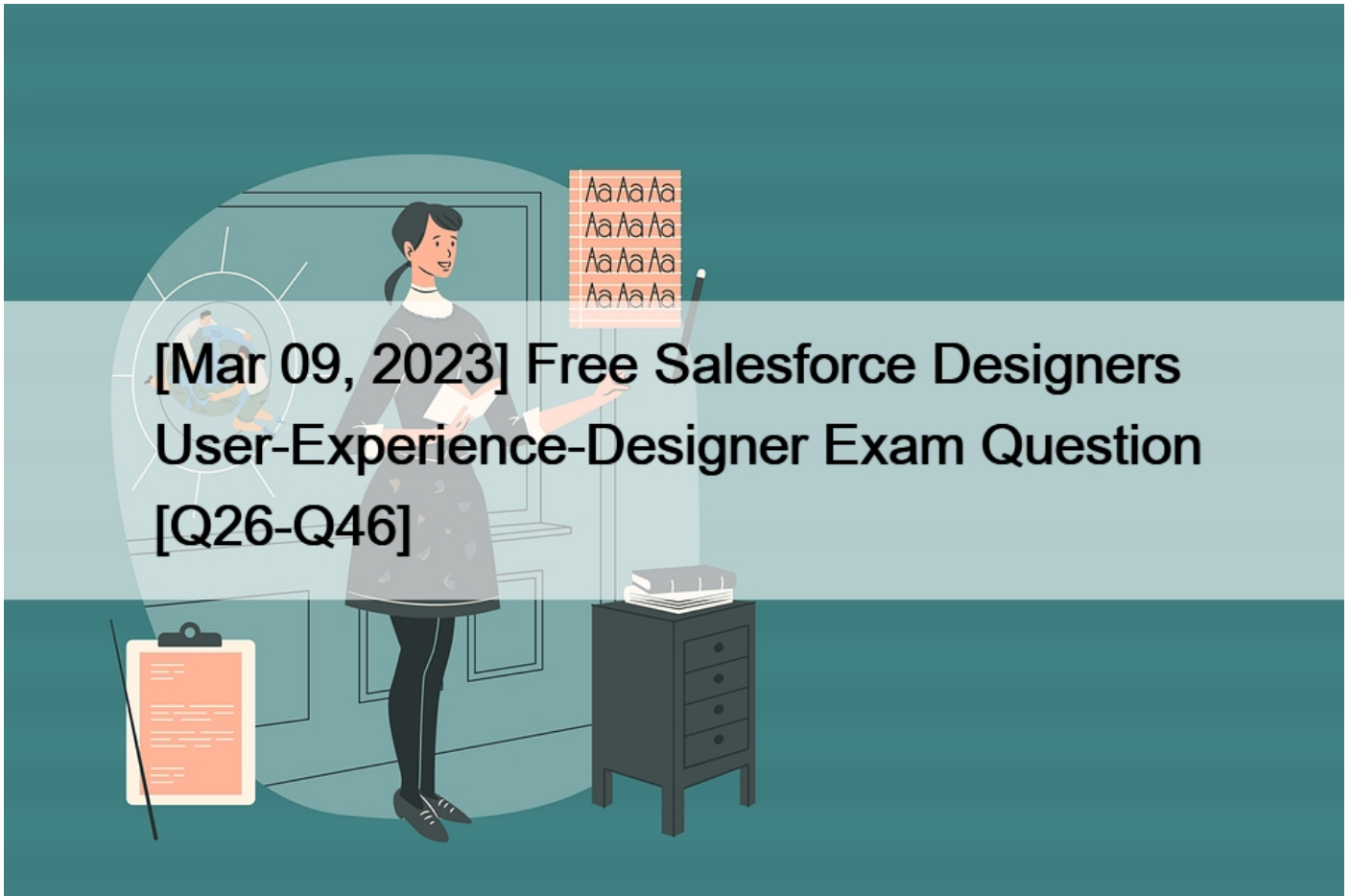


[Mar 09, 2023 Free Salesforce Designers User-Experience-Designer Exam Question [Q26-Q46]



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Salesforce User-Experience-Designer Exam Syllabus Topics:

TopicDetailsTopic 1- Given a scenario, utilize SLDS to create new and customized component functionality- Given a scenario, identify which UX method should be used to define a user experienceTopic 2- Determine out-of-the-box design and configuration consistent with the look and feel of Lightning Experience- Determine which research methodology and tools should be used to design a solutionTopic 3- Describe key design principles and tools that define an accessible and engaging experience- Given a scenario, describe how Salesforce can add value to user experiencesTopic 4- Given a scenario, describe declarative features that improve user efficiency over a series of steps- Describe key Salesforce UX personas and which processes they normally doTopic 5- Demonstrate how to gather requirements and plan strategy given current user experiences - Describe the impact of corporate branding and stylingTopic 6- Determine which global Salesforce configuration to use for optimized user flow- Determine options for users to access onboarding, support, and learningTopic 7- Describe declarative features that improve information presentation, hierarchy, and architecture in static experiences- Describe how core Salesforce objects function

QUESTION 26

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Which two resources should help accomplish this?

Choose 2 answers

- * Lightning Design System Website
- * Local Development Server
- * Lightning Web Component Recipes App
- * Develop Center's Lightning Component Library

QUESTION 27

Cloud Kicks wants to hire a deal closer.

Which three activities would someone in this role do each day?

Choose 3 answers

- * Update existing prospect and customer records.
- * Log activities such as calls, emails, and notes.
- * Review and work through their list of leads or opportunities.
- * Create cases from issues.
- * Customize and administer Salesforce.

QUESTION 28

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?

- * SIPOC Map
- * High-Level Process Map
- * Cross-Functional Flowchart
- * Value Stream Map

QUESTION 29

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?

- * Card Sorting
- * Task Analysis
- * Prototype testing
- * Expert Review

QUESTION 30

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

- * Tab visibility is dependent on the location of the user.

Different menu configurations can be set for different types of users.

- * Navigation items are configure in the Salesforce Navigation Setup mode.
- * Visualforce pages and Lightning pages can be included

QUESTION 31

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?

- * Training and support planning
- * User interface planning
- * Onboarding planning
- * Voice and tone planning

QUESTION 32

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- * Training and support for planning
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QUESTION 33

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

- * Property
- * Lead
- * Contact
- * Opportunity
- * Address

QUESTION 34

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

- * Prioritize Aura markup even if there is a Lightning Web Component (LWC) available.
- * Find the closest Salesforce Lightning Design System (SLDS) Blueprint to help inform the custom Lightning component.
- * Create HTML markup and link the SLDS stylesheet via static Resource.
- * Exhaust the list of available base Lightning component in the component Library.

QUESTION 35

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

- * Any needed Salesforce Lightning Design System (SLDS) classes and styles must be imported into both the parent list and child items.
- * The CSS styles defined in the parent list component are not shared with the child items.
- * Any custom shared between the list and child items should be imported from a shared CSS file.
- * The CSS style defined in the parent list component are inherited by the child items

QUESTION 36

What are Salesforce core design principles when making design decisions?

- * Emphasis, Alignment, Consistency, Beauty
- * Clarity, Efficiency, Consistency, Beauty
- * Emphasis, Efficiency, Repetition, Proportion
- * Clarity, Efficiency, Balance, Proportion

QUESTION 37

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?

- * User Test
- * Cognitive Walkthrough
- * Tree Testing
- * Card Sorting

QUESTION 38

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

- * Personalize the Navigation bar.
- * Set up Quick Links in the Utility bar.
- * Customize the Home page experience.
- * Create shortcuts Favorites.

QUESTION 39

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?

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

QUESTION 40

Cloud Kicks wants to drive engagement on its website.

Which two Salesforce features should boost engagement?

Choose 2 answers

- * Einstein Bots
- * Automated Invitations
- * MyTrailhead
- * Salesforce Connect

QUESTION 41

An organization must be digitally accessible to enable social opportunity.

What are three core principles of Web Content Accessibility Guidelines (WCAG)?

Choose 2 answers

- * Delightful
- * Robust
- * Abundant
- * Operable
- * Understandable

QUESTION 42

A Development team is not valuing the results of a usability testing session.

How should acceptance of the results be increased?

- * Include links to best practice articles for each finding.
- * Invite team members to observe usability sessions.
- * The Development team can perform script testing.

- * Create a new prototype to demonstrate improvement.

QUESTION 43

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

- * Customer Links
- * Highlights Panel
- * Compact Layout
- * Tabs
- * List Views

QUESTION 44

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