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Salesforce Certified

User Experience (UX) Designer

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Sales force

Exam Certified-User-Experience-Designer

Salesforce Certified User Experience Designer (SP23)

Version: 8.0

[Total Questions: 128]

Question No : 1

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 prototypesuch 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: B

Question No : 2

Users from a small group within a Sales team have complained about an object that is often usedonly 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. Favorite the often-used object.
B. Add the object's related list to the Home page.
C. Personalize the navigation bar.
D. Create a custom component on a Dashboard.

Answer: C,D

Question No : 3

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive. CK's UX Designer is going to conduct a usability study.

What shouldbe one of the first steps when planning this study?

A. Define the goals of the study.
B. Design changes to the site.
C. Design the information architecture.
D. Analyze the results of the study.

Answer: D

Question No : 4

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

Answer: A,C,E

Question No : 5

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. Lightning Path component
B. Docked prompt using In-App Guidance
C. Custom video component
D. Utility bar with embedded video

Answer: A

Question No : 6

A developer is creating a Lightning Web Component (LWC) and wants to make sure the visual experience is consistent with Cloud Kicks' branding. The developer asks their UX Designer about the Salesforce Lightning Design System (SLDS) stylinghooks.

How should the designer describe them?

A. They use standard CSS properties to directly style HTML elements.
B. They use standard CSS properties to easily style base and custom components.
C. They use custom CSS properties to directly style HTML elements.
D. They use custom CSS properties to easily style base and custom components.

Answer: B

Explanation:

The Salesforce Lightning Design System (SLDS) styling hooks use standard CSS properties to easily style base and custom components. Salesforce documentation states that "SLDS styling hooks are CSS classes that give you access to the same styling used in the Salesforce Lightning Design System. They make it easy to style base and custom components with the same look and feel" [1].

[1] https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_slds_styling_hooks

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Question No : 7

A UX designer is creating a customer to-do list component to replace the standard salesforce one. Their developer is using a parent child lighting web component (LWC) structure to build the component, creating a parent component for the list and single repeated child component for each to do item with in list which to impact of the LWCs shadow DOM should be consider when designing or developing the style sheets for these components

A. Any needed salesforce lighting design system (SLDS) classes and styles must be imported into both the parents list and child items
B. the css styles defined in the parent list component are not shared with child items
C. any custom styles shared between the list and child items should be imported from a shared css file
D. the css style defined in the parent list component are inherited by child item

Answer: A,B

Question No : 8

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

Choose 2 answers

A. Include persistent headings.
B. Nest an accordion inside of another
C. Use the ''back'' browser button to collapse content
D. Only allow users to open one selection at a time.

Answer: B,D

Question No : 9

A UX Designer wants to communicate the value of diversity, inclusion, and equality in design.

Which three business outcomes represent these values?

Choose 3 answers

A. Less employee turnover
B. Greater market share
C. Economic growth
D. Critical investing
E. Fewer workplace debates

Answer: B,C,D

Question No : 10

Cloud Kicks (CK) wants to display contact information, including avatar, name, and title, for people who are related to a customer on a Record page. However, title space is available.

Which standard component's design should be used given CK's constraints?

A. Table
B. Tree Grid
C. Tiles
D. Interactive Cards

Answer: D

Explanation: Interactive cards are compact components that can displayinformation such as avatars, names, and titles in an organized way. Additionally, Interactive Cards are designed to be responsive and can be used to display information on smaller screens, such as mobile devices, without taking up too much space. This makes them ideal for CK's use case, as they can display all of the required information within the limited title space. For more information, see the Salesforce Lightning Design System documentation (https://lightningdesignsystem.com/components/cards/#interactive-cards).

Question No : 11

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

A. Provide the user with asite map of all the content.
B. Add links to printable tipsheets or training videos.
C. Create a just-in-time pop-up content based on new feature rollouts.
D. Provide access to specific Trailhead or MyTrailhead content.
E. Add links to a company dictionaryor glossary of key terms.

Answer: A,C,E

Question No : 12

Which two UX design principles are key to creating excellent mobile user experiences?

Choose 2 answers

A. Removal of all images for faster load times

B. Increase the need fortyping with the onscreen keyboard

C. Consistency. across device experiences

D. Prioritization of content and UI elements on the screen

Answer: C,D

Question No : 13

A UX Designer wants to plan and communicate the intended page layouts of a community portal.

Which tool should they use?

A. Journey Mapping

B. Wireframes

C. Personas

D. Process Flows

Answer: B

Question No : 14

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 win be created.

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

A. Storyboards

B. Wireframes

C. User Personas

D. User Journeys

Answer: C

Question No : 15

After conducting user interviews, a UX Designer finds an equal amount of users prefer to

use the Comply densitysetting as the Compact density setting while viewing records details.

Which one token and one utility class should be suggested to the developers to ensure custom component respect these settings?

Choose 2 answers

A. varSpaceingMedium
B. specing Small
C. sIds-p-around_medium
D. slds –var-m-around_small

Answer: C,D

Question No : 16

Cloud Kicks (CK) is planning its Einstein Bot implementation and has identified common issues the bot canresolve. CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction.

Which additional element(s) would be essential?

A. Training and support planning
B. User interface planning
C. Onboarding planning
D. Voice and tone planning

Answer: B

Question No : 17

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. Countries may read text in a different (right to left vs. left to right) and layoutswill be to be adjusted.
B. Country flags used as links to adjust languages provide an ideal way to switch between

locales or languages for users.

C. Colors may have different contrast rations in some countries and need adjust contrast for proper visibilityby users.

D. Colors may have different culture meanings in different countries, changing the intent of UI elements.

Answer: A,D

Question No : 18

Cloud Kicks (CK) is planning to roll out a refreshed version of its mobile app with some new functionality for customers.

What are two reasons why CK's UX Designer would consider using an interactive prototype in this situation?

Choose2 answers.

A. To increase the speed of design compared to paper prototyping
B. To eliminate the need for journey mapping during discovery
C. To avoid added long-term cost from oversight-driven rework
D. To enable iterative feedback from the users

Answer: A,B

Question No : 19

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

Answer: B

Question No : 20

Cloud Kicks (CK) has finished conducting research and has synthesized the findings. CK nowplans to collaboratively redesign services with stakeholders to address issues uncovered in the study.

Which process should be used?

A. Service-Blueprinting Workshop
B. Management Committee Meeting
C. Pitch Session
D. Service Usability Testing

Answer: A

Question No : 21

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?

A. Card Sorting
B. Task Analysis
C. Prototype testing
D. Expert Review

Answer: A

Question No : 22

A branding and marketing team wants to customize the theme in the externalcustomer support site to match the style guide requirements?

What should be the recommended next step?

A. Create a custom-scoped CSS style sheet.
B. Configure the Experience Builder Theme panel.
C. Override conflicting Salesforce Lightning Design System (SLDS) styles.
D. Link a company style sheet.

Answer: D

Question No : 23

Cloud Kicks hired a UX Designer to help create a form for a wide group of users. After receiving that final requirement, the designer realizes there are too many fields.

What could improve form readability?

A. Improve form security by adding a challenge-response test.
B. Create a three-column grid to reduce the form length.
C. Replace field labels with placeholder text.
D. Add section headers to visually separate fields into groups.

Answer: D

Explanation:

This allows users to quickly scan the form and identify the relevant fields, reducing the cognitive load and improving the overall user experience. Salesforce documentation statesthat "by grouping related fields into sections, you can make your forms easier to read and understand" [1].
[1] https://help.salesforce.com/articleView?id=forms_design_best_practices.htm&type=5

Question No : 24

A UX Designer wants tobuild on a human-centered design by focusing on more than just an individual person and is considering engaging, connected, and social value-driven solutions.

What is the designer practicing?

A. Compassionate Design
B. Relationship Design
C. Service Design
D. User Experience Design

Answer: C

Explanation: Service Design is a design practice that focuses on providing better experiences to users by understanding the context of their needs and how they interact with systems, services, and products. Service Design goes beyond User Experience Design by focusing on more than just individual people, and instead considers the entire ecosystem, including connected and social value-driven solutions. Salesforce provides more information on Service Design here: https://www.salesforce.com/resources/service-design/.

Question No : 25

A UX Designer is creating an experience to help organize content into collapsible sections.

Which Lightning component should be used?

A. Einstein Next Best Action
B. Lightning Toggle
C. Accordion
D. Highlights Panel

Answer: C

Explanation:

The Lightning Accordion component isdesigned to help create an organized, collapsible display of content. It is composed of a header and a body, which can be used to display different sections of content in an organized way. The body of the Accordion is hidden until the header is clicked, allowing the user to quickly and easily access the content they need. Salesforce provides a detailed guide to using the Accordion component, including examples and code snippets, which can be found

here: https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_accordion.

Question No : 26

What are two benefits of inclusive design?

Choose 2 answers

A. Removing the need for 508 compliance

B. Extending access to more users

C. Reducing friction for users in achieving their goals

D. Tailoring a solution to one type of user

Answer: B,C

Explanation:

Inclusive design is a practice of designing products, services, and experiences that are accessible and usable for as many people as possible, regardless of ability, age, gender, race, language, or culture. By incorporating inclusive design practices, you can extend access to more users and reduce friction for users in achieving their goals. Salesforce provides more information on the benefits of inclusive design here: https://www.salesforce.com/blog/2020/11/what-is-inclusive-design.html.

Question No : 27

A UX Designer has created two different user interface designs for a new marketing landing expected to haveseveral visitors. The landing page has a contact from on it, and the designer wants to know which design products the most from completions.

Which testing method should be used?

A. Card Sorting

B. User Acceptance testing

C. Diary Studies

D. A/B testing

Answer: D

Question No : 28

A UX Designer is creating a custom To-Do List component to replace the standard Salesforce one.Their developer is using a parent-child Lightning Web Component (LWC) structure to build the component, creating a parent component for the list and a single repeated child component for each To-Do Item within the list.

Which two impacts of the LWC's Shadow DOM should be considered when designing or developing the stylesheets for these components?

Choose 2 answers

A. Any needed Saleforce Lightning Design System (SLDS) classes and styles must be imported into both the parent list and child items.
B. The CSS styles defined in the parent list component are not shared with the child items.
C. Any custom shared between the list and child items should be imported from a shared CSS file.
D. The CSS style defined in the parent list component are inherited by the child items

Answer: B,C

Question No : 29

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers neededsalesforce lighting 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. sketch plugin
C. lightingdesign systems unmanaged package
D. SLDS validator

Answer: B

Question No : 30

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

A. Training and support for planning
B. user interface planning