

[May 13, 2023 Valid User-Experience-Designer Test Answers Full-length Practice Certification Exams [Q10-Q30]



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The Salesforce User-Experience-Designer (Salesforce Certified User Experience Designer) Exam is a certification exam that tests a candidate's knowledge and skills related to designing user interfaces and experiences on the Salesforce platform. The exam is designed for professionals who work with Salesforce and are responsible for designing and implementing user interfaces that are intuitive, engaging, and meet the needs of end-users.

The exam covers a variety of topics related to user experience design, including user research, user interface design, information architecture, usability testing, and accessibility. Individuals who pass the exam demonstrate their ability to create intuitive and user-friendly interfaces that meet the needs of users and align with business goals. The certification also demonstrates an understanding of the Salesforce platform and its capabilities, allowing certified individuals to design interfaces that take full advantage of the platform's features and functionality.

The Salesforce User-Experience-Designer Exam is an important certification that validates the ability of designers to deliver exceptional user experiences on the Salesforce platform. It is a challenging test that requires applicants to have a thorough understanding of design principles, accessibility guidelines, and user-centered design methodologies. By preparing for this exam, designers can enhance their skills, gain practical experience, and prove their expertise in designing nique, user-centric interfaces for Salesforce users.

Q10. A UX Designer wants to use the Salesforce Lightning Design System (SLDS) to create consistent user interface across Cloud Kicks; various platforms.

On which three platforms could the designer use SLDS resources?

Choose 3 answers

- * Android
- * Visualforce
- * Heroku
- * MuleSoft
- * Azure

Q11. 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

Q12. The UX Designer at Cloud Kicks is asked to make the website size and content adapt to the screen size, platform and orientation.

Which design should the design use?

- * Responsive
- * Refactored
- * Reactive
- * Proactive

Q13. A UX Designer is going to create a custom app for a new team of service agents.

Which three parts of the user interface could be customized?

Choose 3 answers

- * Tabs within the app's navigation bar
- * Relationship between standard objects
- * Page layouts of the records
- * Details to be shown in the records highlights panels
- * Opportunity lead scoring

Q14. A UX Designer at Cloud Kicks (CK) is going to conduct discovery phase research to understand more about the customers' purchasing habits. They are interested in remotely observing customers' buying patterns over the course of a 2 -month period.

Which research methodology should be used?

- * Usability Study
- * Focus Group
- * Diary Study
- * Survey

Q15. Cloud Kicks (CK) is incorporating Relationship Design principle into its business model and customer offerings wherever possible. Choose 3 answers

- * Prioritizing Innovation over copying the competition
- * Releasing Salesforce updates in managed packages over unmanaged packages
- * Reframing products in terms of user value over features and functions
- * Prioritize engagement number of impressions
- * Uncovering customer needs over broadcasting product benefits

Q16. 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

Q17. Cloud Kicks wants to create a new service experience, increasing user satisfaction for internal and external users Both a customer community and a service console will be created.

Which tool should a UX Designer use to document user goals, common tasks, and pain points?

- * Storyboards
- * Wireframes
- * User Personas
- * User Journeys

Q18. A UX Designer is going to create a custom app for a new team of service agents.

Which three parts of the user interface could be customized?

Choose 3 answers

- * Tabs within the app's navigation bar
- * Relationship between standard objects
- * Page layouts of the records
- * Details to be shown in the records highlights panels
- * Opportunity lead scoring

Q19. 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.

Q20. Cloud Kicks wants to plan out the strategy for an upcoming discovery phase.

Which three practices should be considered?

Choose 3 answers

- * Consider platform-based before custom solutions.
- * Gather insight from end users.
- * Establish the research plan and timeline.
- * Understand the problem before moving to solutions.
- * Determine user acceptance criteria.

Explanation

For Cloud Kicks's upcoming discovery phase, the three practices that should be considered are:

Option A. Understand the Problem Before Moving to Solutions: Establishing a clear understanding of the problem and what the desired outcomes are before beginning the discovery phase is essential for successful project planning. This can be done by gathering data and insights from end users, conducting research, and understanding how the problem is currently being addressed.

Option B. Gather Insight from End Users: Gathering insights from end users is a crucial step in the discovery phase.

End users provide valuable feedback and insights into the problem and how a potential solution may work.

This feedback can help shape the overall project plan and help identify potential solutions.

Option C. Establish the Research Plan and Timeline: The research plan and timeline should be established before beginning the discovery phase. This should include a list of tasks to be completed, the resources needed, and a timeline for completion. This plan should be communicated to all stakeholders so everyone is aware of the project goals and timeline.

Q21. A UX Designer presents a creative design approach to solving end-user problems, beginning with identifying their needs and ending with creating solutions that meet those needs.

Which approach is being followed?

- * Salesforce Declarative Design
- * Digital Declarative Design
- * Human-Centered Design
- * User Interface Design

Q22. Cloud Kicks wants to incorporate human-centered design across its organization Which two practices should be adopted

- * Including innovative ideas to showcase technology
- * observing user behavior
- * putting oneself in the situation of the end-user
- * creating requirements based on business leaders priorities

Q23. 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

- * User Engagement Dashboard and Report
- * Custom Permission Sets
- * Salesforce Surveys for user Satisfaction
- * Visualforce App
- * Chatter polls

Q24. A UX Designer is considering the design of a record creation screen for the custom object Appointment.

Appointment records have to record types: Virtual and In-Person, Virtual appointments may have different virtual meeting software options, each with fields specific to it.

Which two considerations should be made when creating this record using Dynamic Forms?

Choose 2 answers

- * The use of tabs when creating the record is not allowed.
- * The form will not be available on mobile devices.
- * All software option sections of the form will always be visible.
- * Fields can be organized into sections.

Q25. A UX Designer at Cloud Kicks is planning out the company's website redesign using Experience Cloud and will help guide discovery.

Which three outputs of the discovery process should be prepared?

Choose 3 answers

- * User Personas
- * Journey Maps
- * interactive Prototypes
- * High-Level Wireframes
- * High-Fidelity Mock-ups

Explanation

For the UX Designer at Cloud Kicks, the three outputs of the discovery process that should be prepared are User Personas, Journey Maps, and High-Level Wireframes. User Personas are fictional characters that represent a target audience for the website, and are used to help guide the website design. Journey Maps are diagrams that illustrate the user's experience as they navigate the website, and provide insights into how the user interacts with the website. High-Level Wireframes are simple sketches of the website layout, and are used to organize the website's content and design elements. Interactive Prototypes and High-Fidelity Mock-ups are not necessary outputs of the discovery process, as they are more detailed representations of the design that come later in the design process. For more information, see the Salesforce Experience Cloud documentation (https://help.salesforce.com/articleView?id=experience_cloud_overview.htm&type=5).

Q26. Which two would be considered responsive design best practices?

Choose 2 answers

- * Specify breakpoint sizes.
- * Use separate URLs per device.
- * Utilize pop-up windows.
- * Minimize page weight.

Q27. Cloud Kicks support agents need to interact with customer information stored in several different objects when handling cases submitted from their web form.

In which two ways could the agent experience be made more efficient? Choose 2 answers

- * Open links in new windows when agents click on details from case widgets.
- * Use Salesforce Flow to help complete fields required for case closure.
- * Design custom Lightning Web Components for the customer to complete.
- * Complete relevant information about the customer using Lightning Record Pages.

Q28. A UX Designer is asked to design a new application built on Salesforce.

What should be their first step?

- * Create branding sets for each audience using Experience Builder.
- * Find and review relevant AppExchange packages.
- * Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.
- * Design a series of custom web component for the app.

Q29. A UX Designer is in the process of designing a new page layout for a custom object in Salesforce.

How should the designer ensure the best end-user experience?

- * Include all potentially useful fields.
- * Make field labels and API names identical.
- * Mark all fields as required.
- * Group similar fields using sections.

Q30. A UX Designer is analyzing their Experience Cloud site, enabled for Knowledge articles, and is using the Featured Topic component to display content.

Which UI configuration should be used to further individualize each featured topic?

- * Add a description displayed on mouse hover further description each topic.
- * Select and upload SVG Icons that represent each featured topic.
- * Select and upload images that represent each featured topic.
- * Add a description under the topic label further describing each topic.

Explanation

This allows users to easily distinguish between different topics and quickly scan for relevant topics. Salesforce documentation on the Featured Topics component states that "You can add a description for each featured topic, which appears in the user interface below the topic label"; [1].

[1] https://help.salesforce.com/articleView?id=knowledge_articles_sites_featured_topic.htm&type=5

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<https://www.topexamcollection.com/User-Experience-Designer-vce-collection.html>