

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer

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NEW QUESTION 1

Cloud Kicks (CK) is going to conduct some interviews surveys with users to better understand their Purchasing habits. CK's UX Designer wants to get the most accurate view of customers' purchasing behaviors using these research methods.

Which two response biases should the designer be aware of when interviewing or surveying users? Choose 2 answers

- A. Social Desirability Bias
- B. Randomized Bias
- C. Objectivity Bias
- D. Recency Bias

Answer: CD

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 live chat.

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

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

Answer: D

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

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 5

A UX designer is creating a customer-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 item in the list. Which two impacts of the LWCs shadow DOM should be considered when designing or developing the style sheets for these components?

- A. Any needed Salesforce Lightning Design System (SLDS) classes and styles must be imported into both the parent 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 is inherited by child item

Answer: AB

NEW QUESTION 6

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. Diversify 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 7

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 8

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 viaqueues, 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 recordsand 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 9

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 10

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 10

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 12

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 13

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 15

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 16

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 20

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

- A. Country may read text in 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 locales 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 25

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 28

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

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 35

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 40

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