

Salesforce.User-Experience-Designer.v2022-08-14.q30

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NEW QUESTION: 1

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 2

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

- A. List Views
- B. Compact Layout
- C. Highlights Panel
- D. Customer Links
- E. Tabs

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

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. Quantitative
- B. Quantizing
- C. Qualitative

D. Qualification

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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?

- A. Lightning Design system Zip**
- B. Sketch plugin**
- C. Lightning Design system Unmagaged Package**
- D. SLDS Validator**

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

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

Choose 2 answers

- A. Create a custom component on a Dashboard.**
- B. Add the object's related list to the Home page.**
- C. Favorite the often-used object.**
- D. Personalize the navigation bar.**

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

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?

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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 7

Which criteria should the designer consider when selecting users for testing?

- A. Traits similar to customer personas
- B. Traits similar to friends and family
- C. traits of the most common demographic and ability
- D. Traits dissimilar to customer personas

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 8

Cloud Kicks wants to drive engagement on its website.

Which two Salesforce features should boost engagement?

Choose 2 answers

- A. MyTrailhead
- B. Einstein Bots
- C. Automated Invitations
- D. Salesforce Connect

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 9

What should a UX Designer use to design responsively within the Salesforce Lightning Design System (SLDS)?

- A. Material Design
- B. JavaScript
- C. Lattice System
- D. Grid System

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 10

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. Focus Groups
- B. Surver
- C. Qualitative
- D. Usability Testing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

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. Field-level security
- C. Object Permissions.
- D. Custom Lightning Component.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 12

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

What should be their first step?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Cloud Kicks wants to hire a deal closer.

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

Choose 3 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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?

- A. Proactive
- B. Refactored
- C. Reactive
- D. Responsive

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Which three methods would deliver a branded experience?

Choose 3 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers needed salesforce lightning design systems(SLDS) resources for their designs and prototypes such as base components tokens and designs patterns Which tool or installation should best support their needs?

- A.** Lighting design systems zip
- B.** lighting design systems unmanaged package
- C.** SLDS validator
- D.** sketch plugin

Answer: ([SHOW ANSWER](#))

User-Experience-Designer                                                   

NEW QUESTION: 17

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.** Unlimited
B. Up to 10
C. Up to 3
D. Up to 20

Answer: (SHOW ANSWER)

NEW QUESTION: 18

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. In-App Prompts
- C. Process Builder
- D. Dynamic Forms

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 19

How should a UX designer differentiate between a voice and a tone?

- A. Voice reflects the frequency and tone is one's pitch
- B. Voice reflects the expression and the tone is the way one designs
- C. Voice reflects the character and tone is one's strength
- D. Voice reflects the personality and tone is the way one speaks

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 20

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 21

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?

- A. More than one detail item can be open at a time.

- B. Service representatives with lower resolution monitors will have a better user experience.
- C. A split list of records and individual record detail can see on the same screen.
- D. Multiple subtabs can be beneath a single parent record.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 22

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 to reorganize 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 improve performance.
- B. Replacing Account records ownerships massively can cause data skew.
- C. Changing complex role hierarchy can cause a high level of sharing recalculation.
- D. Restricting the organization-sharing configurations to private.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 23

Cloud kicks wants to incorporates human-centered design across its organization Which two practices should be adopted

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

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 24

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

What are Salesforce core design principles when making design decisions?

- A. Clarity, Efficiency, Consistency, Beauty
- B. Emphasis, Alignment, Consistency, Beauty
- C. Emphasis, Efficiency, Repetition, Proportion
- D. Clarity, Efficiency, Balance, Proportion

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 26

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. Address
- B. Contact
- C. Lead
- D. Opportunity
- E. Property

Answer: B,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 27

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

- A. Page layouts of the records
- B. Tabs within the apps's navigation bar
- C. Opportunity lead scoring
- D. Details to be shown in the records highlights panels
- E. Relationship between standard objects

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 28

Following a human-centered design process approach, Cloud Kicks is preparing a user feedback session for an app that is not performing as anticipated.

In which two ways could confirmation bias be avoided?

Choose 2 answers

- A. Interview users about the intended use of the product to support the questionnaire creation.
- B. Diversity feedback by ensuring it features as many unique perspectives as possible.
- C. Review questions to remove assumptions about issues or problems not supported by quantitative data.
- D. Obtain user feedback to reinforce known assumptions and support design decisions.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 29

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?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 30

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?

- A. Heuristic Review**
B. Task Analysis
C. Dairy Study
D. Wireframe Prototype

Answer: D (LEAVE A REPLY)

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