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Exam : **Certified Business Analyst**

Title : Salesforce Certified
Business Analyst Exam

Version : DEMO

1.An executive stakeholders at Northern Trail Outfitters (NTO) wants to explore automating NTO's Quote-to-Cash process and has asked the business analyst (BA) to pull together some high-level information on possible solutions.

Which type of document should the BA present to the stakeholders?

A. A capability map detailing the functionality of Salesforce and AppExchange Quote-to-Cash products

B. A SIPOC (Support inputs, Process, Outputs, and Customers) map outlining the Quote-to-Cash process

C. A business process map detailing the existing step-by-step Quote-to-Cash process

Answer: A

2.Management at Cloud Kicks has asked a business analyst (BA) to gain alignment from a group of people to determine what is in scope and out of scope on a Salesforce project.

Which group should the BA include early in the scoping process?

A. Personas

B. Stakeholders

C. Scrum team

Answer: B

3.The business analyst (BA) at Cloud Kicks (CK) is writing user stones for an upcoming Commerce Cloud website release. One of the requirements from the technical team is to perform stress testing for an upcoming promotion. The BA is translating the requirement into a user story.

Which user story most accurately represents the goal?

A. As a visitor to the CK website, I want to make sure that I can shop without disruption during a large promotion so I have a frictionless shopping experience.

B. As a site administrator of the CK website, I want to make sure that the web server can process requests at 150% of the average traffic rate during the latest promotion.

C. As a user, I want to make sure that shoppers on the CK website can complete their purchases without disruption during the newest promotion.

Answer: B

4.The Sen/ice Center at Universal Containers (UC) uses Service Cloud and Experience Cloud to manage its customer case lifecycle. UC wants to limit the number of interactions a customer has during the lifecycle. The project leader has asked the business analyst (BA) to visually illustrate the lifecycle.

Which document should the BA create?

A. Journey Map

B. Heat Map

C. Process Map

Answer: C

5.Universal Containers is focused on an initiative to streamline its channel management processes. Due to the level of complexity, the business analyst (BA) will gather and document the key points in preparation to build a more detailed process map.

Which diagram should the BA use in this case?

A. SIPOC (Suppliers, Inputs, Process, Outputs, Customers)

B. Capability Model

C. Value Stream Map

Answer: A