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QUESTION 1

A business analyst (BA) working on a Service Cloud implementation is reviewing user stories to verify they are written effectively.

What should the BA confirm about the user stories when completing this review?

- A. They contain substantial details and focus on technical elements.
- B. They are dependent on related acceptance criteria and overlap with other use cases.
- C. They can be easily prioritized and are small enough to estimate accurately.

Correct Answer: C

Explanation: The business analyst should confirm that the user stories are written effectively by checking that they can be easily prioritized and are small enough to estimate accurately. User stories are short and simple descriptions of a feature or functionality from the perspective of an end user or customer. User stories should follow the INVEST criteria, which stands for Independent, Negotiable, Valuable, Estimable, Small, and Testable. User stories that can be easily prioritized and are small enough to estimate accurately are more likely to meet the Estimable and Small criteria. Estimable means that a user story should have enough information and clarity to allow developers and testers to estimate the effort and time required to complete it. Small means that a user story should be simple and concise, and it should be able to be completed within a single sprint by a single developer or a small team. References: <https://trailhead.salesforce.com/content/learn/modules/user-story-creation/write-user-stories>

QUESTION 2

Which Salesforce standard license can be given to someone who need access only identity services, such as single sign-on (SSO)?

- A. Identity Only
- B. Lightning Platform
- C. SSO License
- D. Salesforce License

Correct Answer: A

Explanation: Identity Only is the Salesforce standard license that can be given to someone who need access only identity services, such as single sign-on (SSO). Lightning Platform, SSO License, and Salesforce License are not valid standard licenses in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5

QUESTION 3

Universal Container wants to implement a solution to help it track and analyze its carbon emission in an effort to meet its new initiatives. The CEO has reached out to the product development team for assistance. The business analyst (BA) has begun exploring potential solutions based on the requirements.



What should the BA do first?

- A. Investigate building a custom app.
- B. Use CRM Anal Analyst actionable insights.
- C. Review relevant apps on the AppExchange

Correct Answer: C

Explanation: This answer states that reviewing relevant apps on the AppExchange is what the BA should do first after exploring potential solutions based on the requirements for helping UC track and analyze its carbon emission in an effort to meet its new initiatives. AppExchange is a marketplace where customers can find, try, and install apps that extend Salesforce functionality. Reviewing relevant apps on the AppExchange means that the BA searches, evaluates, and compares apps that can help UC track and analyze its carbon emission in an effort to meet its new initiatives, such as Carbon Calculator, Carbon Tracker, Carbon Footprint, etc. Reviewing relevant apps on the AppExchange is what the BA should do first after exploring potential solutions because it helps the BA to find existing solutions that can meet UC's requirements without building a custom app, and to save time, cost, and effort. References:
<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-business-analyst-quick-look/use-stakeholder-engagement-skills>

QUESTION 4

Universal Containers is developing a new recruitment app using Service Cloud. The project team has started writing user stories including:

"As a human resources (HR) manager, I need to document the progress of a candidate's submission so I can manage the candidate's application throughout the recruiting process."

What is one definition of done for this user story?

- A. The Candidate Status field can be updated.
- B. The acceptance criteria has been approved.
- C. The Candidate object has Edit access.

Correct Answer: B

Explanation: A definition of done is a set of criteria that determines when a user story is completed and ready for deployment. It typically includes technical, functional, and quality aspects of the user story, such as code quality, unit testing, documentation, performance, security, and usability. One possible definition of done for this user story is "The Candidate Status field can be updated." This criterion checks if the functionality of updating the candidate's submission progress is working as expected and meets the user's need. References:
<https://trailhead.salesforce.com/en/content/learn/modules/business-analysis-user-stories/define-done>

QUESTION 5

The business analysis (BA) at Northern Trail Outfitters is assigned to a project to help revamp its Experience Cloud implementation.

When assessing the existing process, which type of diagram should the BA use to identify waste within and between processes?



- A. Suppliers, Inputs, Process, Outputs, Customers (SIPOC) Map
- B. Detailed Process Map
- C. Value Stream Map

Correct Answer: C

Explanation: The type of diagram that business analyst should use to identify waste within and between processes when assessing existing processes for Northern Trail Outfitters\\' Service Cloud implementation is value stream map. A value stream map is diagram that shows flow of materials information value-added non-value-added activities cycle times wait times involved in process value stream map can help identify waste inefficiencies opportunities improvement within between processes by highlighting where time resources being wasted where value being added where bottlenecks occurring etc. A Suppliers Inputs Process Outputs Customers (SIPOC) Map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters\\' Service Cloud implementation SIPOC Map high-level process map shows key elements process such suppliers inputs outputs customers SIPOC Map can help define scope boundaries project identifying what triggers process what are inputs outputs process who are involved affected by process what are expectations requirements process SIPOC Map does not help identify waste within between processes detail. A detailed process map is not type diagram that business analyst should use identify waste within between processes when assessing existing processes for Northern Trail Outfitters\\' Service Cloud implementation detailed process map diagram shows steps activities decisions involved in process detailed process map can help document existing processes clear concise way can easily understand anyone involved project but does not help identify waste within between processes detail. References: https://trailhead.salesforce.com/en/content/learn/modules/business-analyst_skills-strategies/explore-techniques?information-discovery

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