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QUESTION 1

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

Correct Answer: A

QUESTION 2

A business analyst (BA) is compiling a list of subject matter experts to consult throughout the discovery for a new Service Cloud implementation.

What is the primary value of the BA speaking with customer service reps?

A. Validating current processes

B. Estimating the project cost

C. Building solution design consensus

Correct Answer: A

QUESTION 3

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 fail to meet current formatting standards.

B. The previous VP\\'s requirements may differ from those of the new executive.

C. The previous VP\\'s requirements are outside of the Salesforce framework.

Correct Answer: A

QUESTION 4

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. Power users and top sales earners

C. Executive sponsors and sales leadership

Correct Answer: A

QUESTION 5

A business analyst (BA) at Northern Trail Outfitters is mapping a workflow process to onboard a new user group to a Service Cloud implementation. Which level of detail should the BA use for the process map and why?

A. Very detailed--It should be prescriptive for new users following an unfamiliar process.

B. Somewhat detailed--Since the process will be repetitive, new users will learn and remember the details.

C. Simple--A high-level overview of the process is sufficient to show a new user experience.

Correct Answer: A

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