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Question #1 *Topic 1*

A UX Designer is attending a sprint planning session as part of their team's Agile ceremonies.
Which methodology could the designer be asked to use to roughly estimate the work required for each item?

A. Prioritization Matrix

B. Sprint Backlogging

C. T-shirt Sizing

Suggested Answer: *C*
Official Answer: C

Community vote distribution
A (100%)

Zyonxdesigner Most Recent 12 months ago
Through the matrix, I will discover the time and need for each item.
upvoted 1 times

Question #2 *Topic 1*

Service agents are complaining that the new custom object to track reservations 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. Flow Builder

B. In-App Guidance

C. Dynamic Forms

Suggested Answer: *C*
Official Answer: C

Community vote distribution
A (100%)

Zyonxdesigner Most Recent 12 months ago
I don`t know the answer, but I "kick" the option A.
upvoted 1 times

Question #3 *Topic 1*

During user interviews, a UX Designer discovers that the most common daily task for users is to look for and view commonly used reports using the global search bar.
What should be done to improve their experience?

A. Add the reports to Global Actions for quick access from any page.

B. Schedule the reports to be emailed daily.

C. Update the Home page with access to commonly used reports.

Suggested Answer: *C*
Official Answer: C

Currently there are no comments in this discussion, be the first to comment!

Question #4 *Topic 1*

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 what way could confirmation bias be avoided?

A. Ask open-ended questions staying away from questions regarding feelings

B. Ask specific questions about known pain points to confirm your hypothesis

C. Ask users to explore the application without specific questions regarding which tasks to perform

Suggested Answer: *C*
Official Answer: C

Community vote distribution
A (100%)

BimBam248 Most Recent 1 year, 5 months ago

I think its A according to this trailhead here https://trailhead.salesforce.com/content/learn/modules/ux-research-basics/craft_your_questions?trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-ux-designer-credential
upvoted 2 times

Question #5 *Topic 1*

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.
What should be recommended?

A. Utility bar with embedded video

B. Docked prompt using In-App Guidance

C. Custom home page component that loads a video resource

Suggested Answer: *C*
Official Answer: C

Community vote distribution
B (100%)

BimBam248 Most Recent 1 year, 5 months ago

B , refer this trailhead - https://trailhead.salesforce.com/content/learn/modules/user-engagement/promote-feature-adoption-and-discovery
upvoted 3 times

Question #6 *Topic 1*

A UX Designer determines that the usability of their company's Salesforce org could be improved if there was a tight relationship between the objects Container and Container Bids. For example, Container Bids should be deleted automatically whenever its associated Container is deleted.
Which type of relationship should be used to optimize the link between Container and Container Bids?

A. Master-Detail

B. Many-to-one Look

C. Hierarchical Lookup

Suggested Answer: *A*
Official Answer: A

Currently there are no comments in this discussion, be the first to comment!

Question #7 *Topic 1*

Cloud Kicks hired a UX Designer to help improve the design of its Experience Cloud site. The company knows the interface needs to be updated but is unsure about what should be done.
Which tool should the designer use first?

A. Heuristic Evaluation

B. Design System

C. Low-Fidelity Prototype

Suggested Answer: *A*
Official Answer: A

Currently there are no comments in this discussion, be the first to comment!

Question #8 *Topic 1*

A realty 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 two standard Salesforce objects should be used in this experience?

A. Case and Contact

B. Opportunity and Contact

C. Account and Contact

Suggested Answer: *C*
Official Answer: C

Community vote distribution



Pavlo_ua Most Recent 1 year, 9 months ago

Opportunity: This object is ideal for tracking potential sales, such as the sale of a home. It can store information about the property, the buyer's interest level, the estimated value of the sale, and the expected closing date. Contact: This object is used to store information about individuals, in this case, the home buyers. It can store their contact information, preferences, and interaction history with the real estate agents. By using these two objects, the company can effectively track the entire sales process, from initial contact with a potential buyer to the final closing of the deal.
upvoted 4 times

Question #9 *Topic 1*

Cloud Kicks wants to modify one of its custom Lightning Web Components in Service Console so that its administrators can change the functionality or styling depending on what page the component is used on.
Which feature should be recommended?

A. App Builder property

B. Styling hooks

C. CSS override

Suggested Answer: *A*
Official Answer: A

Currently there are no comments in this discussion, be the first to comment!

Question #10 *Topic 1*

Cloud Kicks wants to customize the end user's Salesforce app experience.
What should their UX designer recommend?

A. Users personalize apps by location

B. Users personalize record pages

C. Users personalize their tabs

Suggested Answer: *B*
Official Answer: B

Community vote distribution
C (100%)

GhanshyamR Most Recent 1 year, 7 months ago
I think option C is correct
upvoted 1 times

Pavlo_ua 1 year, 9 months ago
C. Users personalize their tabs This option provides the most flexibility and control for users to tailor their Salesforce experience to their specific needs. By allowing users to personalize their tabs, they can: Prioritize Important Tabs: Move frequently used tabs to the top of the list for easy access. Hide Unnecessary Tabs: Remove tabs that are not relevant to their daily work, reducing clutter and improving focus. Customize Tab Order: Arrange tabs in a logical order that suits their workflow.
upvoted 3 times

Question #11 *Topic 1*

Which resources of the Salesforce Lightning Design System (SLDS) could be used to make custom applications look like Salesforce?

A. Fully functional components

B. Blueprints and tokens

C. Guidelines for voice and tone

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!

Question #12 *Topic 1*

UX Designer wants to quickly mock up Salesforce User Interface experiences using a collection of prebuilt components. The designer needs Salesforce Lightning Design System (SLDS) resources for their designs and prototypes such as base components, tokens, and design patterns.
Which tool or installation should best support their needs?

A. Lightning Design System Unmanaged Package

B. Sketch Plugin

C. SLDS Validator

Suggested Answer: *A*
Official Answer: A

Pavlo_ua Most Recent 1 year, 9 months ago

B. Sketch Plugin A Sketch plugin for SLDS provides a collection of pre-built components, tokens, and design patterns that can be easily dragged and dropped into a Sketch design. This allows for rapid prototyping and ensures that the design adheres to Salesforce's visual language. Here's why the other options aren't as suitable: Lightning Design System Unmanaged Package: This is primarily for developers to use SLDS components in custom applications. While it provides access to the components, it's not designed for rapid prototyping and visual design. SLDS Validator: This tool is used to validate the quality and consistency of SLDS usage in custom applications. It's not a design tool and doesn't provide pre-built components for prototyping. Therefore, a Sketch plugin is the most efficient and effective tool for the UX Designer to quickly mock up Salesforce User Interface experiences.

upvoted 1 times

Question #13 *Topic 1*

Cloud Kicks' 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 Validator extension for VS Code

B. Install Lightning Design System Plugin for Sketch

C. Install SLDS creator from AppExchange

Suggested Answer: *A*
Official Answer: A

Currently there are no comments in this discussion, be the first to comment!

Question #14 *Topic 1*

How would a UX Designer differentiate between voice and tone?

A. Voice reflects brand positioning and tone is the organization's messaging.

B. Voice reflects personality, and tone is the way in which one speaks.

C. Voice is how one speaks, and tone reflects personality.

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!

Question #15 *Topic 1*

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. Survey

B. Usability Testing

C. Qualitative

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!

Question #16 *Topic 1*

The UX Designer at Cloud Kicks is asked to make the website size and content adjust to the screen size, platform, and orientation.
Which design should the designer use?

A. Responsive

B. Progressive

C. Adaptive

Suggested Answer: *A*
Official Answer: A

Currently there are no comments in this discussion, be the first to comment!

Question #17 *Topic 1*

A UX Designer is going to create a custom app for a new team of service agents.
Which part of the user interface specific to the app could be customized?

A. Icons for custom objects

B. Tabs within the app's navigation bar

C. Utility items for a mobile view

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!

Question #18 *Topic 1*

A UX Designer is asked to design a new component built on Salesforce Lightning. What should be their first step?

A. Import the appropriate Salesforce design tokens into their design software.

B. Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.

C. Find and review relevant AppExchange packages.

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!

Question #19 *Topic 1*

Development team is not valuing the results of a usability testing session. How should acceptance of the results be increased?

A. Transparently share how much effort has already been invested into the sessions.

B. Invite team members to observe usability sessions.

C. Include links to best practice articles for each finding.

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!

Question #20 *Topic 1*

A UX Designer is creating a site for delivery within Experience Builder for a customer who has strict requirements to stay focused on out-of-the-box declarative styling and components only.
Which method would deliver a branded experience?

A. Implement styling hooks for key components.

B. Display custom variations of pages based on user behavior.

C. Use the theme editor t0 adjust fonts, text case, colors, and site logo.

Suggested Answer: *C*
Official Answer: C

Currently there are no comments in this discussion, be the first to comment!

Question #21 *Topic 1*

A UX Designer is creating a customer support site in Experience Builder that will be internationalized across 12 different countries.
Which design considerations should be made when planning for this site?

A. Users in some countries can perceive the colors differently; there might be a need to adjust color contrasts for proper visibility.

B. Country flags used as links to represent languages provide an ideal way to switch between locales or languages for users.

C. There are different writing directions (right to left vs. left to right) and layouts need to be adjusted accordingly.

Suggested Answer: *C*
Official Answer: C

Currently there are no comments in this discussion, be the first to comment!

Question #22 *Topic 1*

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?

A. Create a custom Theme in Themes and Branding, selecting logo, brand colors, and images.

B. Design a custom Branding set in user Interface, selecting a logo, colors, and font type.

C. Implement CSS override in Experience Cloud.

Suggested Answer: *A*
Official Answer: A

Currently there are no comments in this discussion, be the first to comment!

Question #23 *Topic 1*

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

A. Design Tokens

B. Grid System

C. Component Blueprints

Suggested Answer: *B*
Official Answer: B

Currently there are no comments in this discussion, be the first to comment!