

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

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 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 4

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 5

Cloud Kicks (CK) has an Unlimited Edition Salesforce org. CK's UX Designer has identified that dynamic dashboards could be a useful tool to improve org usability and experience.

How many different dynamic dashboards could they create?

- A. Up to 3
- B. Unlimited
- C. Up to 20
- D. Up to 10

Answer: B

NEW QUESTION 6

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 7

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 8

A UX Designer is creating a site for delivery within Builder for a customer who has strict requirements 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 9

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 10

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 single repeated child component for each to do item with in list which to impact 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 are inherited by child item

Answer: AB

NEW QUESTION 15

Cloud Kicks's development team is working on the build of a new custom component using VS Code. They often have new CSS classes and properties conflicting with the Salesforce Lightning Design System (SLDS).

What should simplify working with SLDS in Lightning Components?

- A. Salesforce Developer Console should be used instead
- B. SLDS Validator extension for VS Code
- C. Install SLDS creator from AppExchange
- D. Keep the SLDS Stylesheet open for reference

Answer: C

NEW QUESTION 17

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 components for the app.

Answer: C

NEW QUESTION 20

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 25

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 27

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 30

How would a UX Designer Differentiate between voice and tone?

- A. Voice reflects the expression and tone is the way one designs.
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Answer: A

NEW QUESTION 33

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 36

Which two consideration should be made when conducting a Consequence Scanning workshop? Choose 2 answers

- A. Consider design ramifications to prevent misuse and protect communities.
- B. Prioritize marketing opportunities whendesigning features of a product.
- C. Bring together a cross-function group with varied experiences.
- D. Examine a product for potential inclusivity after it has been built

Answer: AD

NEW QUESTION 38

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 40

A UX Designer is creating a custom 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 To-Do Item within the list.

Which two impacts of the LWC's Shadow DOM should be considered when designing or developing the stylesheets for these components?

Choose 2 answers

- A. Any needed Salesforce Lightning Design System (SLDS) classes and styles must be imported into both the parent list and child items.
- B. The CSS styles defined in the parent list component are not shared with the child items.
- C. Any custom 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 are inherited by the child items

Answer: BC

NEW QUESTION 42

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 43

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 47

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 48

A UX Designer has created two different user interface designs for a new marketing landing 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 52

Universal Containers (UC) has implemented Service Cloud. There is a flag field on the case object that marks a case as (Sensitive). UC requested that this flag can be viewed by all users who have access to the case but only be edited by the assigned case assessor. The case assessor is a lookup field on the case object. How can an architect achieve this requirement?

- A. Permission Set.
- B. Object Permissions.
- C. Custom Lightning Component.
- D. Field-level security

Answer: C

NEW QUESTION 56

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 61

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 62

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 toreorganize 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 improveperformance.
- 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 64

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 67

A UX Designer wants to communicate the value of diversity, inclusion, and equality in design. Which three business outcomes represent these values?

Choose3 answers

- A. Less employee turnover
- B. Greater market share
- C. Economic growth
- D. Critical investing
- E. Fewer workplace debates

Answer: BCD

NEW QUESTION 71

A UX designer want to understand the mental model of employees who have requested a new internal community the brief specifies what theemployees should be able to do on the site but the designer need to suggest and suitable architecture

Which technique should be used

- A. User test
- B. cognitive walkthrough
- C. tree testing
- D. card sorting

Answer: D

NEW QUESTION 75

A UX Designer wants to understandthe 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

NEW QUESTION 79

A UX Designer at Cloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience. How should the designer help mitigate pushback from developers?

- A. Invite them to user testing.
- B. Ask a manager or superior to do it.
- C. Let them know the designer is the expert.
- D. Hand them a printout of the design

Answer: A

NEW QUESTION 84

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 85

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 90

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