning to implement Commerce Cloud to sell more products. The business analyst working on this project has gathered requirements and is translating them into user stories.

What should the user story focus on?

- A. ☐ Product functionality
- B. ☐ Customer experience
- C. ☐ Sales margins

**B**

☐ Mark this item for later review.

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**I**

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:32:17**

- 3 of 65.** The project manager for a new project at Northern Trail Outfitters (NTO) wants the business analyst (BA) to obtain alignment on goals and strategies across NTO's organization. Using NTO's documentation, the BA begins to understand NTO's strategies but needs more information.

Which methodology should help the BA obtain the required information?

- A. ☐ RACI (Responsible, Accountable, Consulted, Informed)
- B. ☐ SMART (Specific, Measurable, Achievable, Relevant, Time-bound)
- C. ☐ V2MOM (Vision, Values, Methods, Obstacles, Measures)

**C**

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## GLOBAL TESTING SOLUTIONS

## Salesforce Certified Business Analyst

Time Remaining : 01:32:04

**4 of 65.** Cloud Kicks has decided to implement a case management process through Service Cloud. A business analyst (BA) has been tasked with writing requirements for this new feature.

Which process should the BA follow to draft and finalize the requirements?

- A. ☐ 1. Review information from the discovery.  
2. Ask clarifying questions.  
3. Draft requirements.  
4. Refine and confirm requirements.  
5. Prioritize which requirements will be included in the minimum viable product.
- B. ☐ 1. Review information from the discovery.  
2. Ask clarifying questions.  
3. Draft requirements.  
4. Share requirements with the technical team so they can begin building.  
5. Create user acceptance criteria and test cases.
- C. ☐ 1. Review information from the discovery.  
2. Draft requirements.  
3. Ask clarifying questions.  
4. Draft user stories.  
5. Share user stories with the technical team so they can begin building.

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**KRYTERION™**

Version: 18.0.0



partner

**Salesforce Certified Business Analyst****Time Remaining : 01:31:55**

- 5 of 65.** Universal Containers is integrating its enterprise resource planning (ERP) with Salesforce to gain inventory visibility for the sales team. One of the user stories for this project is: "As a sales rep, I want to be able to find containers close to my customer so I can tell them which products they can receive quickly."

Which acceptance criteria is most appropriate for this story?

- A. ☐ As a sales rep, I see the inventory closest to a customer.
- B. ☐ Sales rep can see the inventory closest to a customer with a quick action.
- C. ☐ Sales rep can see the inventory closest to a customer.

**C**

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:31:44**

**6 of 65.** Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each other's changes.

What should UC use to prevent this from happening in the future?

- A. ☐ Version control system
- B. ☐ Change set deployments
- C. ☐ Code review sessions

**A**

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**KRYTERION™**

Version: 18.0.0



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**Salesforce Certified Business Analyst****Time Remaining : 01:31:33**

- 7 of 65.** The business analyst (BA) at Universal Containers is grooming user stories to add to the next sprint. The BA is having difficulty understanding the level of testing that's necessary for a particular story involving an update to an important trigger.

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

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

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Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:31:22**

**8 of 65.** Cloud Kicks will launch a new customer experience portal. During discussions with the VP of customer service, a business analyst (BA) recorded the following:

- All logins must use multi-factor authentication (MFA).
- Portal pages should load within 2 seconds.

How should the BA document the items?

- A. ☐ User story
- B. ☐ Functional requirement
- C. ☐ Non-functional requirement

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Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:31:12**

- 9 of 65.** Universal Containers is in the planning phase of a Salesforce project that will transform its retail locations. The implementation team has had a difficult time determining the priorities and requirements of previous projects from people who would be directly impacted by the solution under consideration.

Which type of analysis should the business analyst recommend to ensure the implementation team avoids this challenge on the current project?

- A. ☐ Stakeholder analysis  
B. ☐ Persona analysis  
C. ☐ Enterprise analysis

**B**

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Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:31:03**

- 10 of 65.** 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. ☐ Start project work for the operations team.
- B. ☐ Proceed with the sales team's project as planned.
- C. ☒ Include the operations team during discovery.

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**KRYTERION™**

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**Salesforce Certified Business Analyst****Time Remaining : 01:30:53**

- 11 of 65.** Over the past month, a business analyst (BA) has worked with various stakeholders at Cloud Kicks to document requirements for an upcoming Tableau implementation. A stakeholder suggested a revision to the requirements. The BA sent the updated requirements to the stakeholders and they signed off.

Where should the BA track this milestone?

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

**C**

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**Salesforce Certified Business Analyst****Time Remaining : 01:30:43**

- 12 of 65.** A Salesforce business analyst (BA) has recently joined a new project to improve the Sales Cloud implementation at Cloud Kicks. The BA wants to quickly introduce new functionality to impress the customer.

Which action should the BA take?

- A. ☐ Scope the development of an integration with enterprise resource planning (ERP).
- B. ☐ Demo standard features and elicit feedback from the customer.
- C. ☐ Update the page layouts to show the most relevant information at the top.

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Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:30:33**

**13 of 65.** Universal Containers is transitioning to Slack as its internal communication tool and is ready to release.

What is the final step that a business analyst should perform during the user acceptance testing process that would ensure a "go" decision?

- A. ☐ Conduct a final retrospective meeting with the project team.
- B. ☐ Complete development on bugs discovered during this phase.
- C. ☐ Get written sign-off from all business stakeholders.

**C**

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### Salesforce Certified Business Analyst

Time Remaining : 01:30:23

- 14 of 65. A business analyst at Universal Containers is converting a requirements document into user stories for an upcoming Manufacturing Cloud deployment. The first requirement is "finance needs a time tracking system for containers."

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

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

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**Salesforce Certified Business Analyst****Time Remaining : 01:30:12**

**15 of 65.** The business analyst (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation.

When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?

- A. ☐ Value Stream Map
- B. ☐ Detailed Process Map
- C. ☐ Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

**B**

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### Salesforce Certified Business Analyst

**Time Remaining : 01:30:01**

- 16 of 65.** Cloud Kicks wants managers to be able to approve time-off requests in Salesforce. A business analyst (BA) wrote the following:

User Story

"As a manager, I want to communicate the status of time-off requests with employees so that I can increase employee satisfaction."

Acceptance Criteria

- A manager can change the status of the request.
- A manager can send a comment to the employee about their request.
- The solution must be intuitive.

Why does the BA need to make a change to improve the user story?

- A. ☐ The acceptance criteria is too vague.
- B. ☐ The acceptance criteria should be solution focused.
- C. ☐ The user story is too large to test.

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### Salesforce Certified Business Analyst

Time Remaining : 01:29:52

- 17 of 65. Cloud Kicks (CK) needs to implement an event management system within Salesforce. After researching potential solutions, a managed package meets the majority of CK's business requirements. However, the CRM director has expressed a desire to heavily customize an open source solution.

Which benefit of using a managed package versus an open source solution should the business analyst share to help the CRM director make a decision?

- A. ☐ Each version of a managed package on the AppExchange undergoes a security review.
- B. ☐ Managed packages are easily customizable to meet CK's exact requirements.
- C. ☐ Managed packages are updated automatically with each Salesforce Release.

B

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### Salesforce Certified Business Analyst

Time Remaining : 01:29:40

- 18 of 65.** The sales teams at Universal Containers (UC) want to add a custom field to a page layout. The IT manager reminds the business analyst (BA) that UC uses the Application Lifecycle Management (ALM) process. The addition of the custom field and subsequent release to everyone in the organization must follow this process.

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

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

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Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:29:29**

- 19 of 65.** Northern Trail Outfitters (NTO) wants to discuss an enhancement to Campaigns with the engineering, marketing, and sales teams. The changes involve detailed integration between systems that will be used by NTO's customers. The business analyst (BA) needs to complete the org impact analysis.

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

- A. ☐ Solution Architecture Diagram
- B. ☐ Business Requirements Document
- C. ☐ Salesforce Solution Kits

**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:29:20**

- 20 of 65.** The business analyst at Northern Trail Outfitters receives a requirement from the CRM manager to have visibility into their team's queues to monitor open cases.

Which user story meets this requirement?

- A. ☐ As a user, I need to see case queues to monitor my team's work.
- B. ☐ As a CRM manager, I need a record-triggered flow to view my team's work queues so I can monitor their open tickets.
- C. ☐ As a CRM manager, I need to see my team's work queues so I can monitor their open tickets.

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**Salesforce Certified Business Analyst****Time Remaining : 01:29:12**

**21 of 65.** Which type of process diagram should the business analyst use at the beginning of a Salesforce project to outline high-level process areas such as "Prospect to Contract"?

- A. ☐ Capability model
- B. ☐ SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
- C. ☐ Value stream map

**A**

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**KRYTERION™**

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**Salesforce Certified Business Analyst****Time Remaining : 01:29:03**

- 22 of 65.** The project team at Cloud Kicks is under a tight deadline to implement a new Service Cloud feature. The business analyst (BA) has received feedback from the customer that the existing functionality is difficult to use. The BA wants to better understand the customer's pain points before writing requirements.

Which document should the BA use?

- A. ☐ Capability map  
B. ☐ Process map  
C. ☐ Journey map

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:28:52**

- 23 of 65.** The data science team at Universal Containers (UC) has been asked to analyze the sales team's data within Salesforce. Early in their research, the data science team discovered concerns about data quality. UC has brought in a business analyst (BA) to help address the concern.

What should the BA focus on doing first during the initial discovery phase?

- A. ☐ Shadow the sales team to observe their process for entering data into Accounts and Opportunities.
- B. ☐ Meet with the executive leadership team to accurately understand the business need.
- C. ☐ Understand and document the data quality issues reported by the data science team.

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:28:42**

- 24 of 65.** New interns at Universal Containers have been tasked with following a new process to import leads from a spreadsheet into Salesforce. A business analyst is mapping the process to document the overall lead creation process.

What should the process map look like?

- A. ☐ A very detailed process map that is unambiguous and version controlled
- B. ☐ A simple process map that is high-level and covers key aspects
- C. ☐ A somewhat detailed process map that is easy to remember and self-explanatory

**A**

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:28:32**

**25 of 65.** Cloud Kicks has completed the user acceptance testing (UAT) phase of a major update to Sales Cloud for its EMEA sales team.

How should the business analyst help the EMEA sales team learn the new features?

- A. ☐ Build tooltips and discoverable content in the new console layouts.
- B. ☐ Organize user groups by permission set and train each team.
- C. ☐ Document key changes and gather feedback to update the backlog.

**B**

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Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:28:23**

- 26 of 65.** The business analyst (BA) at Cloud Kicks is working on improving the company's Service Cloud deployment. The BA wants to leverage Universal Process Notation (UPN) to document the current process.

What is one benefit of using UPN in this scenario?

- A. ☐ Complex processes can be documented with 20 or more activity boxes.
- B. ☐ Key parts of a process can be easily identified by using different shapes.
- C. ☐ A single activity box can answer Who, What, When, Why, and How.

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**KRYTERION™**

Version: 18.0.0



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**Salesforce Certified Business Analyst****Time Remaining : 01:28:14**

- 27 of 65.** Universal Containers is focused on an initiative to streamline its channel management processes. Due to the level of complexity, the business analyst (BA) will gather and document the key points in preparation to build a more detailed process map.

Which diagram should the BA use in this case?

- A. ☐ SIPOC (Suppliers, Inputs, Process, Outputs, Customers)
- B. ☐ Value Stream Map
- C. ☐ Capability Model

**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:28:05**

- 28 of 65.** A project is in the user acceptance testing phase of a Sales Cloud implementation at Universal Containers. The business analyst (BA) is coordinating the test case execution and supporting the testers. One of the testers fails a test case because they were unable to see a custom field identified in the directions. The BA has reviewed the details of the failed test case and compared the expected outcome to the requirements.

What should the BA do next?

- A. ☐ Assign the test case to another tester.
- B. ☐ Attempt to reproduce the issue.
- C. ☐ Assign a bug to the development team.

**C**

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**KRYTERION™**

Version: 18.0.0

**Salesforce Certified Business Analyst****Time Remaining : 01:27:53**

- 29 of 65.** The development team at Universal Containers is reviewing several stories to be added to the current sprint. The team is having trouble with a particular story about an Opportunity email alert and is unsure about which type of testing is needed.

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

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

**C**

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**Salesforce Certified Business Analyst****Time Remaining : 01:27:43**

- 30 of 65.** Northern Trail Outfitters is eliciting feedback from a small number of key stakeholders within the organization for improvements to the current opportunity pipeline process. One of the stakeholders has a tendency to dominate the conversation which takes the group off topic and interferes with meeting the objective.

How should the business analyst collaborate with the key stakeholders?

- A. ☐ Conduct a group brainstorming session to generate ideas.
- B. ☐ Conduct individual interviews to gather input.
- C. ☐ Conduct a focus group to identify pain points.

**B**

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**Salesforce Certified Business Analyst****Time Remaining : 01:27:33**

- 31 of 65.** A business analyst (BA) at Universal Containers is conducting discovery sessions for implementing Experience Cloud. The key stakeholders have been assembled. The user stories have been written.

What should the BA do next?

- A. ☐ Plan the sprint schedule.  
B. ☐ Write the test scripts.  
C. ☐ Define the acceptance criteria.

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**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:27:22**

- 32 of 65.** A business analyst (BA) at Universal Containers looks at the user stories for a new implementation of the Salesforce Customer Data Platform (CDP) and notices they are too large. The BA recommends that the large stories be broken down into smaller stories which will decrease the future level of effort for subsequent activities.

Which activity will be most impacted by breaking down the user stories?

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

**B**

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**Salesforce Certified Business Analyst****Time Remaining : 01:27:12**

- 33 of 65.** Universal Containers wants to streamline a complex business process. The business analyst (BA) assigned to the Service Cloud project is creating a business process map of the existing process. The BA is having difficulty documenting the process because there is disagreement among the stakeholders about the steps that are being followed.

Which recommendation should the BA make to help the stakeholders reach agreement about the process?

- A. ☐ Refer to the Responsible, Accountable, Consulted, Informed (RACI) chart to determine who is accountable.
- B. ☐ Brainstorm ideas to make the process more efficient.
- C. ☐ Focus on the inputs and outcomes of the current process.

C

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### Salesforce Certified Business Analyst

**Time Remaining : 01:27:00**

- 34 of 65.** A business analyst (BA) for Northern Trail Outfitters (NTO) is reviewing the business backlog and determines that many of the requirements would require custom code that is expensive and hard to maintain. The BA knows that the backlog should be prioritized by people who have knowledge of the features and functionality of the Salesforce Platform.

Who should own the process of prioritizing the business backlog?

- A. ☐ The third-party implementation team, with support from the internal technology teams affected by the project who understand NTO's vision and strategy
- B. ☐ The business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features
- C. ☐ The project manager, with support from the third-party implementation and business teams who understand both platform and business priorities

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**Salesforce Certified Business Analyst****Time Remaining : 01:26:50**

- 35 of 65.** A business analyst (BA) discovers that Universal Containers (UC) has automated case assignments in Service Cloud. UC uses case assignment rules to route cases to a predefined team. The UC leadership team wants to improve how cases are routed.

What should the BA recommend to help UC resolve a common obstacle?

- A. ☐ Migrate from case assignment rules to Omni-Channel.  
B. ☐ Document the current case assignment process.  
C. ☐ Minimize case escalations to reduce time to resolution.

☐ Mark this item for later review.

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### Salesforce Certified Business Analyst

**Time Remaining : 01:26:35**

- 36 of 65.** At Cloud Kicks (CK), the marketing director's management style is results-driven. CK uses scrum methodology when developing improvements to its Salesforce org. The director requests urgent enhancements in the middle of a sprint that require changes by the development team. The director believes their needs are of the highest importance.

What should the business analyst do when disruptions to the project occur?

- A. ☐ Ask the project manager for an additional resource to implement the new requests.
- B. ☐ Interpret the requests as guidelines to be used when determining priorities for the upcoming release.
- C. ☐ Focus on the agreed upon deliverables instead of the new requests to prevent overallocation of resources.

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**Salesforce Certified Business Analyst****Time Remaining : 01:26:24**

- 37 of 65.** A business analyst (BA) at Northern Trail Outfitters (NTO) is assigned to a project to help revamp NTO's sales process. The current process used by the sales team is different than the process outlined in NTO's documentation.

Which step should the BA take first?

- A. ☐ Create an Entity Relationship Diagram (ERD) of the current state.
- B. ☐ Meet with stakeholders as a group to understand the current state.
- C. ☐ Meet with stakeholders as a group to capture future requirements.

**B**

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**Salesforce Certified Business Analyst****Time Remaining : 01:26:15**

- 38 of 65.** The business analyst (BA) needs to identify collaborators for the current Salesforce CPQ project. The documentation has already been analyzed.

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

- A. ☐ Create a stakeholder wheel.  
B. ☐ Survey the business units.  
C. ☐ Prepare a RACI matrix.

**C**

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### Salesforce Certified Business Analyst

**Time Remaining : 01:26:01**

- 39 of 65.** A business analyst (BA) at Universal Containers (UC) has been asked to improve the user experience (UX) of marketing employees who manage webinar data. The chief marketing officer (CMO) thinks the UX issues are related to standard Salesforce Campaign functionality that misaligns with UC's business requirements. The BA surveyed the marketing group about their pain points and was surprised to discover that their concerns differ from the CMO's theory about issues with the UX of Campaigns in Salesforce.

Which influencing style should the BA use when presenting their findings to the CMO and other stakeholders?

- A. ☐ Assertive  
B. ☐ Analytical  
C. ☐ Collaborative

C

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**Salesforce Certified Business Analyst****Time Remaining : 01:25:49**

- 40 of 65.** Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sales Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA's strongest arguments for using configuration over code?

- A. ☐ Configuration provides faster speed to market.
- B. ☐ Configuration leverages multiple programming languages.
- C. ☐ Configuration allows for any level of complexity.

**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:25:38**

- 41 of 65.** Universal Containers has chosen to leverage Experience Cloud to create an engaging site for its customers. The business analyst (BA) leading this project needs to validate that the requirements meet the goal.

What should the BA do to ensure alignment?

- A. ☐ Survey customers to confirm whether the new site meets their requirements.
- B. ☐ Circulate the requirements to stakeholders, incorporate feedback, and obtain sign-off.
- C. ☐ Conduct a whiteboarding session to ensure the requirements are accurate.

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**Salesforce Certified Business Analyst****Time Remaining : 01:25:29**

- 42 of 65.** Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:

"As a human resources (HR) manager, I need to document the progress of a candidate's submission so I can manage the candidate's application throughout the recruiting process."

What is one definition of done for this user story?

- A. ☐ The Candidate object has Edit access.  
B. ☐ The acceptance criteria has been approved.  
C. ☐ The Candidate Status field can be updated.

**B**

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**Salesforce Certified Business Analyst****Time Remaining : 01:25:18**

- 43 of 65.** The executive director of Universal Containers (UC) plans to purchase additional Salesforce licenses. The director recently hired a business analyst (BA) to lead a series of journey mapping sessions. The director wants the journey mapping sessions to be tailored to the features and capabilities that are currently available in UC's Salesforce environment.

Which information does the BA need to determine the features and functionality UC can implement while avoiding additional costs?

- A. ☐ Number of active users and license type
- B. ☐ Storage capacity and license type
- C. ☐ Organization edition and license type

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**B**

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**Salesforce Certified Business Analyst****Time Remaining : 01:25:05**

- 44 of 65.** A sales manager at Cloud Kicks recently learned about Salesforce Macros and believes service agents could benefit from the feature. The sales manager created the following user story: "As a service agent, I want Salesforce Macros to complete repetitive tasks faster."

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

- A. ☐ Change the user story to the sales manager persona.
- B. ☐ Add a quantifiable reason why the feature is needed.
- C. ☐ Replace the specific feature with a goal.

**B**

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**Salesforce Certified Business Analyst****Time Remaining : 01:24:55**

**45 of 65.** The Salesforce project team at Universal Containers is reviewing a backlog of user stories to add to an upcoming sprint. The team is unsure of which story to begin working on.

What should the business analyst do to help with prioritization?

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

**A**

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### Salesforce Certified Business Analyst

Time Remaining : 01:24:46

- 46 of 65. Sales leadership at Cloud Kicks (CK) is concerned about the limited adoption of Salesforce at the company. CK's Salesforce implementation includes many custom pages. Multiple users have complained about waiting a long time for key functionality to display.

What is the recommended way for a business analyst to understand the opportunities for improvement?

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

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**Salesforce Certified Business Analyst****Time Remaining : 01:24:37**

- 47 of 65.** Universal Containers has kicked off a project focused on transforming its customer service department using Service Cloud. During onboarding, the project manager shared the following process maps with the business analyst (BA):

- Case Creation
- Case Triage
- Case Assignment
- Case Management
- Case Closure

Which key attributes should the BA look for when reviewing the process maps?

- A. ☐ Cost, timeline, risks, requirements, and opportunities
- B. ☐ Audiences, scope, inputs, outputs, and resources
- C. ☐ Case sources, types, volumes, priorities, and reasons

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**Salesforce Certified Business Analyst****Time Remaining : 01:24:28**

- 48 of 65.** A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops for an upcoming Sales Cloud implementation.

Which documentation is most beneficial for the BA to define the scope of the project?

- A. ☐ Detailed Process Map
- B. ☐ Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
- C. ☐ Value Stream Map

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**Salesforce Certified Business Analyst****Time Remaining : 01:24:19**

- 49 of 65.** A business analyst (BA) at Cloud Kicks is preparing for a user acceptance testing (UAT) session to release a record-triggered flow that notifies account and opportunity owners once a quote has been accepted.

What should the BA do during UAT to ensure the solution meets the requirements?

- A. ☐ Work with the solution architect to perform unit testing in a sandbox.
- B. ☐ Work with subject matter experts to perform UAT in a sandbox.
- C. ☐ Work with the quality assurance (QA) team to perform UAT in a sandbox.

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**Salesforce Certified Business Analyst****Time Remaining : 01:24:11****50 of 65.** A business analyst has been tasked with leading prototype efforts for a Salesforce project.

What is a prototype?

- A. ☐ A first pass, simple sketch of an idea
- B. ☐ A polished, proven solution
- C. ☐ A model of a final proposed product

**A**☐ Mark this item for later review.

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**Salesforce Certified Business Analyst****Time Remaining : 01:24:02**

- 51 of 65.** Cloud Kicks hired a new business analyst (BA) to join an experienced cross-functional team that has successfully delivered high-quality Salesforce solutions to global stakeholders. The BA wants to quickly become a trusted advisor to the team.

What should the BA do?

- A. ☐ Avoid exposing one's own mistakes to the team.
- B. ☐ Tell the truth in difficult situations.
- C. ☐ Focus on the task at hand instead of on individual team members.

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**Salesforce Certified Business Analyst****Time Remaining : 01:23:54**

- 52 of 65.** 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. ☐ Provide detailed test cases to validate the functional requirements.
- B. ☐ Associate each set of metadata changes to the corresponding user story.
- C. ☐ Involve the stakeholders in the business requirements gathering sessions.

A

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### Salesforce Certified Business Analyst

**Time Remaining : 01:23:46**

- 53 of 65.** The business analyst (BA) at Cloud Kicks (CK) has been tasked with optimizing CK's lead process. In the weekly sales meeting, the BA outlines the project and asks for input. A new entry-level employee reaches out multiple times with ideas and suggestions for improvements.

What should the BA do when responding to the new employee's input?

- A. ☐ Schedule a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind.
- B. ☐ Acknowledge the new employee's ideas while making extra effort to reach out to stakeholders who have more industry experience and knowledge.
- C. ☐ Send a detailed survey to the entire sales team, including the new employee, to understand their needs, expectations, and priorities.

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### Salesforce Certified Business Analyst

**Time Remaining : 01:23:36**

**54 of 65.** A new business analyst (BA) just started working at Northern Trail Outfitters (NTO). The BA has been tasked with implementing Service Cloud for NTO's internal support team.

Which information should the BA gather during the initial discovery meeting?

- A. ☐ Contact information for key stakeholders
- B. ☐ Employee review cycle for the support team
- C. ☐ Limitations of the current support process

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**Salesforce Certified Business Analyst****Time Remaining : 01:23:25**

**55 of 65.** Cloud Kicks (CK) faces challenges with accurate reporting and metrics to use when CK schedules service agent shifts. The VP of service is unsure how the challenges can be solved in Salesforce.

Which analysis should a business analyst perform?

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

**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:23:15**

- 56 of 65.** 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 in real time and provides a single source of truth
- B. ☐ Tracks changes on a daily basis and provides a history of changes
- C. ☐ Tracks changes for the testing team and provides access to user stories

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**Salesforce Certified Business Analyst****Time Remaining : 01:23:07**

- 57 of 65.** Universal Containers is nearing the launch date for its new Salesforce Loyalty Management program. The business analyst (BA) has ensured the user acceptance testing (UAT) plan has the proper test scripts.

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

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

**C**

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### Salesforce Certified Business Analyst

**Time Remaining : 01:22:58**

**58 of 65.** The VP of customer success at Northern Trail Outfitters wants to implement a new client onboarding process leveraging custom objects and a custom Console Lightning App.

Which approach should a business analyst take to begin this process?

- A. ☐ Develop the project plan and finalize the release date.
- B. ☐ Schedule a meeting with stakeholders and create a journey map.
- C. ☐ Partner with Salesforce account executives to complete discovery.

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**Salesforce Certified Business Analyst****Time Remaining : 01:22:50**

- 59 of 65.** A business analyst has been asked to evaluate all of the reporting tools that Universal Containers (UC) currently uses, including CRM Analytics, to identify gaps and overlaps in functionality.

Which tool would help UC understand the existing functionality?

- A. ☐ Capability model  
B. ☐ Process map  
C. ☐ Value stream map

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### Salesforce Certified Business Analyst

**Time Remaining : 01:22:41**

- 60 of 65.** Universal Containers (UC) stores information about its containers in the standard Salesforce Product object. UC deals with data integrity issues, such as the Container Color field fails to update on all containers when the color is updated on a Container Product Line. The project owner mentioned that a previous consultant recommended that UC move to a more normalized data model to represent its containers.

What should the business analyst review to learn more about the previous consultant's recommendation?

- A. ☐ Entity Relationship Diagram (ERD)
- B. ☐ System requirements specification
- C. ☐ Change request logs

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**Salesforce Certified Business Analyst****Time Remaining : 01:22:33**

- 61 of 65.** Northern Trail Outfitters (NTO) wants to address a recent group of complaints it received from the service team. The NTO Salesforce team was alerted that the current routing process is preventing cases from reaching the correct service team without manual intervention.

Which action should the business analyst take to best understand and document the gaps in the current process and recommend a future state?

- A. ☐ Organize a brainstorming session with service team leadership.
- B. ☐ Engage in a live process modeling exercise with the service team.
- C. ☐ Review individual surveys and questionnaires from the service team.

**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:22:20**

- 62 of 65.** The user acceptance testing (UAT) of a solution has passed. During the code review process, a technical team found that the Apex code fails to meet Salesforce coding standards which makes it challenging to maintain over the long term and may create performance issues. The business analyst has identified this as an issue that prevents deployment to production.

Which principle of Agile methodology does this violate?

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

**A**

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**Salesforce Certified Business Analyst****Time Remaining : 01:22:11**

- 63 of 65.** The business analyst (BA) at Cloud Kicks is having a hard time documenting a user story to change an existing Opportunity flow for sales users. The architect expressed their concerns to the BA that they lack a comprehensive list of the components that will be affected by the updated flow.

Which best practice should the BA follow?

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

☐ Mark this item for later review.

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**A**

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### Salesforce Certified Business Analyst

Time Remaining : 01:21:59

**64 of 65.** Universal Containers (UC) has a low adoption rate of its Salesforce solution. UC has hired a new vendor to overhaul its documentation and training process. UC needs a business analyst to facilitate this transition.

Which set of actions are the most effective for eliciting business needs from stakeholders?

- A. ☐ Mock up a design; build a prototype; demonstrate functionality to end users; and collect feedback for changes.
- B. ☐ Use multiple forms of communication; build trust; show empathy; and get commitment for next steps.
- C. ☐ Send surveys to collect feedback; observe end users; whiteboard incoming requests; and store communication in a centralized location.

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**Salesforce Certified Business Analyst****Time Remaining : 01:21:49**

**65 of 65.** A new employee at Universal Containers just sent the business analyst (BA) a Slack message with an attachment named User\_Stories\_v37\_final\_final\_final.docx.

Which best practice should the BA train the employee on first?

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

**A**

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