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QUESTION 1

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%

Correct Answer: A

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 2

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 port.

What should a business analyst do to improve this user story?

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

Correct Answer: C

Explanation: This answer suggests adjusting the goal of the user story to be independent as a way to improve this user story for updating its customer portal built on Experience Cloud. The goal of a user story is what the user or stakeholder wants to accomplish, why they want to accomplish it, and how they will measure success. The goal of a user story should be independent, meaning that it does not depend on or overlap with other user stories. This user story has a goal that is too broad and complex, as it includes multiple features or functionalities (chat with a support agent, view account, see orders, ask questions) in one user story. Adjusting the goal of the user story to be independent can help to break down this user story into smaller and simpler user stories that can be completed in one sprint. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-user-stories-to->



capture-requirements

QUESTION 3

Cloud Kicks is preparing for User Acceptance testing (UAT) related to an upcoming major release.

To which environment should a business analyst recommend that users log in to complete their assigned testing?

- A. Full Sandbox
- B. Production
- C. Developer

Correct Answer: A

Explanation: This answer states that a full sandbox is what users should log in to complete their assigned testing for preparing for UAT related to an upcoming major release at Cloud Kicks. A full sandbox is a type of sandbox that copies all data and metadata from an organization's production environment into an isolated environment for development, testing, or training purposes. A full sandbox is what users should log in to complete their assigned testing because it provides a realistic and accurate representation of how the new functionality would work in production, and it allows users to test without affecting live data or operations. References:

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/application-lifecycle-and-development-models-sandboxes>

QUESTION 4

Universal Containers has planned an initiative to assess its Salesforce org to identify areas of risk and has asked the business analyst (BA) to provide an analysis of its current state. The BA will utilize Salesforce Optimizer for the assessment.

How should the BA use the output from the tool?

- A. Understand the project scope.
- B. Verify Lightning page loading time.
- C. Identify top project priorities.

Correct Answer: C

Explanation: The business analyst should use the output from the Salesforce Optimizer tool to identify top project priorities. Salesforce Optimizer is a tool that analyzes a Salesforce org and provides recommendations and best practices for improving performance, security, usability, and maintenance. Salesforce Optimizer generates a report that highlights any issues or risks in the org, such as unused fields, inactive users, complex sharing rules, etc., as well as suggests actions for resolving them. The business analyst should use the output from the Salesforce Optimizer tool to identify top project priorities by reviewing the report and ranking or ordering the issues or risks based on their impact, urgency, dependency, or value. The business analyst should also communicate and align with the stakeholders on the project priorities and scope. References: <https://help.salesforce.com/s/articleView?id=sf.optimizer.htm&type=5>

QUESTION 5



The lead business analyst (BA) at Cloud Kicks is putting together user Stories for the new sales process that will be implemented in Sales Cloud. The lead BA is advising junior BAS on how to construct a user story.

What should the lead BA tell the junior BAs to include in a user story?

- A. Include the V2MOM structure
- B. Include who, What, and why
- C. Include technical details

Correct Answer: B

The lead BA should tell the junior BAs to include who, what, and why in a user story. Who, what, and why are the essential elements of a user story that define who is requesting a feature or functionality (the user or persona), what they want to achieve or accomplish (the goal or value), and why they want it (the reason or benefit). A user story should include who, what, and why because it helps to: Clarify the scope, functionality, and quality of the user story Provide a basis for testing and validating the work done Ensure that it meets the user's needs and expectations The other options are either incorrect or irrelevant. Option A is incorrect because V2MOM is a structure that defines an organization's vision, values, methods, obstacles, and measures, not a user story. Option C is incorrect because technical details are not part of a user story, but rather part of acceptance criteria or design specifications. References: <https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/write-user-stories>

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