

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer

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NEW QUESTION 1

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 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 theelements

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

Cloud Kicks' Sales team needs in-App Guidance for key functions and processes so they can maximum their time. In which three ways should a UX Designer customize the Salesforce Help Menu to meet this request/ Choose 3 answers

- A. Provide the user with asite map of all the content.
- B. Add links to printable tipsheets or training videos.
- C. Create a just-in-time pop-up content based on new feature rollouts.
- D. Provide access to specific Trailhead or MyTrailhead content.
- E. Add links to a company dictionaryor glossary of key terms.

Answer: ACE

NEW QUESTION 6

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 7

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 8

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 feature 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 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 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 10

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 11

A UX Designer is creating a site for delivery within Builder for a customer who has strict requirements. Stay 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 user behavior.
- 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

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 15

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 17

The UX Designer at Cloud Kicks is considering using a custom Lightning component to fulfill a specific business requirement. Which two best practices should be considered? Choose 2 answers

- A. Prioritize Aura markup even if there is a Lightning Web Component (LWC) available.
- B. Find the dopest Salesforce Lightning Design System (SLDS) Blueprintto help inform the custom Lightning component.
- C. Create HTML markup and link the SLDS stylesheet via static Resource.
- D. Exhaust the list of available base Lightning component in the component Library.

Answer: CD

NEW QUESTION 22

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 25

A sales representative wants to personalize their own user experience. Which two recommendations should be made to provide more intuitive access regularly used content? Choose 2 answers

- A. Personalize the Navigation bar.
- B. Set up Quick Links in the Utility bar.
- C. Customize the Home page experience.
- D. Create shortcuts Favorites.

Answer: AB

NEW QUESTION 26

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 28

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 30

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 31

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 34

A UX designer is creating a customer support site in experience builder that will internationalized across the 12 different countries. Which two designs considerations should be made when planning for the site?

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

Answer: AD

NEW QUESTION 37

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 40

Which two resources 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 44

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 48

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 52

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 53

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 56

An organization must be digitally accessible to enable social opportunity.

What are three core principles of Web Content Accessibility Guidelines (WCAG)? Choose 3 answers.

- A. Delightful
- B. Robust
- C. Abundant
- D. Operable
- E. Understandable

Answer: ACD

NEW QUESTION 59

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 60

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 63

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 67

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