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Exam : **Certified Business Analyst**

Title : Salesforce Certified Business Analyst Exam

Version : DEMO

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
Explanation:
Only the Admin can reset a Single Sign-On user password because they have the Manage Users permission. The SSO Manager, users above the SSO user in the role hierarchy, and users with the right permission sets cannot reset a Single Sign-On user password unless they also have the Manage Users permission.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_password_reset.htm&type=5

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: A
Explanation:
A challenge is an element of the storytelling process for UX that describes a hurdle that makes it difficult for your heroes to succeed on their journeys. A monster is an element of the storytelling process for UX that describes a person or thing that causes problems for your heroes. A victory is an element of the storytelling process for UX that describes a successful outcome for your heroes. A helper is an element of the storytelling process for UX that describes a person or thing that assists your heroes along their journeys.
Reference: https://trailhead.salesforce.com/content/learn/modules/ux-design-fundamentals/understand-the-storytelling-process

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: B
Explanation:
Report Builder is the tool used to create reports, incorporate filters and select the Report Type. Data Loader is a tool used to import and export data in Salesforce. A csv file is a file format that can be used to import or export data in Salesforce, but it is not a tool to create reports. Report Composer is not a valid tool in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_builder_overview.htm&type=5

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: D
Explanation:
The Manage Sandbox permission is required to create, delete, refresh or activate a Sandbox. Sandbox Editor, Environment Manager, and System Administrator are not valid permissions in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_sandbox_manage.htm&type=5

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: 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.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5