

Salesforce User Experience Designer

1. 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

Answer(s): A C E

2. 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 app'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(s): A C D

3. 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. Multiple subtabs can be beneath a single parent record.

C. A split list of records and individual record detail can see on the same screen.

D. Service representatives with lower resolution monitors will have a better user experience.

Answer(s): D

4. Cloud Kicks wants to hire a deal closer.

Which three activities would someone in this role do each day? Choose 3 answers

A. Update existing prospect and customer records.

B. Log activities such as calls, emails, and notes.

C. Review and work through their list of leads or opportunities.

D. Create cases from issues.

E. Customize and administer Salesforce.

Answer(s): A B C

5. 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. Customer Links

B. Highlights Panel

C. Compact Layout

D. Tabs

E. List Views

Answer(s): B C E

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

Which testing method should be used?

A. Card Sorting

B. User Acceptance testing

C. Diary Studies

D. A/B testing

Answer(s): D

7. Cloud Kicks marketing development representatives need to process incoming leads. Understanding the typical lead to opportunity is essential to the design.

Which three new records would typically be created when they convert a lead? Choose 3 answers

A. Contact

B. Activity

C. Converted Lead

D. Account

E. Opportunity

Answer(s): A D E

8. 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

Answer(s): B D

9. 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(s): A D

10. An organization must be digitally accessible to enable social opportunity.

What are three core principles of Web Content Accessibility Guidelines (WCAG)? Choose 3 answers

A. Delightful

B. Robust

C. Abundant

D. Operable

E. Understandable

Answer(s): B D E

11. W UX wants to customer the end user's Salesforce app experience.

Which two administrator capabilities should be used for mobile navigation menu setup? Choose 2 answers

A. Tab visibility is dependent on the location of the user.Different menu configurations can be set for different types of users.

B. Navigation items are configure in the Salesforce Navigation Setup mode.

C. Visualforce pages and Lightning pages can be included

Answer(s): B C

12. 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 dictionary or glossary of key terms.

Answer(s): B C D

13. 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

Answer(s): B

14. 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. Up to 3

B. Unlimited

C. Up to 20

D. Up to 10

Answer(s): D

15. 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

Answer(s): C

16. Cloud Kicks wants to create an external facing site where users can:

- * Manage and submit cases via the web.
- * Browse and search Knowledge Base articles.
- * Contact Support via live chat.

Which cloud should be used to design an appropriate solution for CK's users?

A. Experience Cloud

B. Sales Cloud

C. Marketing Cloud

D. Service Cloud

Answer(s): A

17. 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. Dynamic Forms

C. Process Builder

D. In-App Prompts

Answer(s): B

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

A. Typography, Color, Imagery

B. A/BTesting, Heuristics, Dairy Studies

C. Sketching, Wireframes, Storyboards

D. User Stories, Scenario, UX Reviews

Answer(s): A

19. 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(s): D

20. 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?

A. Invite them to user testing.

B. Ask a manager or superior to do it.

C. Let them know the designer is the expert.

D. Hand them a printout of the design

Answer(s): A
