

User-Experience-Designer Dumps

Salesforce Certified User Experience Designer

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NEW QUESTION 1

Cloud kicks wants to hire a deal closer.

Which three activities would someone 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 2

What would it mean for the user when designing perceivable content?

- A. The content should only be visible.
- B. The content should not be visible to all senses.
- C. The content should not be visible to all senses.
- D. The content should only be audible.

Answer: A

NEW QUESTION 3

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 a Salesforce 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 4

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 5

A UX Designer wants to quickly mock up Salesforce user Interface experiences using a collation of prebuilt components. The designer needs 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 6

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 7

A UX Designer is in the process of designing a new page layout for a custom object in Salesforce. How should the designer ensure 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 8

How should a UX designer differentiate between a voice and a tone?

- A. Voice reflects the expression and the 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 ones speaks

Answer: A

NEW QUESTION 9

A UX designer is creating a customer to-do list 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 list and 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 10

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 10

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 perspectives as possible.
- D. Review questions to remove assumptions about issues or problems not supported by quantitative data.

Answer: BC

NEW QUESTION 12

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 13

Cloud Kicks marketing development representatives need to process incoming leads. Understanding the typical lead to opportunity is essential to the design.

Which three new records would typically be created when they convert a lead? Choose 3 answers

- A. Contact
- B. Activity
- C. Converted Lead
- D. Account
- E. Opportunity

Answer: ACE

NEW QUESTION 16

During user interviews, a UX Designer discovers that the most common daily task for users is to look for and view commonly used reports using the global search bar.

What should be done to improve their experience?

- A. Make the global search bar bigger on every page.

- B. Update the Home page with access to commonly used reports.
- C. Add the Daily Task component to the Home page.
- D. Create a mood board to communicate the visual style of the UI.

Answer: A

NEW QUESTION 18

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 20

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK knows 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 25

A UX designer wants to quickly mock up Salesforce user interface experiences using a collection of prebuilt components. The designers need 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 26

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 30

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 31

Cloud Kicks (CK) is incorporating Relationship Design principle into its business model and customer offerings wherever possible. Choose 3 answers.

- A. Prioritizing innovation over copying the competition
- B. Releasing Salesforce updates in managed packages over unmanaged packages
- C. Reframing products in terms of user value over features and functions
- D. Prioritize engagement number of impressions
- E. Uncovering customer needs over broadcasting product benefits

Answer: ACD

NEW QUESTION 32

W UX wants to customer the end user's Salesforce app experience.

Which two administrator capabilities should be used for mobile navigation menu setup? Choose 2 answers

- A. Tab visibility is dependent on the location of the user.Different menu configurations can be set for different types of users.
- B. Navigation items are configure in the Salesforce Navigation Setup mode.
- C. Visualforce pages and Lightning pages can be included

Answer: AC

NEW QUESTION 33

Cloud kicks is planning its einstein Bot implementation and has identifiedcommon 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 34

A UX designer want to understand the mental model of employees who have requested a new internal community the brief specifies what theemployees should be able to do on the site but the designer need to suggest and suitable architecture

Which technique should be used

- A. User test
- B. cognitive walkthrough
- C. tree testing
- D. card sorting

Answer: D

NEW QUESTION 39

A UX Designer wants to understandthe 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 41

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