

Salesforce

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer



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

What should a UX Designer use to design responsively within the Salesforce Lightning Design System (SLDS)?

- A. JavaScript
- B. Material Design
- C. Lattice System
- D. Grid System

Answer: D

NEW QUESTION 3

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 4

The UX Designer at Cloud Kicks is asked to make the website size and content adapt to the screen size, platform and orientation.

Which design should the design use?

- A. Responsive
- B. Refactored
- C. Reactive
- D. Proactive

Answer: A

NEW QUESTION 5

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 6

Cloud Kicks' Sales team needs in-App Guidance for key functions and processes so they can maximize 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 a site 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 dictionary or glossary of key terms.

Answer: ACE

NEW QUESTION 7

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 8

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 business leaders' priorities

Answer: BD

NEW QUESTION 9

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 Unmanaged Package
- D. SLDS Validator

Answer: B

NEW QUESTION 10

A UX Designer is creating a site for delivery within Builder for a customer who has strict requirements and is 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 10

Cloud Kicks wants to apply branding to its current Salesforce org, currently using Lightning Experience. The look and feel must follow company design guidelines. Which declarative design properties should be used to achieve this?

- A. Create a custom Theme in Themes and Branding, selecting logo, brand colors, and images.
- B. Design a custom Branding set in user interface, selecting a logo, colors, and font type.
- C. Develop a custom Layout in user interface, attaching a new stylesheet in static resources.
- D. Choose one of the built-in Salesforce themes that closest matches the design guidelines

Answer: B

NEW QUESTION 12

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 15

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 via queues, 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 records and individual record detail can be seen on the same screen.
- D. Service representatives with lower resolution monitors will have a better user experience.

Answer: B

NEW QUESTION 20

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 24

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 25

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 26

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 29

A sales representative needs to quickly see key fields whenever viewing an opportunity.

Which three Salesforce feature would allow fields to be available when they are viewing a record? Choose 3 answers

- A. Customer Links
- B. Highlights Panel
- C. Compact Layout
- D. Tabs
- E. List Views

Answer: ADE

NEW QUESTION 30

Cloud Kicks wants its Discovery team to help explain the relationships between process steps and business teams.

Which types of process map should they produce?

- A. SIPOC Map
- B. High-Level Process Map
- C. Cross-Functional Flowchart
- D. Value Stream Map

Answer: C

NEW QUESTION 31

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 33

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 38

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 41

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 records highlights panels
- E. Opportunity lead scoring

Answer: ACE

NEW QUESTION 46

Which two resources of the Salesforce Lightning Design System (SLDS) could be used to make a 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 50

Universal Containers' organizationwide-defaults model is private for the Account object. A sales rep views 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 53

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 58

W UX wants to customize 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 configured in the Salesforce Navigation Setup mode.
- C. Visualforce pages and Lightning pages can be included

Answer: AC

NEW QUESTION 61

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 66

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 69

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 71

What are Salesforce core design principles when making design decisions?

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

Answer: B

NEW QUESTION 75

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