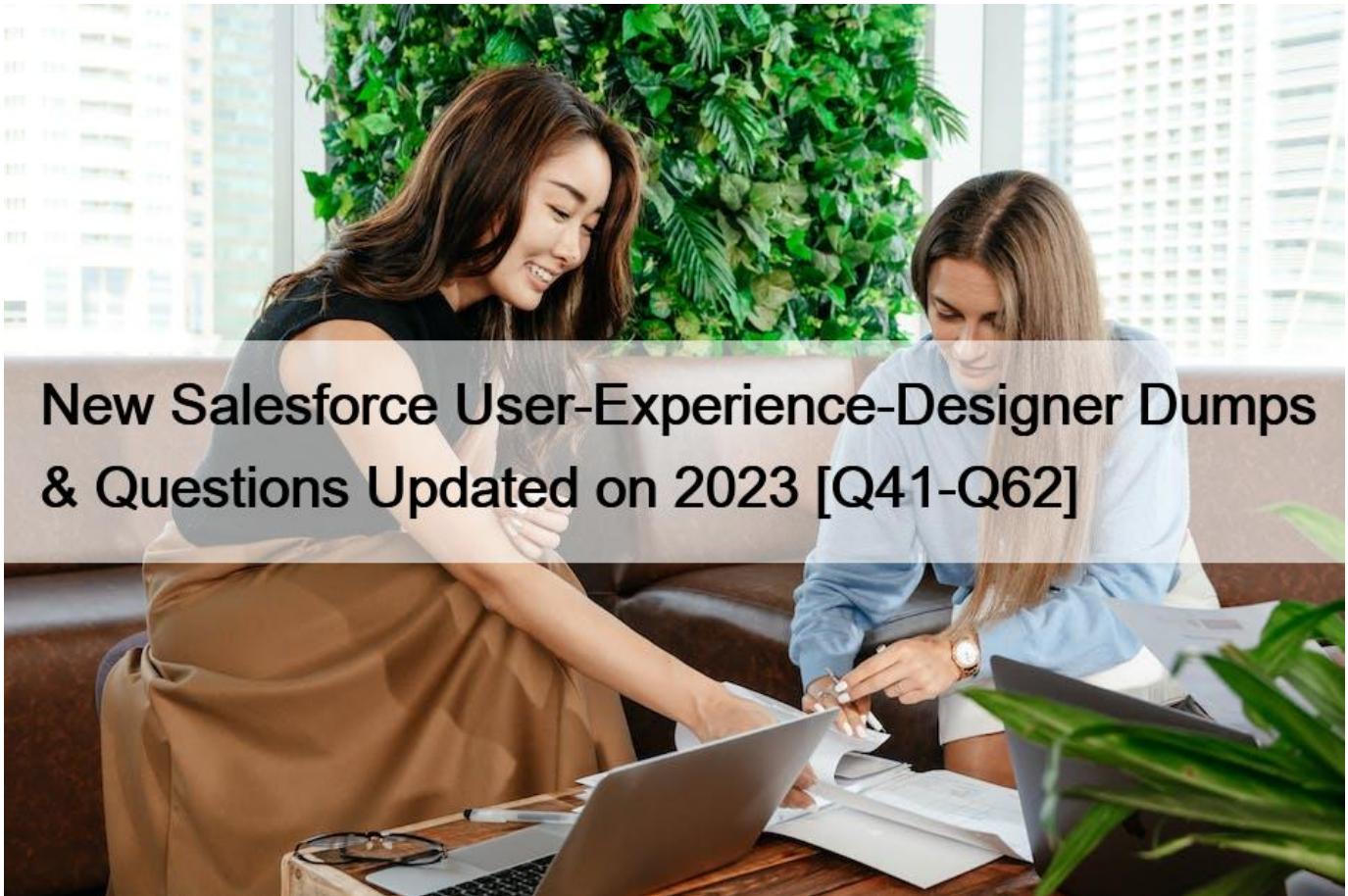


New Salesforce User-Experience-Designer Dumps & Questions Updated on 2023 [Q41-Q62]



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Dumps to Pass your User-Experience-Designer Exam with 100% Real Questions and Answers

Salesforce User-Experience-Designer Exam Syllabus Topics:

Topic 1- 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 solution
Topic 2- Describe key design principles and tools that define an accessible and engaging experience- Given a scenario, describe how Salesforce can add value to user experiences
Topic 3- Determine how to incorporate human-centered design into a customer solution- Describe testing techniques needed for optimal user experiences
Topic 4- Describe declarative features that improve information presentation, hierarchy, and architecture in static experiences- Describe how core Salesforce objects function
Topic 5- Demonstrate how to gather requirements and plan strategy given current user experiences- Describe the impact of corporate branding and styling
Topic 6- 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 experience

QUESTION 41

In which two ways could the usability of accordion elements be improved in a mobile environment?

Choose 2 answers

- * Include persistent headings.
- * Nest an accordion inside of another
- * Use the "back" browser button to collapse content
- * Only allow users to open one selection at a time.

QUESTION 42

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 43

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 features should be suggested to improve the end-user experience ?

- * Favorite the often used object
- * add the objects related list to the home page
- * personalized the navigation bar
- * create a custom component on a dashboard

QUESTION 44

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.

QUESTION 45

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?

- * Usability Testing
- * Surver
- * Focus Groups

- * Qualitative

QUESTION 46

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 47

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 business leaders' priorities

QUESTION 48

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 49

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?

- * Wireframe Prototype
- * Heuristic Review
- * Dairy Study
- * Task Analysis

QUESTION 50

During our interview, a UX designer discovers that the most common daily task for the user is to view and commonly view reports using the global search bar for:

- * Make the global search bar bigger on every page
- * Update the homepage with access to commonly used reports
- * Add the daily task component to the homepage
- * Create the mind board to communicate the visual style of the UI

QUESTION 51

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?

- * AppExchange Apps
- * Dynamic Forms
- * Process Builder
- * In-App Prompts

QUESTION 52

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 via queues, calls, or live chat.

Which console navigation feature would NOT be relevant to the designer recommendation?

- * More than one detail item can be open at a time.
- * Multiple subtabs can be beneath a single parent record.
- * A split list of records and individual record detail can see on the same screen.
- * Service representatives with lower resolution monitors will have a better user experience.

QUESTION 53

A UX Designer wants to quickly mock up Salesforce user Interface experiences using a collation of prebuilt components. The designer need sales lightning resources for their design and prototype such as based components, tokens, design patterns.

Which tool to install should need?

- * Lightning Design system Zip
- * Sketch plugin
- * Lightning Design system Unmagaged Package
- * SLDS Validator

QUESTION 54

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?

- * Permission Set.
- * Object Permissions.
- * Custom Lightning Component.

- * Field-level security

QUESTION 55

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 56

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

QUESTION 57

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

QUESTION 58

Cloud Kicks's 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

- * Provide the user with a site map of all the content.
- * Add links to printable tipsheets or training videos.
- * Create a just-in-time pop-up content based on new feature rollouts.
- * Provide access to specific Trailhead or MyTrailhead content.
- * Add links to a company dictionary or glossary of key terms.

QUESTION 59

Financial advisor should be able to access a customer's record in Sales Cloud and see all potential business opportunities

related to each individual customer. The bank does not have any corporate or business customers at this time.

How should a UX Designer suggest the bank represent its customers within its Salesforce instance?

- * Standard Person Account Object
- * Standard Lead Object
- * Standard Opportunity object.
- * Standard Account object.

QUESTION 60

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 61

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

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

QUESTION 62

Cloud kicks 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

- * Training and support for planning
- * user interface planning
- * deboarding planning
- * voice and tone planning

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