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QUESTION 1

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

Correct 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 2

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

Correct Answer: A

Explanation: A business process model is a visual representation of how a business operates and how different activities are connected. It can help executives understand the current state and define the future state of a business process. A persona journey map is a tool to understand the needs, goals, and pain points of a specific user group. A collection of use cases is a set of scenarios that describe how users interact with a system or solution. References:
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/business-process-mapping>
<https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaborationwith-stakeholders>

QUESTION 3

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.

Correct Answer: B

Explanation: This answer states that scheduling a one-on-one meeting with the new employee to get an alternative perspective from a beginner's mind is what the BA should do when responding to the new employee's input. A beginner's mind is a mindset that is open, curious, and eager to learn, without any preconceptions or biases. A beginner's mind can help the BA to discover new insights, ideas, or opportunities that might otherwise be overlooked or dismissed by more experienced or knowledgeable stakeholders. Scheduling a one-on-one meeting with the new employee can help the BA to listen to their input, understand their perspective, and appreciate their contribution.
References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

QUESTION 4

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

Correct Answer: A

Explanation: This answer states that associating each set of metadata changes to the corresponding user story is what the BA should do to resolve these challenges with the release team. Metadata changes are modifications to the configuration or customization of Salesforce, such as fields, objects, layouts, workflows, or apex code. Associating each set of metadata changes to the corresponding user story can help to track and manage the changes, and link them to the business requirements and acceptance criteria. This can also help to improve the communication and collaboration between the BA, the admin, and the QA team, and avoid any confusion or errors during deployment and testing.
References: <https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models>

QUESTION 5

A business analyst (JBA) 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.

Correct Answer: B

Explanation: The process of prioritizing the business backlog should be owned by the business teams affected, with support from the internal technology teams who understand ways to maximize Salesforce's declarative features. The business backlog is a list of requirements or user stories that describe the features or functionality that the business needs or wants from a project or enhancement. The business backlog should be prioritized by the business teams affected because they are the ones who have the most knowledge and interest in the business value and impact of each requirement or user story. The business backlog should also be supported by the internal technology teams who understand ways to maximize Salesforce's declarative features because they are the ones who have the most knowledge and expertise in the technical feasibility and complexity of each requirement or user story. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/requirements-management>

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