



# **Salesforce**

## **Business-Analyst**

**Salesforce Certified Business Analyst**

**QUESTION & ANSWERS**

### Question: 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: C**

### Question: 2

What is the storage of the Developer Pro Sandbox?

- A. 200MB
- B. 2GB
- C. 1GB
- D. 300MB

**Answer: C**

### Question: 3

Is the following a benefit of implementing Process Mapping? Improve communication across the different elements and members of a project.

- A. No
- B. Yes

**Answer: B**

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**Question: 4**

Will using User Stories have the following result? Deliver features that are needed by the users and thereby reduce guesswork.

- A. No
- B. Yes

**Answer: B**

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**Question: 5**

Is the following a benefit of implementing Process Mapping? Spot and resolve flaws in the project early on.

- A. No
- B. Yes

**Answer: B**

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**Question: 6**

Which of the following User Management terms is best described by this definition: " Element which determines what users can see in Salesforce based on where they are located in the role hierarchy. "

- A. Role Hierarchy position
- B. Roles
- C. Profiles
- D. User License

**Answer: B**

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### Question: 7

What must an admin customize to alter the security question page that the user sees?

- A. Password Policies
- B. Password Reset Utilities
- C. Help Password Reset
- D. Forgot Password Question

**Answer: A**

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### Question: 8

Which of the following examples could be considered a usability test?

- A. A user follows a set of tasks and the UX tester analyzes her behaviour.
- B. Reviewing the increased usability of a new component incorporated in a Lightning Page Layout.

**Answer: A**

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### Question: 9

Is the following an Agile Principle: "Where possible, improve complexity."

- A. No
- B. Yes

**Answer: A**

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