

Salesforce

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer



NEW QUESTION 1

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 2

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 the elements

Answer: ABE

NEW QUESTION 3

Financial advisor should be able to access a customer's record in Sales Cloud and see all potential business opportunities related to each individual customer. The bank does not have any corporate or business customers at this time. How should a UX Designer suggest the bank represent its customers within its Salesforce instance?

- A. Standard Person Account Object
- B. Standard Lead Object
- C. Standard Opportunity object.
- D. Standard Account object.

Answer: B

NEW QUESTION 4

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to aSalesforce org. Which two resources should help accomplish this? Choose 2 answers

- A. Lightning Design System Website
- B. Local Development Server
- C. Lightning Web Component Recipes App
- D. Develop Center's Lightning Component Library

Answer: CD

NEW QUESTION 5

During our interview, a UX designer discovers that the most common daily task for the user is to view and commonly view reports using the global search bar for:

- A. Make the global search bar bigger on every page
- B. Update the homepage with access to commonly used reports
- C. Add the daily task component to the homepage
- D. Create the mind board to communicate the visual style of the UI

Answer: A

NEW QUESTION 6

Universal Containers (UC) uses a custom lightning component with an Apex class to display shipment information (custom object, private OWD). UC sales managers are complaining about two important points:

Shipment records that belong to their teams can be seen by other users.

Shipment amount should be visible only by managers, but sales reps are able to view it. Which two features did the development team miss that is causing the problems?

Choose 2 answers.

- A. Use runAs in test class to enforce user permissions and field-level permissions.
- B. Use With Sharing keyword in Apex classes to enforce sharing rules evaluation.
- C. Use isSharable keyword in Apex classes to assure record visibility.
- D. Use isAccessible() method in Apex classes to check field accessibility

Answer: BD

NEW QUESTION 7

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 requirementsbased business leaders' priorities

Answer: BD

NEW QUESTION 8

A UX Designerwants to quickly mock up Salesforce user Interface experiences using a collation of prebuilt components. The designer need sales lightning resources for their design and prototype such as based components, tokens, design patterns. Which tool to install should need?

- A. Lightning Design system Zip
- B. Sketch plugin
- C. Lightning Design system Unmagaged Package
- D. SLDS Validator

Answer: B

NEW QUESTION 9

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

A UX Designer is in the process of designing a new page layout for a custom object in Salesforce. How should the designerensure the best end-user experience?

- A. Include all potentially useful fields.
- B. Make field labels and API names identical.
- C. Mark all fields as required.
- D. Group similar fields using sections.

Answer: D

NEW QUESTION 10

Cloud kicks wants to incorporates 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 13

A UX Designer is creating a site for delivery within Builder for a customer who has strict requirements isstay focused on out-of-the-box styling and components only.

Which three methods would deliver a branded experience? Choose 3 answers

- A. Select a footer and configure which social media links to display.
- B. Display custom variations of pages based on userbehavior.
- C. Select a theme and customize content including copy and imagery.
- D. Use the theme editor to adjust fonts, text case, colors, and site logo.
- E. Create flexible layouts for pages with unique background images.

Answer: ABE

NEW QUESTION 14

A UX designer is creating a customer to-dolist component to replace the standard salesforce one. Their developer is using a parent child lighting web component (LWC) structure to build the component, creating a parent component for the list and single repeated child component for each to do item with in list which to impact of the LWCs shadow DOM should be consider when designing or developing the style sheets for these components

- A. Any needed salesforce lighting design system (SLDS) classes and styles must be imported into both the parents listand child items
- B. the css styles defined in the parent list component are not shared with child items
- C. any custom styles shared between the list and child items should be imported from a shared css file
- D. the css style defined in the parent list component are inherited by child item

Answer: AB

NEW QUESTION 15

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 18

A UX Designer has recently released a feature on experience Cloud and wants to know if the feature was successful and track usability over time. Which research methodology should be used?

- A. Qualification
- B. Quantitative
- C. Qualitative
- D. Quantizing

Answer: C

NEW QUESTION 19

How would a UX Designer Differentiate between voice and tone?

- A. Voice reflects the expression and tone is the way one designs.
- B. Voice reflects the character and tone is one's strength.
- C. Voice reflects the frequency and tone is one's pitch.
- D. Voice reflects the personality and tone is the way one speaks.

Answer: A

NEW QUESTION 23

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 24

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 whendesigning 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 25

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 29

A UX Designer is creating a custom To-Do List component to replace the standard Salesforce one. Their developer is using a parent-child Lightning Web Component (LWC) structure to build the component, creating a parent component for the list and a single repeated child component for each To-Do Item within the list.

Which two impacts of the LWC's Shadow DOM should be considered when designing or developing the stylesheetsfor these components? Choose 2 answers

- A. Any needed Salesforce Lightning Design System (SLDS) classes and styles must be imported into both the parent list and child items.
- B. The CSS styles defined in the parent list component are not shared with the child items.
- C. Any custom shared between the list and child items should be imported from a shared CSS file.
- D. The CSS style defined in the parent list component are inherited by the child items

Answer: BC

NEW QUESTION 33

A UX Designer has been asked to improve Salesforce adoption among sales representatives at Cloud Kicks. After conducting stakeholder and user interviews, the designer finds there is no clear, consistent sales process. What should the designer do next?

- A. Tell the customer they need to improve operations before any work can be done.
- B. Log 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 the current state and build consensus.

Answer: D

NEW QUESTION 34

Cloud Kicks wants to drive engagement on its website. Which two Salesforce features should boost engagement? Choose 2 answers

- A. Einstein Bots
- B. Automated Invitations
- C. MyTrailhead
- D. Salesforce Connect

Answer: CD

NEW QUESTION 38

A UX Designer wants to ensure new Salesforce users are given the appropriate onboarding experience. Which two on-App Guidance customizations should be used?

- A. Specify prompt scheduling
- B. Customize prompt theme
- C. Set prompt permissions
- D. Configure minimum three steps

Answer: BC

NEW QUESTION 41

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 design patterns. Which tool or installation should best support their needs?

- A. Lightning Design Systems zip
- B. Sketch plugin
- C. Lightning Design Systems unmanaged package
- D. SLDS validator

Answer: B

NEW QUESTION 46

Cloud Kicks needs functional components that will be used on many pages. The components need to be consistent with the look and feel of Lightning Experience. What does the Salesforce Lightning Design System (SLDS) provide that will ensure consistency?

- A. Experience Lightning Components
- B. Component Blueprints
- C. JavaScript Frameworks
- D. Custom Lightning components

Answer: A

NEW QUESTION 50

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 record highlights panel
- E. Opportunity lead scoring

Answer: ACE

NEW QUESTION 55

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 56

Universal Containers' organizationwide-defaults model is private for the Account object. A sales rep creates an opportunity record. 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 58

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 63

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 64

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 67

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. Surveys
- C. Focus Groups
- D. Qualitative

Answer: B

NEW QUESTION 68

What are Salesforce core design principles when making design decisions?

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

Answer: B

NEW QUESTION 70

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