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QUESTION 1

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

QUESTION 2

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 2G% 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

QUESTION 3

Cloud Kicks leadership wants to use custom code for functionality that can easily be created declaratively in Sates Cloud. The business analyst (BA) has been asked to advise leadership on how these approaches impact their solution options.

What is one of the BA\\'s strongest arguments for using configuration over code?

A. Configuration leverages multiple programming languages.

B. Configuration allows for any level of complexity.

C. Configuration provides faster speed to market.

Correct Answer: C

QUESTION 4

Which of the following User Management terms is best described by this definition: " Record created to identify a new employee that starts accessing Salesforce"

A. Profiles

B. Salesforce characters

C. Users

D. Roles

Correct Answer: C

QUESTION 5

The business analyst (0A) at Universal Containers has met with stakeholders and is using the waterfall methodology to capture requirements for Sales Cloud enhancements for a future product release. What is the next step for the BA to take before build can begin?

A. Define the minimal viable product.

B. Get approval and signoff on the requirements.

C. Schedule sprint planning meetings.

Correct Answer: B

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3 / 3