

Salesforce Certified Business Analyst

Time Remaining : 01:19:06

- 1 of 65.** Northern Trail Outfitters (NTO) 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. ☐ 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.
- 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. ☐ 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.

☐ Mark this item for later review.

Time Remaining : 01:18:43

- 2 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.

Time Remaining : 01:18:16

3 of 65. 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. ☐ Use UC's existing terminology.
- B. ☐ Identify resources engaged in each step.
- C. ☒ Adhere to agreed upon mapping standards.

4 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.
- C. ☐ Sales rep can see the inventory closest to a customer with a quick action.

5 of 65. 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

6 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

7 of 65. During the discovery phase of a Salesforce project, which types of analyses should a business analyst typically perform?

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

8 of 65. The operations team at Universal Containers is developing a new inventory forecasting application available on its Experience Cloud site. Management wants to identify key external stakeholders to assist with determining project priorities.

Which external stakeholders should the business analyst recommend?

- A. ☐ Governing bodies
- B. ☒ Third-party vendors
- C. ☐ Buyers and customers

9 of 65. Northern Trail Outfitters follows an Agile methodology for its Marketing Cloud projects. The project team creates several types of documents.

Which document should a business analyst use to capture the software and behavioral requirements of the application?

- A. ☒ Scope statement specification
- B. ☐ Functional requirements specification
- C. ☐ System requirements specification

10 of 65. 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. ☐ Observation
- B. ☐ Brainstorming
- C. ☒ Prototyping

- 11 of 65.** 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. ☐ Conduct individual interviews with each team member to gather more information about the existing onboarding process.
- B. ☐ Review survey feedback again to better understand pain points in the existing onboarding process.
- C. ☒ Meet with key project stakeholders in a live workshop to build consensus on the current and desired onboarding processes.

12 of 65. 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 business stakeholders to collaborate in writing, reviewing, and executing UAT scenarios, providing feedback, and approval for release.
- C. ☐ Work with quality assurance analysts to collaborate in writing, reviewing and executing UAT scenarios, providing feedback, and approval for release.

13 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

14 of 65. 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. ☒ Adjust the goal of the user story to be independent.
- B. ☐ Include specific information about potential Salesforce solutions.
- C. ☐ Estimate how long it will take the technical team to complete the story.

15 of 65. Business users at Cloud Kicks have just completed user acceptance testing for a Commerce Cloud implementation. The senior executives want to understand how successful testing was and have asked the business analyst to calculate the success rate.

How is the success rate calculated?

- A. ☐ Total number of test cases divided by number of passed test cases
- B. ☐ Number of failed test cases divided by total number of test cases
- C. ☒ Number of passed test cases divided by total number of test cases

16 of 65. 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 development team to build a custom solution based on the idea.
- B. ☐ Ask the Salesforce Account Executive to release the idea early.
- C. ☒ Ask the support manager to wait until the idea is released.

- 17 of 65.** 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 customer terminology and language.
- B. ☒ Use industry terminology and language.
- C. ☐ Use Salesforce terminology and language.

18 of 65. 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, project manager, key stakeholders
- B. ☒ BA, business users, key stakeholders
- C. ☐ Business users, project manager, key stakeholders



19 of 65. Northern Trail Outfitters wants to reduce the amount of time it takes for customers to receive their orders after making an online purchase.

Which initial steps should the business analyst take to help determine why the order management and fulfillment process is slow?

- A. ☐ Create a process map that includes detailed steps related to order management and fulfillment, analyze the process map for inefficiencies, and present findings to leadership.
- B. ☒ Work with stakeholders to identify relevant processes, select a key process with defined start and end points, and collaborate with process owners and users to create a current state process map.
- C. ☐ Conduct interviews with stakeholders in the order management and fulfillment departments to identify individual pain points and brainstorm process improvement solutions.

20 of 65. Cloud Kicks (CK) is expanding and has many different departments in manufacturing and delivery. CK needs to prepare for a new Sales Cloud implementation for its 6,000 users. To increase adoption, the business analyst (BA) wants to break down existing silos between the manufacturing and delivery departments.

Which planning approach should the BA take to get buy-in from users?

- A. ☐ Assign a team to start building a prototype of product functionality.
- B. ☒ Recommend clear ownership for the platform and identify executive sponsors.
- C. ☐ Document user requirements from each department during discovery sessions.

21 of 65. A Cloud Kicks business analyst (BA) is conducting user interviews with the support team as part of a migration to Salesforce. Several users indicate they use multi-factor authentication (MFA) on their phones to log in to existing systems. Other users have indicated they access existing systems with only a username and password.

Which action should the BA take?

- A. ☐ Select the requirement used by the majority of the support team.
- B. ☒ Verify the requirement with the security team.
- C. ☐ Bring the requirement to the product owner's attention.

22 of 65. The business analyst (BA) at Universal Containers is writing user stories for its Salesforce Field Service implementation.

What should the BA evaluate to understand the risk level of the user stories?

- A. ☒ Scope, resource, and documentation impact
- B. ☐ Technical, operational, and regulatory impact
- C. ☐ Team, budget, and timeline impact

23 of 65. An executive stakeholder at Northern Trail Outfitters (NTO) wants to explore automating NTO's Quote-to-Cash process and has asked the business analyst (BA) to pull together some high-level information on possible solutions.

Which type of document should the BA present to the stakeholder?

- A. ☐ A SIPOC (Suppliers, Inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process
- B. ☒ A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products
- C. ☐ A business process map detailing the existing step-by-step Quote-to-Cash process

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

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

26 of 65. A business analyst is working with a new customer on a Sales Cloud implementation. The executive sponsor for the project is new to the company and their role as VP. The sponsor has inherited functional requirements from the previous VP that were gathered 9 months ago. The project start date has yet to be defined. The sponsor wants to use the inherited requirements in lieu of a traditional discovery process.

What is the largest risk with this approach?

- A. ☐ The previous VP's requirements may differ from those of the new executive.
- B. ☐ The previous VP's requirements are outside of the Salesforce framework.
- C. ☒ The previous VP's requirements fail to meet current formatting standards.

27 of 65. Northern Trail Outfitters has hired a business analyst (BA) to help revamp the order management process. During the backlog refinement session, the BA discovers that a few user stories are no longer needed.

What should the BA do next?

- A. ☒ Cancel these user stories and remove them from the backlog.
- B. ☐ Move these user stories to the bottom of the backlog.
- C. ☐ Review these user stories in the backlog at the next sprint retrospective.

28 of 65. 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. ☐ Create an entity relationship diagram.
- C. ☒ Map the business process.

29 of 65. 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 business process model
- B. ☐ A persona journey map
- C. ☐ A collection of use cases

30 of 65. Universal Containers uses Kanban to complete its Salesforce development. In the middle of a sprint, the sales manager submits an important item to the team.

What should the business analyst do next?

- A. ☐ Ask the team to pivot and complete the work immediately.
- B. ☐ Ask the team to commit to the work for the next sprint.
- C. ☒ Ask the team to reprioritize the backlog and work on the item at the top.

31 of 65. 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. ☐ Change Sets
- B. ☒ Version control
- C. ☐ Setup Audit Trail

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

33 of 65. 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 validate the application against the functional requirements
- B. ☒ Failure to include all stakeholders in the requirements gathering process
- C. ☐ Failure to perform thorough unit testing during the development process

34 of 65. A sales manager at Universal Containers (UC) customized all of their list views on the Account object to include a new field. Although they have multiple list views, the sales manager prefers to keep the recently viewed list as their default list. When the manager realizes they are unable to modify the recently viewed list, they reach out to UC's Salesforce team for help.

What are the next steps the business analyst should take?

- A. ☒ Research AppExchange solutions that offer customization options.
- B. ☐ Document the desired outcome and research the impact of making a change.
- C. ☐ Recommend that the user submit a ticket related to the field creation.

35 of 65. 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.

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

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

- 38 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. ☐ Non-functional requirement
- B. ☒ Functional requirement
- C. ☐ User story

39 of 65. 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.

40 of 65. The quality assurance (QA) team at Cloud Kicks is reviewing user stories to write test scripts. The QA team is having difficulty with a specific story where a modification to an existing flow is needed for a custom object. The QA team is unable to discern what needs to be tested as a result of the updated flow.

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

- A. ☐ The definition of done of the user story
- B. ☐ The who, what, and why of the user story
- C. ☒ The acceptance criteria of the user story

41 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

42 of 65. Northern Trail Outfitters is implementing Marketing Cloud. Stakeholders are having a difficult time conceptualizing how Marketing Cloud uses Insights to create journeys. The business analyst (BA) has been asked to show stakeholders how it works so the implementation project can move forward. Timelines are too tight to present a demo, and approval from stakeholders is needed soon in order to keep the project on track.

What should the BA do to help stakeholders visualize how it will work?

- A. ☐ Build a capability model.
- B. ☒ Create a UPN (Universal Process Notation) diagram.
- C. ☐ Schedule a storyboarding session.

43 of 65. 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. ☐ Numerical framework
- B. ☒ INVEST checklist
- C. ☐ Gap analysis document

44 of 65. The scrum team working on Salesforce projects at Northern Trail Outfitters plans to review the current build with stakeholders to gather feedback. The business analyst will facilitate the meeting.

Which type of meeting should be held?

- A. ☒ Sprint review
- B. ☐ Retrospective
- C. ☐ Daily stand-up

45 of 65. 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. ☒ End users who are experts in that functionality should participate in UAT.
- B. ☐ Functionality on interconnected objects should be part of UAT.
- C. ☐ Several teams should be part of UAT to represent multiple viewpoints.

46 of 65. Cloud Kicks (CK) needs to integrate the industry standard due-diligence in its sales process to verify customers in Sales Cloud. CK asks the business analyst (BA) to identify which stage in the sales process the industry standard due-diligence should be embedded.

What should the BA do to meet the requirement?

- A. ☐ Locate the stage, add the standard due-diligence as a subprocess, and set the trigger point.
- B. ☒ Develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage.
- C. ☐ Identify the triggers, locate the stage, and add the standard due-diligence as a subprocess.

47 of 65. 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 saves time when prioritizing and implementing functionality.
- B. ☒ It helps testers determine the most efficient way to validate solutions.
- C. ☐ It defines technical specifications early in the process.

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

49 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. ☐ Involve the stakeholders in the business requirements gathering sessions.
- C. ☒ Associate each set of metadata changes to the corresponding user story.

50 of 65. 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 get insights to current business processes.
- B. ☐ CK will develop a process to gather feedback from end users regularly.
- C. ☒ CK will be better able to prioritize across teams and streamline processes.

51 of 65. Northern Trail Outfitters (NTO) plans to significantly grow its workforce and wants to increase the overall security of its Sales Cloud instance. NTO has previously implemented a complex security solution with organization-wide defaults, criteria-based sharing rules, and dozens of user profiles. NTO has asked a business analyst (BA) for recommendations on how to proceed.

Which aspect of a potential solution is most important for a BA to consider?

- A. ☐ System downtime
- B. ☒ User adoption
- C. ☐ Scalability

52 of 65. 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. ☐ Prioritize the effort as defined by sales and ask the director to review any service impacts.
- B. ☐ Continue with the effort as defined by sales and add a backlog item to review the service impacts in the future.
- C. ☒ Review the effort and impacts with the service team, and work to align requirements across the teams.

53 of 65. Universal Containers (UC) uses a Salesforce org. UC is merging with a sister company that uses a different CRM. The incoming sales team is reluctant to change to a different process. The business analyst (BA) has been asked to help reach consensus and drive adoption.

Which group is well positioned to help the BA secure alignment for the initiative?

- A. ☐ System admin and project manager
- B. ☐ Executive sponsors and sales leadership
- C. ☒ Power users and top sales earners

54 of 65. The business analyst (BA) on the Salesforce development team at Northern Trail Outfitters is leading a requirements elicitation workshop about the process for onboarding new wholesale partners. While whiteboarding the process, one stakeholder continuously interrupts and points out inefficiencies with invoicing and delivery processes.

What should the BA do to prevent the session from being derailed?

- A. ☐ Shift the conversation from onboarding to the stakeholder's concerns.
- B. ☒ Add the stakeholder's concerns to a "parking lot" for further discussion.
- C. ☐ Ask the stakeholder to focus on the onboarding process.

55 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 the quality assurance (QA) team to perform UAT in a sandbox.
- C. ☒ Work with subject matter experts to perform UAT in a sandbox.

56 of 65. 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.

57 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

58 of 65. 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 summarize the overall ask and determine what is in scope
- B. ☒ To ensure what was originally requested is being delivered
- C. ☐ To identify acceptance criteria with pass/fail indicators

59 of 65. 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 responsible.
- B. ☒ The customer should be consulted.
- C. ☐ The customer should be informed.

60 of 65. 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. ☐ Review future state distribution processes for CK.
- B. ☐ Explore how retailers similar to CK handle distribution.
- C. ☒ Shadow an operations team member at the CK distribution facility.

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

62 of 65. 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. ☐ Focus Groups
- C. ☒ Journey Mapping

63 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.

64 of 65. Universal Containers (UC) has brought in a business analyst (BA) to help implement an expensive AppExchange product in its Salesforce org to optimize the sales pipeline. The BA is free to speak to anyone at UC to gather the information they need to ensure success. The BA decides to speak to the stakeholders who are most impacted.

Which key stakeholder(s) should the BA speak to first?

- A. ☐ IT leaders
- B. ☒ VP of sales
- C. ☐ Sales users

65 of 65. The business analyst (BA) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release.

What is the next step for the BA to take before build can begin?

- A. ☐ Define the minimal viable product.
- B. ☒ Get approval and signoff on the requirements.
- C. ☐ Schedule sprint planning meetings.