

User-Experience-Designer Dumps

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 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 3

Which visual design elements should be used in corporate style and branding guidelines?

- A. Typography
- B. Color, Imagery
- C. A/B Testing, Heuristics, Dairy Studies
- D. Sketching, Wireframes, Storyboards
- E. User Stories, Scenario, UX Reviews

Answer: A

NEW QUESTION 4

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 5

Cloud Kicks wants to represent stages for opportunities within the sales process.

Which Salesforce Lightning Designing System (SLDS) component should be recommended?

- A. Scoped Tabs
- B. Activity Timeline
- C. Progress indicator
- D. Path

Answer: C

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

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 features 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 8

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 9

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 10

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 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 15

Sales managers want their team members to help each other close Opportunities. The Opportunity and Account organization-wide defaults are private. To grant Opportunity access to sales reps on the same team, owner ship-based sharing rules were created for each team. What is the side effect of this approach?

- A. All sales reps will have Read access to Accounts for all Opportunities.
- B. Sales Reps on the same team will have Edit access to the Accounts for Opportunities owned by their team members.
- C. Sales reps on the same team will have Read access to the Accounts for Opportunities owned by their team members.
- D. All sales reps will have Read access to all Accounts.

Answer: C

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 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 19

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 21

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 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 featuresshould 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 28

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 31

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 arecord? Choose 3 answers

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

Answer: ADE

NEW QUESTION 36

A UX Designer has been asked to improve Salesforce adoption among sales representatives at Cloud Kicks. After conducting stakeholder and user interviews, the designer finds there is no clear, consistent sales process.

What should the designer do next?

- A. Tell the customer they need to improve operations before any work can be done.
- B. Log the findings and move forward with presenting possible solutions.
- C. Recommend Field Level Validation to ensure users are entering the correct data.
- D. Conduct a workshop with stakeholders to align on the current state and build consensus.

Answer: D

NEW QUESTION 39

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 40

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 43

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 46

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 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 49

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 54

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 59

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 63

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 64

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 67

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 69

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 70

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