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QUESTION 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. Make the global search bar bigger on every page.
- B. Update the Home page with access to commonly used reports.
- C. Add the Daily Task component to the Home page.
- D. Create a mood board to communicate the visual style of the UI.

Correct Answer: A

QUESTION 2

Cloud Kicks wants to modify one of its custom Lightning Web Components so that its administrators can change the look and feel depending on what type of Lightning page is used in. Which feature should be recommended?

- A. Styling hooks
- B. CSS loaded as a static resource
- C. App Builder styling property
- D. SLDS utility classes

Correct Answer: C

QUESTION 3

A UX Designer is considering the design of a record creation screen for the custom object Appointment.

Appointment records have to record types: Virtual and In-Person, Virtual appointments may have different virtual meeting software options, each with fields specific to it.

Which two considerations should be made when creating this record using Dynamic Forms? Choose 2 answers

- A. The use of tabs when creating the record is not allowed.
- B. The form will not be available on mobile devices.
- C. All software option sections of the form will always be visible.
- D. Fields can be organized into sections.

Correct Answer: AD

QUESTION 4

A UX Designer has been asked to optimize a Lightning app for screen reader-assisted accessibility. How should the page be optimized?

- A. Switch to a Lightning Console layout.
- B. Place components in adjacent tabs.
- C. Stack components on the same page.
- D. Use accordions to organize components.

Correct Answer: D

Accordions are collapsible sections that can be used to separate different content areas. By using accordions, users can quickly navigate through the page and easily find the content that they need. The use of accordions also ensures that screen readers can access the content within each section, reducing the need for additional navigation. Additionally, a Lightning Console layout can be used to organize components, but this layout is optimized for customer service agents and not necessarily for screen reader users. Placing components in adjacent tabs or stacking them on the same page can make the page difficult to navigate and can make it difficult for screen readers to understand the page. For more information, see the Salesforce Accessibility Guide (https://help.salesforce.com/articleView?id=accessibility_overview.htm&type=5).

QUESTION 5

Cloud Kicks wants to incorporate human-centered design across its organization. Which two practices should be adopted?

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

Correct Answer: BD

QUESTION 6

Cloud Kicks (CK) wants to integrate learning in the flow of work and is considering using In-App Learning functionality. CK wants to assign learning content to employees as part of its onboarding process.

Which two features could be assigned to learners? Choose 2 answers.

- A. Trailmixes
- B. Trails
- C. Modules/Badges

D. External LMS Content

Correct Answer: AB

QUESTION 7

Cloud Kicks wants to plan out the strategy for an upcoming discovery phase.

Which three practices should be considered? Choose 3 answers

- A. Consider platform-based before custom solutions.
- B. Gather insight from end users.
- C. Establish the research plan and timeline.
- D. Understand the problem before moving to solutions.
- E. Determine user acceptance criteria.

Correct Answer: ABC

For Cloud Kicks\' upcoming discovery phase, the three practices that should be considered are:

- A. Understand the Problem Before Moving to Solutions: Establishing a clear understanding of the problem and what the desired outcomes are before beginning the discovery phase is essential for successful project planning. This can be done by gathering data and insights from end users, conducting research, and understanding how the problem is currently being addressed.
 - B. Gather Insight from End Users: Gathering insights from end users is a crucial step in the discovery phase. End users provide valuable feedback and insights into the problem and how a potential solution may work. This feedback can help shape the overall project plan and help identify potential solutions.
 - C. Establish the Research Plan and Timeline: The research plan and timeline should be established before beginning the discovery phase. This should include a list of tasks to be completed, the resources needed, and a timeline for completion. This plan should be communicated to all stakeholders so everyone is aware of the project goals and timeline.
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QUESTION 8

A group of sales users needs to be guided step by step through a new process using Floating or Decked Prompts.

Their administrative team wants to the ability to see the adoption of this assistance via Reports and Dashboards.

- A. in-App Guidance Prompts using myTrailhead
- B. Custom build using Salesforce Flow
- C. Basic In-App Guidance Prompts
- D. Use the Walkthrough App from AppExchange

Correct Answer: B

QUESTION 9

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

- A. User Engagement Dashboard and Report
- B. Custom Permission Sets
- C. Salesforce Surveys for user Satisfaction
- D. Visualforce App
- E. Chatter polls

Correct Answer: ACD

QUESTION 10

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 will 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

Correct Answer: C

QUESTION 11

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

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

Correct Answer: A

QUESTION 12

Which two resource of the Salesforce Lightning Design System (SLDS) could be used to make custom application look, act, and sound like Salesforce? Choose 2 answers

- A. Full functional components
- B. Blueprints and tokens
- C. In-App Guidance
- D. Guidelines for voice and tone

Correct Answer: AB

QUESTION 13

A UX Designer wants to build 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

Correct Answer: C

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/](https://www.salesforce.com/resources/service-design/).

QUESTION 14

Cloud Kicks\' website serves two primary authenticated audiences: suppliers and installers. Their overall experience is the same, but the presentations for the audience should have a unique look and feel. Experience Builder will used to create a unique for each audience that includes colors, image, and typography.

Which out-of-the-box design approach should be recommended?

- A. Use custom CSS to override the default template and Theme panel styles.
- B. Create branding sets and assign them to each audience using audience targeting.
- C. Use unique sites under digital experiences for each audience and tailor the look and feel of each.

D. Create a custom theme for each audience and apply it to the same site.

Correct Answer: B

The best approach for Cloud Kicks to create a unique look and feel for each audience is to create branding sets and assign them to each audience using audience targeting. With this approach, the same website can be used for both audiences, while the look and feel of each page can be tailored to each audience.

Branding sets allow you to create unique designs and apply them to specific audiences. You can create unique colors, images, and typography for each audience and then target them to the appropriate audiences using the audience targeting

feature. This will ensure that each audience has a unique look and feel that meets their needs.

References:

[1] https://help.salesforce.com/articleView?id=siteforce_editing_audience_targeting.htm&type=5

[2] https://help.salesforce.com/articleView?id=siteforce_branding_sets.htm&type=5

[3] https://help.salesforce.com/articleView?id=siteforce_creating_branding_sets.htm&type=5

QUESTION 15

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. Qualification
- B. Quantitative
- C. Qualitative
- D. Quantizing

Correct Answer: C

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