



Salesforce Certified Business Analyst



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Salesforce

Exam Certified-Business-Analyst

Salesforce Certified Business Analyst Exam (SP23)

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[Total Questions: 273]

Question No : 1

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 customers pain points before writing requirements

Which document should the BA use?

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

Answer: A

Explanation: This answer states that using a journey map is what the BA should use to better understand the customers pain points before writing requirements for Cloud Kicks who will launch a new customer experience portal. A journey map is a diagram that shows how a customer interacts with an organization across different touchpoints or channels over time. A journey map can help the BA to better understand the customers pain points by identifying where, when, why, and how the customer experiences frustration, dissatisfaction, or difficulty with the current service or solution. A journey map can also help the BA to empathize with the customer and to design a better customer experience that meets their needs and expectations.

References:<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

Question No : 2

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

Answer: B

Question No : 3

Northern Trail Outfitters is undergoing a service Cloud implementation and has decided to use the Scrum methodology for the implementation. A business analyst (BA) received an urgent, high-priority change request in the middle of a sprint.

Which step should the BA take next?



- A. Begin working on the change request as soon as the team has capacity.
- B. Add the change request to the prioritized for the next sprint.
- C. De-prioritize some user stories and add the change request to the current sprint.

Answer: B

Explanation:

The best practice for handling an urgent, high-priority change request in Scrum is to add it to the prioritized backlog for the next sprint. This way, the change request can be reviewed by the product owner and estimated by the development team before being added to a sprint. Adding a change request to an ongoing sprint would disrupt the planned scope and schedule of work.

References:

-  <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/manage-change-requests>
-  <https://www.scrum.org/resources/blog/how-handle-change-request-scrum>

Question No : 4

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

Answer: C

Explanation:

The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation. A high-level description of required functionality is a brief and general statement that describes what a system or solution must

do or provide to meet a business need or goal. A high-level description of required functionality helps to capture and communicate the scope and value of a requirement or feature. The business analyst should include a high-level description of required functionality in the requirements for Sales Cloud implementation by using clear and concise language, avoiding technical jargon or details, and focusing on outcomes rather than solutions. References:<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management>

Question No : 5

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. A single activity box can answer Who, What, When, Why, and How.
- C. Key parts of a process can be easily identified by using different shapes.

Answer: B

Explanation: One benefit of using UPN in this scenario is that a single activity box can answer Who, What, When, Why, and How. UPN is a notation system that helps to create simple and clear process maps using activity boxes and arrows. An activity box represents a step or task in a process, and contains five elements: Who (the role or actor who performs the task), What (the name or description of the task), When (the trigger or condition that initiates the task), Why (the purpose or goal of the task), and How (the method or tool used to perform the task). By using a single activity box to answer Who, What, When, Why, and How, UPN helps to provide a concise and comprehensive view of each step or task in a process, and avoid confusion or ambiguity. The other options are either incorrect or irrelevant. Option A is incorrect because UPN recommends using no more than 10 activity boxes per process map to avoid complexity and clutter. Option C is irrelevant because UPN does not use different shapes to represent key parts of a process, but rather uses different colors to indicate different levels of detail.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/understand-process-mapping>

Question No : 6

The business analyst (BA) is preparing for the initial requirements gathering workshops with Cloud Kicks on a new Sales Cloud project. The BA has identified the stakeholders, reviewed the project scope, and scheduled each workshop.

Which key steps should the BA take next?

- A. Identify persona, document the current state, and propose the future state.
- B. Document the current state, offer a survey to stakeholder, and propose the future state.
- C. Document the current state, email it to attendees with an agenda, and propose the future state.

Answer: A

Explanation:

This answer states that identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop for preparing for the initial requirements gathering workshops with CK on a new Sales Cloud project.

Personas are fictional characters that represent the typical users or customers of a product or a service. Current state is how a business process or a system works or operates at present. Future state is how a business process or a system should work or operate in the future. Identifying personas, documenting the current state, and proposing the future state are the key steps that the BA should take next after identifying the stakeholders, reviewing the project scope, and scheduling each workshop because they help the BA to understand and empathize with the users or customers of Sales Cloud, to analyze and document the existing problems or issues with Sales Cloud, and to suggest and validate possible solutions or improvements for Sales Cloud.

References:<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-process-mapping-to-understand-your-business>

Question No : 7

Which method should a business analyst use to show current state business flows in Salesforce?

- A. Universal Process Notation
- B. Entity Relationship Diagramming
- C. Storyboarding

Answer: A

Explanation: Universal Process Notation (UPN) is a method to show current state business flows in Salesforce. UPN is a process modeling technique that shows the flow of activities and decisions using simple symbols and plain language. It can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project. Entity Relationship Diagramming (ERD) is not a method to show current state business flows in Salesforce. ERD is a data modeling technique that shows the relationships among entities using symbols and attributes. It can help design database schemas or data structures for an application. Storyboarding is not a method to show current state business flows in Salesforce. Storyboarding is a technique to help stakeholders visualize how a solution will work by creating sketches or mockups of the user interface and interactions. It can help elicit feedback and validate requirements for a proposed solution. References: 1

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

Question No : 8

The Salesforce information technology (IT) team has built a solution in a sandbox for a cross-functional project to implement Customer 360. It is time for user acceptance testing (UAT).

What is a business analyst's role during UAT?

- A. Assist in building the requirements using standard functionality so IT can focus on code-related scenarios.
- B. Document user stories and clarify business needs so IT can deliver results based on the requirements.
- C. Coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live.

Answer: C

Explanation: The business analyst's role during UAT is to coordinate stakeholder participation and notify the team when scenarios fail so IT can solve potential problems prior to go live. The business analyst is responsible for facilitating UAT by ensuring that all stakeholders are involved and engaged in testing the solution according to their roles and responsibilities. The business analyst is also responsible for monitoring and reporting on

UAT progress and results by tracking any issues or bugs that are detected during testing and communicating them to the IT team for resolution. The business analyst's role during UAT is to ensure that the solution meets the requirements and expectations of all stakeholders before it is deployed to production.

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

Question No : 9

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.** 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.
- B.** 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.
- C.** 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%

Answer: A

Explanation:

This answer provides an example of effective acceptance criteria for the scenario of creating an approval process on contract submissions. Acceptance criteria are statements that define the conditions that a solution must meet to be accepted by the stakeholders or users. Acceptance criteria should be clear, concise, testable, and measurable. This answer meets these criteria by stating what a sales manager wants to do (be notified, approve or decline), when they want to do it (when a contract has been submitted with a discount greater than 20%), and how they can verify it (a discounted price).

References:<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-for-the-salesforce-business-analyst-certification-exam>

Question No : 10

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

Which type of document should the BA prepare?

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

Answer: C

Question No : 11

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

Answer: A

Explanation: The type of documentation that the business analyst should utilize to better understand business processes so they can accurately scope the project is current state analysis. Current state analysis is a technique that involves assessing and documenting how a business process or workflow is currently performed in an organization. Current state analysis helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. Current state analysis can be done using tools such as interviews, observations, surveys, or process maps.

References:<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

Question No : 12

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

A Which path should the BA take to find this information?

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

Answer: A

Explanation: The path that the business analyst should take to find information about custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages is to review configuration settings. Configuration settings are options or preferences that can be customized or modified in Setup. They can help the business analyst understand how Salesforce was implemented and what features or components were enabled or disabled. Custom apps, active Salesforce Sites, active flows, custom tabs, and Visualforce pages are examples of configuration settings that can be accessed or changed in Setup. Conducting stakeholder interviews may be a useful way to gather information about business needs, expectations, or feedback, but not about technical details or configuration settings. Reading business process documentation may be a useful way to understand how a business process works or flows, but not about technical details or configuration settings.

References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery>
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

Question No : 13

Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG'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, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.
- 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, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.

Answer: B

Explanation: This answer describes the steps involved in creating a customer journey map, which is a tool to visualize and improve the customer experience. A customer journey map helps to identify pain points, gaps, and opportunities for improvement in the current state, and design a future state that aligns with the business objectives and customer needs. References:<https://trailhead.salesforce.com/en/content/learn/modules/customer-journey-basics/create-a-customer-journey-map>

Question No : 14

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

Answer: A

Explanation: The best practice for identifying which stage in the sales process the industry standard due-diligence should be embedded is to develop a process map as a base, work with stakeholders to understand the trigger point, and locate the stage. This practice helps to:

- ✍ Develop a process map as a base: This provides a visual representation of the sales process, showing the steps, inputs, outputs, roles, and decisions involved in each stage.
- ✍ Work with stakeholders to understand the trigger point: This helps to elicit

feedback and insights from the stakeholders who are familiar with or affected by the sales process, and identify when or why the industry standard due-diligence is needed or required.

- ✍ Locate the stage: This helps to determine where in the sales process the industry standard due-diligence should be embedded, based on the trigger point and the business logic. References:

<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/create-a-process-map>

Question No : 15

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

Answer: A

Explanation:

This answer states that using the INVEST checklist is what the BA should use to assess the quality of a user story for developing a solution to help the marketing department manage leads in Sales Cloud at UC. The INVEST checklist is a set of criteria that helps to evaluate if a user story is well-written and well-defined. The INVEST checklist stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. Independent means that the user story can be developed and delivered without depending on or affecting other user stories. Negotiable means that the user story can be modified or refined based on feedback or changes in requirements. Valuable means that the user story provides a clear benefit or outcome to the user or the stakeholder. Estimable means that the user story can be estimated in terms of time, effort, or resources needed to complete it. Small means that the user story can be delivered within a short time frame or iteration. Testable means that the user story can be verified or measured against acceptance criteria or tests. Using the INVEST checklist is what the BA should use to assess the quality of a user story because it helps the BA to ensure that the user story is clear, concise, consistent, and complete.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

Question No : 16

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

Answer: A

Explanation: This answer provides an example of good acceptance criteria for the scenario of integrating Salesforce with the largest online professional network. Acceptance criteria are statements that define the conditions that a solution must meet to be accepted by the stakeholders or users. Acceptance criteria should be clear, concise, testable, and measurable. This answer meets these criteria by stating what a sales rep can do (view current information), where they can do it (in the Lead and Contact records), and how they can verify it (directly).

References:<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/prepare-for-the-salesforce-business-analyst-certification-exam>

Question No : 17

A business analyst (BA) at Cloud Kicks has been tasked with preparing for requirements gathering workshops .. 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. Value Stream Map
- C. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map

Answer: C

Explanation: The documentation that is most beneficial for the business analyst to define the scope of the project is a SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Map. A SIPOC Map is a high-level process map that shows the key elements of a process, such as the suppliers, inputs, outputs, and customers. A SIPOC Map can help define the scope and boundaries of a project by identifying what triggers the process, what are the inputs and outputs of the process, who are involved in or affected by the process, and what are the expectations or requirements of the process. A SIPOC Map can also help communicate and validate the scope with stakeholders and sponsors. A detailed process map is not documentation that is most beneficial for the business analyst to define the scope of the project. A detailed process map is a diagram that shows the steps, activities, and decisions involved in a process. A detailed process map can help document existing processes in a clear and concise way that can be easily understood by anyone involved in the project, but it does not help define the scope or boundaries of the project. A value stream map is not documentation that is most beneficial for the business analyst to define the scope of the project. A value stream map is a diagram that shows the flow of materials and information, the value-added and non-value-added activities, and the cycle times and wait times involved in a process. A value stream map can help identify waste, inefficiencies, and opportunities for improvement within a process, but it does not help define the scope or boundaries of the project.

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

Question No : 18

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

Answer: B

Explanation: A functional requirements specification is a document that describes the software and behavioral requirements of an application, such as what features it should have and how it should behave under different scenarios. It can help communicate the

expectations and needs of the stakeholders to the development team. A scope statement specification is a document that defines the project scope, objectives, deliverables, assumptions, constraints, and exclusions. It does not describe the software and behavioral requirements of an application. A system requirements specification is a document that describes the technical requirements of an application, such as hardware, software, security, performance, and reliability. It does not describe the software and behavioral requirements of an application. References: 1

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/requirements>

Question No : 19

The business analyst (BA) working with the contract renewal team at Cloud kicks has mapped out its current renewal process, the BA has noted where representatives are inputting contract information from PDF document which is introducing errors and inaccurate data into Salesforce.

Which type of inefficiency is happening during this step in the process?

- A. Avoidance
- B. Manual effort
- C. Duplication

Answer: B

Explanation: The type of inefficiency that is happening during this step in the process is manual effort. Manual effort is a type of inefficiency that occurs when a task or activity requires human intervention or input that could be automated or eliminated. Manual effort can lead to errors, delays, inconsistencies, or redundancies in the process. In this case, the representatives are inputting contract information from PDF documents into Salesforce manually, which introduces errors and inaccurate data into Salesforce.

References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-process-mapping/identify-inefficiencies-in-a-process>

Question No : 20

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

Answer: B

Explanation: A business analyst is responsible for creating user training materials that explain how to use the new case management solution. The training materials should include screenshots, videos, diagrams, and step-by-step instructions that cover the key features and functionalities of the solution. The business analyst should also ensure that the training materials are aligned with the user stories and requirements.

References:

-  <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-certification-prep/create-user-training-materials>
-  https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics/trailhead-basics-trails

Question No : 21

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

Answer: B

Explanation: The groups that the business analyst should work with to gain full alignment on a common program vision and strategy are senior leadership, IT leadership, and middle management. Senior leadership are the executives who have the authority and vision for the Salesforce implementation. IT leadership are the managers or directors who oversee the technical aspects of the Salesforce implementation. Middle management are the supervisors or team leads who manage the sales and service teams. These groups can help the business analyst define the goals, scope, requirements, and success criteria of the

Salesforce implementation, and resolve any disagreements or conflicts among them.

Business leaders, end users, and executive sponsors are other groups that may be involved in the Salesforce implementation, but they may not have the same level of influence or responsibility as senior leadership, IT leadership, and middle management.

References: [https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders)

[stakeholdershttps://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery](https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/customer-discovery)

Question No : 22

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

Answer: C

Explanation: A user story is a type of documentation that describes what functionality a system should provide from a user's perspective. It is written in simple language that anyone can understand and follows a standard format of "As a [user role], I want [functionality], so that [benefit]". A user story helps to capture the user's needs and expectations from the system and provides a basis for developing test cases and acceptance criteria. A BA should use user stories to document the functionality that a system should provide so it can be developed into a work item.

References:<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

Question No : 23

The sales team is learning a new sales methodology. Management wants to align Salesforce opportunities with the methodology.

What is the first step a business analyst should take to begin overhauling the Opportunity

object?

- A. Understand the current business process.
- B. Configure stages in Salesforce.
- C. Create new reports and dashboards.

Answer: A

Explanation: The first step that the business analyst should take to begin overhauling the Opportunity object is to understand the current business process. This is because understanding the current business process helps to establish a baseline for measuring the current state of performance, identify pain points and opportunities for improvement, and align with the desired business outcomes. The business analyst should use techniques such as interviews, observations, surveys, or process mapping to understand how users currently use Salesforce opportunities and what challenges or gaps they face.

References:<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>

Question No : 24

Business analyst (BA) at Universal Containers looks at the user stories for a new implementation of the for salesforce Customer Data Platform (CDP) and notices they are too large. The BA recommends that the large Dries be broken down into smaller stories which will decrease the future level of effort for subsequent ac. Which activity will be mast impacted by breaking down the user stories?

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

Answer: A

Explanation: This answer states that estimation is the activity that will be most impacted by breaking down large user stories into smaller stories for implementing Experience Cloud at Cloud Kicks. Estimation is a process of predicting or calculating how much time, effort, or resources are needed to complete a user story or a task. Breaking down large user stories into smaller stories means that the BA divides a complex or vague user story into more manageable and specific user stories that can be delivered in a shorter time frame. Estimation is the activity that will be most impacted by breaking down large user stories into smaller stories because it helps the BA to reduce uncertainty and risk, increase accuracy and reliability, and facilitate planning and prioritization of user stories or tasks.

References:<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business->

analyst-quick-look/use-user-stories-to-capture-requirements

Question No : 25

The business analysis (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. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
- B. Detailed Process Map
- C. Value Stream Map

Answer: C

Explanation: The type of diagram that business analyst should use to identify waste within and between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation is value stream map. A value stream map is diagram that shows flow of materials information value-added non-value-added activities cycle times wait times involved in process value stream map can help identify waste inefficiencies opportunities improvement within between processes by highlighting where time resources being wasted where value being added where bottlenecks occurring etc.

A Suppliers Inputs Process Outputs Customers (SIPOC) Map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation SIPOC Map high-level process map shows key elements process such suppliers inputs outputs customers SIPOC Map can help define scope boundaries project identifying what triggers process what are inputs outputs process who are involved affected by process what are expectations requirements process SIPOC Map does not help identify waste within between processes detail.

A detailed process map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters' Service Cloud implementation detailed process map diagram shows stepsactivities decisions involved in process detailed process map can help document existing processes clear concise way can easily understand anyone involved project but does not help identify waste within between processes detail.

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

Question No : 26

A business analyst has been tasked with leading prototype efforts for a Salesforce project.

What is a prototype?

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

Answer: B

Question No : 27

Northern Trail Outfitters (NTO) is undergoing a Salesforce implementation for Service Cloud. The business analyst is currently working with the development team as they build features in the sandbox. NTO wants to test these features before the changes are deployed to the production environment.

As part of the Application lifecycle Management (ALM) process, which three development models does Salesforce support?

- A. Change Set Development, Org Development, Package Development
- B. Rapid Application Development, Org Development Package Development
- C. Salesforce DX, Flow Builder, Rapid Application Development

Answer: A

Explanation: The three development models that Salesforce supports as part of Application Lifecycle Management (ALM) process are Change Set Development, Org Development, and Package Development. Change Set Development is a model that uses change sets to deploy metadata changes from one org to another org. Org Development is a model that uses scratch orgs to create and test metadata changes in isolated environments before deploying them to other orgs. Package Development is a model that uses unlocked packages to bundle and distribute metadata changes across orgs as modular applications. Rapid Application Development, Flow Builder, and Salesforce DX are not development models supported by Salesforce as part of ALM process. References: