

User-Experience-Designer PDF Dumps Jun 08, 2022 Exam Questions ? Valid User-Experience-Designer Dumps [Q16-Q40]



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Ultimate User-Experience-Designer Guide to Prepare Free Latest Salesforce Practice Tests Dumps

Salesforce User-Experience-Designer Exam Syllabus Topics:

TopicDetailsTopic 1- 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 2- 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 3- Demonstrate how to gather requirements and plan strategy given current user experiences- Describe the impact of corporate branding and stylingTopic 4- Describe declarative features that improve information presentation, hierarchy, and architecture in static experiences- Describe how core Salesforce objects functionTopic 5- Determine how to incorporate human-centered design into a customer solution- Describe testing techniques needed for optimal user experiences

NEW QUESTION 16

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

NEW QUESTION 17

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

NEW QUESTION 18

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.

NEW QUESTION 19

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

NEW QUESTION 20

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

NEW QUESTION 21

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?

- * Salesforce Developer Console should be used instead
- * SLDS Validator extension for VS Code
- * Install SLDS creator from AppExchange
- * Keep the SLDS Stylesheet open for reference

NEW QUESTION 22

An organization must be digitally accessible to enable social opportunity.

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

Choose 3 answers

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

NEW QUESTION 23

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.

NEW QUESTION 24

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.

NEW QUESTION 25

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?

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

NEW QUESTION 26

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

NEW QUESTION 27

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

NEW QUESTION 28

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

- * Select a footer and configure which social media links to display.
- * Display custom variations of pages based on user behavior.
- * Select a theme and customize content including copy and imagery.
- * Use the theme editor to adjust fonts, text case, colors, and site logo.
- * Create flexible layouts for pages with unique background images.

NEW QUESTION 29

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?

- * Qualification

- * Quantitative
- * Qualitative
- * Quantizing

NEW QUESTION 30

A UX designer want 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 need to suggest and suitable architecture Which technique should be used

- * tree testing
- * card sorting
- * cognitive walkthrough
- * User test

NEW QUESTION 31

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

NEW QUESTION 32

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.

NEW QUESTION 33

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

NEW QUESTION 34

Universal Containers (UC) uses a custom lightning component with an Apex class to display shipment information (custom object, private OWD). UC sales managers are complaining about two important points:

- * Shipment records that belong to their teams can be seen by other users.
- * Shipment amount should be visible only by managers, but sales reps are able to view it. Which two features did the development team miss that is causing the problems?

Choose 2 answers.

- * Use runAs in test class to enforce user permissions and field-level permissions.
- * Use With Sharing keyword in Apex classes to enforce sharing rules evaluation.
- * Use isSharable keyword in Apex classes to assure record visibility.
- * Use isAccessible() method in Apex classes to check field accessibility

NEW QUESTION 35

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?

- * Create a custom Theme in Themes and Branding, selecting logo, brand colors, and images.
- * Design a custom Branding set in user interface, selecting a logo, colors, and font type.
- * Develop a custom Layout in user interface, attaching a new stylesheet in static resources.
- * Choose one of the built-in Salesforce themes that closest matches the design guidelines

NEW QUESTION 36

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.

NEW QUESTION 37

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?

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

NEW QUESTION 38

How would a UX Designer Differentiate between voice and tone?

- * Voice reflects the expression and tone is the way one designs.

- * Voice reflects the character and tone is one's strength.
- * Voice reflects the frequency and tone is one's pitch.
- * Voice reflects the personality and tone is the way one speaks.

NEW QUESTION 39

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.

NEW QUESTION 40

Cloud Kicks; Sales team needs in-App Guidance for key functions and processes so they can maximum 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.

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