

# QUESTIONS & ANSWERS

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## Salesforce

Salesforce-Certified-User-Experience-Designer

*Salesforce Certified User Experience Designer*



### 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 designs patterns

Which tool or installation should best support their needs?

- A. Lighting design systems zip
- B. sketch plugin
- C. lighting design systems unmanaged package
- D. SLDS validator

**Answer:** C

### Question: 17

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:** C,D,E

### Question: 18

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:** A,B

**Question: 19**

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:** B,C,D

**Question: 20**

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

**Question: 21**

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

**Question: 22**

A UX Designer wants 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:** C

### Question: 23

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 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:** A,C,E

### Question: 24

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:** D,C,E

### Question: 25

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) Blueprint to 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: C,D



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