

Salesforce

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer



NEW QUESTION 1

A Ux designer has been asked to improve salesforce adoption among sales representatives at cloud kicks after conducting stakeholder and user interviews the designers finds there is no clear consistent sale process
What should the designer do next

- A. Tell the customer they need to improve operations before anywork can be done
- B. lock the findings and move forward with presenting possible solutions
- C. recommend field level validation to ensure users are entering the correct data
- D. conduct a workshop with stakeholders to align on correct state and build consenses

Answer: D

NEW QUESTION 2

Cloud Kicks wants to create an external facing site where users can:

- * Manage and submit cases via the web.
- * Browse and search Knowledge Base articles.
- * Contact Support via lice chat.

Which cloud should be used to design anappropriate solution for CK's users?

- A. Experience Cloud
- B. Sales Cloud
- C. Marketing Cloud
- D. Service Cloud

Answer: D

NEW QUESTION 3

Which visual design elements should be used in corporate style and branding guidelines?

- A. Typograph
- B. Color, Imagery
- C. A/BTesting, Heuristics, Dairy Studies
- D. Sketching, Wireframes, Storyboards
- E. User Stories, Scenario, UX Reviews

Answer: A

NEW QUESTION 4

A UX Designer needs to create a visual representation of a user's series of steps to achieve a meaningful goal. Which UX design method should be used?

- A. User Persona
- B. Site Map
- C. Lightning Flow
- D. User Flow

Answer: A

NEW QUESTION 5

Cloud kicks has identified that its users are having difficulty figuring out where to look on a web page due to the number of design elements.
Which three considerations should be made to improve the visual hierarchy of the page? Choose 3 answers

- A. Grouping proximity and common regions
- B. Scale using relative size to signal importance
- C. Continuity keep all typeface the same size
- D. Proportion, keep all element a similar size
- E. Color and contract, saturation between theelements

Answer: ABE

NEW QUESTION 6

Cloud Kicks wants to represent stages for opportunities within the sales process.
Which Salesforce Lightning Designing System (SLDS) component should be recommended?

- A. Scoped Tabs
- B. Activity Timeline
- C. Progress indicator
- D. Path

Answer: C

NEW QUESTION 7

Cloud Kicks (CK) has an Unlimited Edition Salesforce org. CK's UX Designer has identified that dynamic dashboards could be a useful tool to improve orgusability and experience.
How many different dynamic dashboards could they create?

- A. Up to 3
- B. Unlimited
- C. Up to 20
- D. Up to 10

Answer: B

NEW QUESTION 8

Cloud Kicks wants to incorporate human-centered design across its organization. Which two practices should be adopted?

- A. Including innovative ideas to showcase technology
- B. Observing user behavior
- C. Putting oneself in the situation of the end user
- D. Creating requirements based on business leaders' priorities

Answer: BD

NEW QUESTION 9

Users from a small group within a Sales team have complained about an object that is often used only by team that has not been added to their Lightning app. Due to the small volume of users, the administrator is not considering creating a new app for them.

Which two Salesforce features should be suggested to improve the end-user experience? Choose 2 answers

- A. Favorite the often-used object.
- B. Add the object's related list to the Home page.
- C. Personalize the navigation bar.
- D. Create a custom component on a Dashboard.

Answer: CD

NEW QUESTION 10

Which criteria should the designer consider when selecting users for testing?

- A. Traits dissimilar to customer personas
- B. Traits similar to friends and family
- C. Traits similar to customer personas
- D. Traits of the most common demographic and ability

Answer: C

NEW QUESTION 10

Cloud Kicks wants to incorporate human-centered design across its organization. Which two practices should be adopted?

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- B. Observing user behavior
- C. Putting oneself in the situation of the end-user
- D. Creating requirements based on business leaders' priorities

Answer: BD

NEW QUESTION 14

Cloud Kicks wants to apply branding to its current Salesforce org, currently using Lightning Experience. The look and feel must follow company design guidelines. Which declarative design properties should be used to achieve this?

- A. Create a custom Theme in Themes and Branding, selecting logo, brand colors, and images.
- B. Design a custom Branding set in user interface, selecting a logo, colors, and font type.
- C. Develop a custom Layout in user interface, attaching a new stylesheet in static resources.
- D. Choose one of the built-in Salesforce themes that closest matches the design guidelines

Answer: B

NEW QUESTION 18

Cloud Kicks's development team is working on the build of a new custom component using VS Code. They often have new CSS classes and properties conflicting with the Salesforce Lightning Design System (SLDS).

What should simplify working with SLDS in Lightning Components?

- A. Salesforce Developer Console should be used instead
- B. SLDS Validator extension for VS Code
- C. Install SLDS creator from AppExchange
- D. Keep the SLDS Stylesheet open for reference

Answer: C

NEW QUESTION 23

Following a human-centered design process approach, Cloud Kicks is preparing a user feedback session for an app that is not performing as anticipated.

In which two ways could confirmation bias be avoided? Choose 2 answers

- A. Interview users about the intended use of the product to support the questionnaire creation.
- B. Obtain user feedback to reinforce known assumptions and support design decisions.
- C. Diversity feedback by ensuring it features as many unique perspective as possible.
- D. Review questions to remove assumptions about issues or problem not supported by quantitative data.

Answer: BC

NEW QUESTION 25

A UX Designer is asked to design a new application built on Salesforce. What should be their first step?

- A. Create branding sets for each audience using Experience Builder.
- B. Find and review relevant AppExchange packages.
- C. Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.
- D. Design a series of custom web component for the app.

Answer: C

NEW QUESTION 30

A UX Designer at Cloud Kicks (CK) recommends a Salesforce Console application for CK's service representatives.

The service representatives work on multiple support cases hour, accessing them via queues, calls, or live chat. Which console navigation feature would NOT be relevant to the designer recommendation?

- A. More than one detail item can be open at a time.
- B. Multiple subtabs can be beneath a single parent record.
- C. A split list of records and individual record detail can see on the same screen.
- D. Service representatives with lower resolution monitors will have a better user experience.

Answer: B

NEW QUESTION 35

Users from a small group within a sales teams have complained about an object that is often used only by them that has not been a edit to their lighting app due to small volume of users the administrator is not considering a new app for them

Which two salesforce features should be suggested to improve the end-user experience ?

- A. Favorite the often used object
- B. add the objects related list to the home page
- C. personalized the navigation bar
- D. create a custom component on a dashboard

Answer: CD

NEW QUESTION 39

A UX Designer at Cloud Kicks has the requirements and some user scenarios but wants to test how a new feature will be received by the user.

What should the designer create and show to the user to test the content and structure of the new feature?

- A. Wireframe Prototype
- B. Heuristic Review
- C. Dairy Study
- D. Task Analysis

Answer: A

NEW QUESTION 44

Which two consideration should be made when conducting a Consequence Scanning workshop? Choose 2 answers

- A. Consider design ramifications to prevent misuse and protect communities.
- B. Prioritize marketing opportunities when designing features of a product.
- C. Bring together a cross-function group with varied experiences.
- D. Examine a product for potential inclusivity after it has been built

Answer: AD

NEW QUESTION 47

Service agents are complaining that the new custom object to track reservation has too many fields and is cluttering their layouts. All of the fields are necessary, but they would like to display fields and sections of the record as individual components on the page layout with visibility depending on where they are in the reservation process.

Which feature should be recommended?

- A. AppExchange Apps
- B. Dynamic Forms
- C. Process Builder
- D. In-App Prompts

Answer: B

NEW QUESTION 51

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know the interface needs improvement and wants its Designer to conduct an independent audit of its current website.
Which activity should the designer perform?

- A. Card Sorting
- B. Task Analysis
- C. Prototype testing
- D. Expert Review

Answer: A

NEW QUESTION 56

A company provides a way for customers to shop for homes and contact real estate agents online. The company's brokers use some of the Salesforce standard functionality to track home buyers.

Which three standard Salesforce objects should be used in this experience? Choose 3 answers

- A. Property
- B. Lead
- C. Contact
- D. Opportunity
- E. Address

Answer: ABC

NEW QUESTION 60

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers needed salesforce lighting design systems (SLDS) resources for their designs and prototypes such as base components tokens and designs patterns

Which tool or installation should best support their needs?

- A. Lighting design systems zip
- B. sketch plugin
- C. lighting design systems unmanaged package
- D. SLDS validator

Answer: B

NEW QUESTION 65

A UX Designer is going to create a custom app for a new team of service agents. Which three parts of the user interface could be customized?

Choose 3 answers

- A. Tabs within the app's navigation bar
- B. Relationship between standard objects
- C. Page layouts of the records
- D. Details to be shown in the records highlights panels
- E. Opportunity lead scoring

Answer: ACE

NEW QUESTION 70

A UX Designer has created two different user interface designs for a new marketing landing expected to have several visitors. The landing page has a contact form on it, and the designer wants to know which design products the most from completions.

Which testing method should be used?

- A. Card Sorting
- B. User Acceptance testing
- C. Diary Studies
- D. A/B testing

Answer: D

NEW QUESTION 71

Which two resource of the Salesforce Lightning Design System (SLDS) could be used to make custom application look, act, and sound like Salesforce?

Choose 2 answers

- A. Full functional components
- B. Blueprints and tokens
- C. In-App Guidance
- D. Guidelines for voice and tone

Answer: AB

NEW QUESTION 72

In which two ways could the usability of accordion elements be improved in a mobile environment? Choose 2 answers

- A. Include persistent headings.
- B. Nest an accordion inside of another
- C. Use the "back" browser button to collapse content

D. Only allow users to open one selection at a time.

Answer: BD

NEW QUESTION 76

Universal Containers' organizationwide-defaults model is private for the Account object. A sales rep has to opportunity records. Which level of access will the sales rep have to the related account record?

- A. No access
- B. Read/Create/Edit access
- C. Read/Create access
- D. Read-only access

Answer: B

NEW QUESTION 77

Cloud Kicks (CK) is going to launch a new Salesforce process for its Customer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.

Which three Salesforce tools should be used to track and measure the adoption of the new process? Choose 3 answers

- A. User Engagement Dashboard and Report
- B. Custom Permission Sets
- C. Salesforce Surveys for user Satisfaction
- D. Visualforce App
- E. Chatter polls

Answer: ACD

NEW QUESTION 80

Cloud Kicks wants to modify one of its custom Lightning Web Components so that its administrators can change the look and feel depending on what type of Lightning page is used in.

Which feature should be recommended?

- A. Styling hooks
- B. CSS loaded as a static resource
- C. App Builder styling property
- D. SLDS utility classes

Answer: C

NEW QUESTION 82

Cloud Kicks is planning its Einstein Bot implementation and has identified common issues the Bot can resolve.

CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction

- A. Training and support for planning
- B. user interface planning
- C. deboarding planning
- D. voice and tone planning

Answer: B

NEW QUESTION 84

A UX Designer wants to communicate the value of diversity, inclusion, and equality in design. Which three business outcomes represent these values?

Choose 3 answers

- A. Less employee turnover
- B. Greater market share
- C. Economic growth
- D. Critical investing
- E. Fewer workplace debates

Answer: BCD

NEW QUESTION 88

A UX Designer wants to understand the mental model of employees who have requested a new internal community. The brief specifies what the employees should be able to do on the site, but the designer needs to suggest a suitable architecture.

Which technique should be used?

- A. User Test
- B. Cognitive Walkthrough
- C. Tree Testing
- D. Card Sorting

Answer: D

NEW QUESTION 93

A UX Designer is creating a customer support site in Experience Builder that will be internationalized across 12 different countries. Which two design considerations should be made when planning for this site?

- A. Countries may read text in a different (right to left v
- B. left to right) and layouts will be to be adjusted.
- C. Country flags used as links to adjust languages provide an ideal way to switch between locales or languages for users.
- D. Colors may have different contrast ratios in some countries and need adjust contrast for proper visibility by users.
- E. Colors may have different culture meanings in different countries, changing the intent of UI elements.

Answer: AD

NEW QUESTION 98

A UX Designer at Cloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience. How should the designer help mitigate pushback from developers?

- A. Invite them to user testing.
- B. Ask a manager or superior to do it.
- C. Let them know the designer is the expert.
- D. Hand them a printout of the design

Answer: A

NEW QUESTION 100

What are Salesforce core design principles when making design decisions?

- A. Emphasis, Alignmen
- B. Consistency, Beauty
- C. Clarity, Efficiency, Consistency, Beauty
- D. Emphasis, Efficiency, Repetition, Proportion
- E. Clarity, Efficiency, Balance, Proportion

Answer: B

NEW QUESTION 103

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