



Salesforce

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer

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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 hire a deal closer.
Which three activities wouldsomeone in this role do each day? Choose 3 answers

- A. Update existing prospect and customer records.
- B. Log activities such as calls, emails, and notes.
- C. Review and work through their list of leads or opportunities.
- D. Create cases from issues.
- E. Customize and administer Salesforce.

Answer: ADE

NEW QUESTION 3

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 4

Cloud kicks wants toincorporate 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 requirementsbased business leaders' priorities

Answer: BD

NEW QUESTION 5

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 6

Cloud Kicks's development team is working on the build of a new custom component using VS Code. They often have new CSS dasses 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 creatorfrom AppExchange
- D. Keep the SLDS Stylesheet open for reference

Answer: C

NEW QUESTION 7

Following a human-centered design process approach, Cloud Kicks is preparing a user feedback session for an app that is not performance 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 8

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 9

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 10

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 10

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers needed salesforce lightning 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 13

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 apps'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 16

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 20

A Development team is not valuing the results of a usability testing session. How should acceptance of the results be increased?

- A. Include links to best practice articles for each finding.
- B. Invite team members to observe usability sessions.
- C. The Development team can perform script testing.
- D. Create a new prototype to demonstrate improvement.

Answer: A

NEW QUESTION 23

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 28

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 29

Universal Containers' organizationwide-defaults model is private for the Account object. A sales rep wants 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 32

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 35

Universal Containers (UC) has implemented Service Cloud. There is a flag field on the case object that marks a case as (Sensitive). UC requested that this flag can be viewed by all users who have access to the case but only be edited by the assigned case assessor. The case assessor is a lookup field on the case object. How can an architect achieve this requirement?

- A. Permission Set.
- B. Object Permissions.
- C. Custom Lightning Component.
- D. Field-level security

Answer: C

NEW QUESTION 39

Universal Containers (UC) operates worldwide with offices in more than 100 regions in 10 different countries role hierarchy to control data visibility. In the new fiscal year, UC is planned to reorganize the roles and reassign accounts owners. Which two points should an architect consider in this situation?

Which two points should an Architect consider in this situation? Choose 2 answers

- A. Using a temporary parking lot account to improve performance.
- B. Changing complex role hierarchy can cause a high level of sharing recalculation.
- C. Restricting the organization-sharing configurations to private.
- D. Replacing Account records ownerships massively can cause data skew.

Answer: BD

NEW QUESTION 41

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 42

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 43

A UX Designer has created a new form for a call center that takes special delivery information from its customers.
The designer wants to ensure the call center staff finds the form easy and intuitive to use. Which kind of testing should be conducted to validate this?

- A. Usability Testing
- B. Surver
- C. Focus Groups
- D. Qualitative

Answer: B

NEW QUESTION 44

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