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QUESTION 1

Universal Containers is implementing a Salesforce solution that's designed to transform its customer service division. During sprint planning, it was determined that the development team would be able to successfully deliver all remaining work items. However, due to unplanned delays, the development team is now at risk of being unable to complete the work items.

Work Item	User Story	Epic	Priority	Effort
US-4007	Case Closure Action	Case Closure	High	12 hours
US-4008	Case Reason Reports	Case Reports	Medium	12 hours
US-4009	Case Age Reports	Case Reports	Medium	4 hours
US-4010	Case Routing by Type	Case Routing	Low	12 hours

The project manager has asked for the business analyst's (BA) help to prioritize the remaining work items. The development team has 16 hours of capacity remaining and is focused on launching a minimum viable product (MVP) of the customer service solution as soon as possible.

Which work items should the BA prioritize with the remaining 16 hours of development capacity?

- A. US-4008 and US-4009
- B. US-4007 and US-4009
- C. US-4009 and US-4010

Correct Answer: B

Explanation: The business analyst should prioritize US-4007 and US-4009 because they are the most critical work items. US-4007 is the work item that will allow customers to submit support tickets, and US-4009 is the work item that will

allow customer service representatives to view and respond to support tickets. These two work items are essential for the MVP to be functional.

US-4008 is a less critical work item because it will allow customers to track the status of their support tickets. This work item is important, but it is not essential for the MVP to be functional.

US-4010 is the least critical work item because it will allow customers to rate the quality of customer service. This work item is important, but it is not essential for the MVP to be functional.

In conclusion, the business analyst should prioritize US-4007 and US-4009 because they are the most critical work items. These two work items are essential for the MVP to be functional.

QUESTION 2

A business analyst (BA) is preparing to demonstrate the functionality built by the development team over the last sprint to the client. Which technique should the BA use to create a compelling demo?



- A. Functional - requirements, code/configuration, run as user
- B. Storytelling - hero, challenge, helper, victory
- C. STAR method - situation, task, action, result

Correct Answer: B

In creating a compelling demo, the storytelling technique is highly effective. This approach involves framing the demo narrative around a hero (typically the end-user), presenting a challenge they face, introducing the solution (the Salesforce functionality) as the helper, and showcasing the victory, which is the successful resolution of the challenge through the implemented functionality. This technique engages the audience by making the demonstration relatable and showing the practical value of the solution in a real-world context. It emphasizes the impact of the features on the users' daily tasks and how it addresses their specific needs.

QUESTION 3

Which of the Salesforce app providers will be able to unlock a locked user with their phones?

- A. All of them.
- B. iOS (App Store)
- C. Only those that download the app from the App Exchange.
- D. Android (Google Play)

Correct Answer: A

Explanation: All of the Salesforce app providers will be able to unlock a locked user with their phones. The Salesforce app is available for iOS (App Store), Android (Google Play), and Windows 10 devices, and it allows users to unlock themselves using biometric authentication or a verification code sent to their email or phone number. References: https://help.salesforce.com/s/articleView?id=sf.mobile_app_unlock.htm&type=5

QUESTION 4

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

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

Correct Answer: C

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 5

Universal Containers is currently doing user acceptance testing for a global customer service project that leverages Service Cloud. A stakeholder is executing a test case for a specific user story. The stakeholder has provided this feedback:

The functionality described in the test case is working as expected.

The stakeholder wants to change the label of several fields described in the test case.

The stakeholder wants to add two new fields that were excluded from the test case.

Which step should the business analyst take next?

- A. Acknowledge the feedback, update the existing user story to include the field changes, and assign the user story back to the technical team for immediate development.
- B. Acknowledge the feedback, create a new test case that includes the field changes, and assign the test case back to the stakeholder for immediate testing.
- C. Acknowledge the feedback, create a new user Story that includes the field changes, and ask the stakeholder to update the existing test case to show it was successfully tested.

Correct Answer: C

This answer suggests acknowledging the feedback, creating a new user story that includes the field changes, and asking the stakeholder to update the existing test case to show it was successfully tested as the next step for the BA after receiving this feedback from a stakeholder during user acceptance testing for a global customer service project that leverages Service Cloud. Acknowledging the feedback shows respect and appreciation for the stakeholder's input and involvement. Creating a new user story that includes the field changes helps to capture and prioritize the new requirements, and avoid scope creep or impact on other user stories. Asking the stakeholder to update the existing test case to show it was successfully tested helps to validate and document that the functionality described in the test case is working as expected. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to-capture-requirements>

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