

Certified Business Analyst

1. Which users will be able to reset a Single Sign-On User Password?

A. The SSO Manager

B. Users above the SSO user in the role hierarchy.

C. Only the Admin

D. Admin and Users with the right permission sets.

Answer(s): C

2. Which element of the storytelling process for UX is described here: "A hurdle that makes it difficult for your heroes to succeed on their journeys."

A. Challenge

B. Monster

C. Victory

D. Helper

Answer(s): A

3. Which tool is used to create reports, incorporate filters and select the Report Type?

A. Data Loader

B. Report Builder

C. A csv file that will then get imported.

D. Report Composer

Answer(s): B

4. Which permission is required to create, delete, refresh or activate a Sandbox?

A. Sandbox Editor

B. Environment Manager

C. System Administrator

D. Manage Sandbox

Answer(s): D

5. 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

Answer(s): A

6. When creating a new User how can the Admin make sure a temporary password is generated?

A. Select "Temporary Password and Confirmation Email Required"

B. There are no temporary passwords available for setup of new users in Salesforce.

C. Select "Generate Passwords and notify the user via email."

D. This is a default feature, no setup required.

Answer(s): C

7. 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

Answer(s): C

8. Which of the following User Management terms is best described by this definition: " Item assigned to a User that determines the functionality that they can access across the Salesforce ecosystem".

A. Role

B. User License

C. Profile

D. Username

Answer(s): B

9. What is the storage of the Developer Pro Sandbox?

A. 300MB

B. 200MB

C. 2GB

D. 1GB

Answer(s): D

10. Of the following Locale Settings, select which one CANNOT be selected when creating a new user.

A. Time Zone

B. Language

C. Working Hours

D. Locale

Answer(s): C

11. In what phase of the four application lifecycle milestones does this action belong?
Communicate Changes, Update Profiles and Communicate end of Changes.

A. Build

B. Deploy

C. Test

D. Plan

Answer(s): B

12. Up to how many Profiles can a User have?

A. Up to 3

B. The Administrator can have up to 3, normal users only 1.

C. As many as required.

D. Only 1

Answer(s): D

13. Which User access and sharing features would you use for the following use case: it is the first time a user logs in and they need to be sent an email with a way to authenticate their email.

A. 2 FA

B. Single Sign-On

C. Email Proof

D. Login Link

Answer(s): C

14. From where can an Admin unlock a user?

A. Setup > Locked Users > Unlock

B. Users > Select user > Unlock

C. Setup > Object Manager > Users > Select User > Unlock

D. Users > Logins > Unlock Users

Answer(s): B

15. Which of the salesforce app providers will be able to unlock a locked user with their phones?

A. All of them.

B. iOS (App Store)

C. Only those that download the app from the App Exchange.

D. Android (Google Play)

Answer(s): A

16. In which of the following app markets CANT the Salesforce App be found?

A. Google Play

B. AppExchange

C. App Store

Answer(s): B

17. What is used to declaratively move metadata from one environment to another?

A. Data Loader

B. Change Sets

C. Import Wizard

D. Ant Migration

Answer(s): B

18. What are the business analyst's responsibilities during the analyze phase of the Salesforce implementation lifecycle?

A. Complete testing, build training materials, and elicit requirements for the next iteration.

B. Create a data dictionary, write end user documentation, and review test scripts.

C. Gather business requirements; create process maps, and write user stories.

Answer(s): C

19. Northern Trail Outfitters (NTO) has acquired a competitor. The agreement is to migrate the acquired company into NTG's Technological Platforms. One of its challenges is to offer a unified customer experience while strengthening the relationship with its customers. The business analyst (BA) has been asked to translate the business objectives and assemble an improved and standard customer experience.

Which strategy should the BA use to accomplish the goal?

A. Understand business objectives, define the intention and audience, conduct user experience research, analyze the research results, and design an improved new user experience.

B. Understand business objectives, define the intention and audience, lead a journey mapping workshop, find opportunities for improvement, and update the journey map.

C. Understand business objectives, determine company culture, evaluate processes and user experiences, interview stakeholders, and add improvements to the integration roadmap.

Answer(s): B

20. 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

Answer(s): A

