

Salesforce

Exam Questions User-Experience-Designer

Salesforce Certified User Experience Designer



NEW QUESTION 1

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 2

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 3

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 contrast, saturation between the elements

Answer: ABE

NEW QUESTION 4

Cloud Kicks (CK) 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.

Which additional element(s) would be essential?

- A. Training and support planning
- B. User interface planning
- C. Onboarding planning
- D. Voice and tone planning

Answer: B

NEW QUESTION 5

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 6

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 one speaks

Answer: A

NEW QUESTION 7

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 closest 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: CD

NEW QUESTION 8

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 9

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 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

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 11

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know 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 12

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 16

A UX Designer has created two different user interface designs for a new marketing landing page expected to have several visitors. The landing page has a contact form

on it, and the designer wants to know which design products the most from completions.
Which testing method should be used?

- A. Card Sorting
- B. User Acceptance testing
- C. Diary Studies
- D. A/B testing

Answer: D

NEW QUESTION 18

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 22

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 26

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 30

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 point 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 31

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

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

Answer: AD

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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