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QUESTION 1

Universal Containers (UC) has several teams working on a new application in Salesforce. Unfortunately, during the release process, it was discovered that the teams had overwritten each other's changes.

What should JC use to prevent this from happening in the future?

- A. Code review sessions
- B. Version control system
- C. Change set deployments

Correct Answer: B

Explanation: The tool that Universal Containers should use to prevent teams from overwriting each other's changes in the future is a version control system. A version control system is a tool that tracks and manages changes to code or configuration in a software project or enhancement. A version control system helps to prevent teams from overwriting each other's changes by allowing them to create and work on separate branches or copies of the code or configuration, merge their changes with the main branch or copy when they are ready, and resolve any conflicts or errors that may occur during the merge. A version control system also helps to maintain a history of changes, backup and restore previous versions, and collaborate and communicate with other team members. References: <https://trailhead.salesforce.com/content/learn/modules/git-and-git-hub-basics/work-with-the-git-hub-workflow>

QUESTION 2

Universal Containers (UC) is working with an implementation partner to help it optimize Salesforce. A new business analyst (BA) from the partner was introduced to UC stakeholders a few weeks into the project. The BA is getting to know each of the stakeholders by their roles and contributions. However, the BA had one misstep and is slightly embarrassed.

What should the BA do to build trust with the stakeholders?

- A. Be vulnerable and own their mistake.
- B. Promise to work harder to avoid other mistakes.
- C. Ask their supervisor for help immediately.

Correct Answer: A

Explanation: The best way for a business analyst to build trust with stakeholders after making a mistake is to be vulnerable and own their mistake. This will show honesty, humility, accountability, and willingness to learn from errors. Promising to work harder to avoid other mistakes may sound defensive or unrealistic without acknowledging what went wrong or how to fix it. Asking their supervisor for help immediately may seem desperate or unprofessional without trying to resolve it first with stakeholders. References: <https://trailhead.salesforce.com/content/learn/modules/salesforce-business-analyst-certification-prep/collaboration-with-stakeholders>

QUESTION 3

After stakeholders formally signed off on requirements, the business analyst (BA) received numerous emails requesting



changes to Salesforce during uses acceptance testing (UAT). The BA quickly became overwhelmed by the requests and needs a way to organize and peritonitis them.

What should the BA use to help them organize these requests?

- A. Change request log
- B. Scope statement specification
- C. Gap analysis document

Correct Answer: A

This answer states that change request log is what the BA should use to help them organize and prioritize requests for changes to Salesforce during UAT after receiving numerous emails from stakeholders who formally signed off on requirements. Change request log is a document or a file that records and tracks requests for changes to a project or a product, such as adding, modifying, or removing a feature or a functionality. Change request log is what the BA should use to help them organize and prioritize requests for changes to Salesforce during UAT because it helps the BA to manage and monitor the requests for changes, and to evaluate and approve or reject them based on their impact, urgency, or feasibility. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

QUESTION 4

Universal Containers is setting up a Salesforce email integration for the sales team. Through discovery conversations, the business analyst (BA) learns the operations team also needs email integration in the near future.

What should the BA do next?

- A. Proceed with the sales team\\'s project as planned.
- B. Start project work for the operations team.
- C. Include the operations team during discovery.

Correct Answer: C

Explanation: When a business analyst learns that another team also needs email integration in the near future, they should include that team during discovery. This is because including all relevant stakeholders early in the project can help to identify common needs, avoid duplication of work, leverage synergies, and deliver value faster. The business analyst should invite the operations team to participate in discovery activities such as interviews, surveys, workshops, observations, etc., and capture their requirements, expectations, and feedback. The business analyst should also communicate the project scope, timeline, and risks to both teams and manage any changes or issues that may arise. 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/customer-discovery)

QUESTION 5

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

Explanation: The primary value of the business analyst (BA) speaking with customer service reps during the discovery for a new Service Cloud implementation is validating current processes. Customer service reps are the end users of Service Cloud and they can provide valuable insights into how they perform their tasks, what challenges they face, and what expectations they have from the new system. The BA can use this information to validate or update the current process maps and identify areas for improvement. Estimating the project cost is not a value of speaking with customer service reps, as this is usually done by project managers or sponsors based on resource allocation and budget constraints. Building solution design consensus is not a value of speaking with customer service reps, as this is usually done by solution architects or developers based on technical feasibility and best practices. References: <https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforce-projects/understand-the-salesforce-implementation-lifecycle> <https://trailhead.salesforce.com/content/learn/modules/business-analysis-for-salesforceprojects/analyze-business-processes-and-requirements>

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