Quiz 2026 Salesforce Trustable Plat-UX-101: Exam Salesforce Certified Platform User Experience Designer Actual Tests

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Salesforce Certified Platform User Experience Designer Sample Questions (Q52-Q57):

NEW QUESTION # 52
The Service team at Cloud Kicks has complained about having too many list views available, making it hard to find the relevant ones.
In which way could their experience be most effectively improved?

- A. Remove low list view from public view.
- B. Allow users to manage public list views
- C. Update Sharing Rules so users only see records they need to see.

Answer: A

Explanation:
When the Service team at Cloud Kicks faces difficulty due to an overload of list views, the most effective way to improve their experience is by decluttering the list views to make relevant ones easier to find. This can be achieved by:

Streamlining the List Views: Removing less frequently used or irrelevant list views from the public view helps in reducing clutter and focusing on the most pertinent information. This streamlining process makes navigation more intuitive and efficient for the service team members.
Options B (Updating Sharing Rules) and C (Allowing users to manage public list views) might help in managing access to records and customization, but they do not directly address the issue of having too many list views, which is the primary concern impacting the team's ability to find relevant information quickly.
Reference:Salesforce's documentation on managing list views provides strategies for organizing and customizing list views to improve usability and efficiency. This includes guidelines on creating, editing, and managing visibility of list views to ensure that users have access to the most relevant and useful information.

NEW QUESTION # 53
A UX Designer wants touse Paths to provide guidance about which activities sales representatives should be doing at each stage of the opportunity lifecycle.
Which two elements could be used in the Path's Guidance for Success sections?

- A. Rich Text
- B. Progress Indicator
- C. Images and Links
- D. Lightning Component

Answer: A,C

Explanation:
The Path's Guidance for Success sections can include the following two elements:
Images and Links: Images and links can be used to provide visual cues and additional resources for the sales representatives. For example, an image of a checklist or a link to a best practice document can help the reps complete the required tasks at each stage. Images and links can be added using the rich text editor in the Path Settings page.
Rich Text: Rich text can be used to provide text-based guidance, such as tips, reminders, instructions, or motivational messages. For example, a rich text guidance can tell the reps what information they need to gather from the customer or what actions they need to take to move the opportunity forward. Rich text can be formatted using the rich text editor in the Path Settings page.Reference:
:Set Up a Path
:Considerations and Guidelines for Creating Paths
:Optimize Sales Processes with Path in Salesforce
The two elements that can be used in the Path's Guidance for Success section are Images and Links and Rich Text. Images and Links can be used to provide visual elements to the Guidance for Success section, while Rich Text can be used to provide text-based explanations and instructions. In addition, a Progress Indicator can be used to show the user's progress through the Path.
Images and Links can be used to provide visual elements to the Guidance for Success section. For example, if the user needs to read an article, a link to the article can be included, as well as an image of the article cover. Similarly, if the user needs to view a video, a link to the video and an image of the video can be included.
Rich Text can be used to provide text-based explanations and instructions. This can include explanations of what the user should be doing at each stage of the Path, as well as any other helpful information.
Finally, a Progress Indicator can be used to show the user's progress through the Path. This can help the user understand where they are in the Path and how far they have left to go.

NEW QUESTION # 54
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. Custom video component
- C. Utility bar with embedded video
- D. Docked prompt using In-App Guidance

Answer: D

Explanation:
To let its users know when a new feature is enabled or available with a short video explaining the new feature, the recommended solution is to use a docked prompt using In-App Guidance. In-App Guidance is a feature that allows the designer to create prompts and walkthroughs that guide users through new or complex tasks in Salesforce. A docked prompt is a type of prompt that appears

at the bottom of the screen and can contain text, images, or videos. A docked prompt can be used to announce a new feature and provide a short video tutorial on how to use it. The designer can also set the conditions for when and how often the prompt should appear, and track the user engagement with the prompt.: In-App Guidance | Salesforce Help : UX Designer Certification Prep: Designing with In-App Guidance | Trailhead

NEW QUESTION # 55
Cloud Kicks has asked its UX Designer to optimize Salesforce to help the IT help desk team quickly resolve the team's queued Cases.
What Salesforce-based approach should be recommended to quickly show the appropriate cases to IT help desk team members?

- A. Add a Case inbox component to the page configured to show assigned and open cases.
- B. Add a List View component to the home page configured to show a custom list view filtered to show assigned and open cases.
- C. Add a Case Assignment component to the team's home page configured to shown cases assigned to the logged in team member.

Answer: B

Explanation:
To optimize Salesforce for the IT help desk team at Cloud Kicks, enabling them to quickly resolve queued cases, adding a List View component to the home page is the most effective approach because:
Customization and Relevance: A List View component can be customized to show a list view that is specifically filtered to display cases that are both assigned to the team members and are currently open. This ensures that team members immediately see the most relevant cases as soon as they log in, without needing to navigate through the Salesforce interface.
Efficiency: Having this component on the home page saves time and clicks, making the process of identifying and accessing pending cases more efficient, which is crucial for quickly resolving issues.
While options A (Case Assignment component) and C (Case inbox component) could also present cases to team members, the List View component's ability to be customized with specific filters offers a more targeted approach to showing the most pertinent cases directly on the home page.
Reference:For more details on optimizing Salesforce for specific team roles, Salesforce's Help Documentation and Developer Guides offer extensive resources on using components like List Views to enhance user experience and efficiency. These guides provide step-by-step instructions on customizing the Salesforce interface to meet the needs of different teams within an organization.

NEW QUESTION # 56
Cloud Kicks (CK) is going to launch a new Salesforce process for itsCustomer 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. Chatter polls
- B. User Engagement Dashboard and Report
- C. Salesforce Surveys for user Satisfaction
- D. Visualforce App
- E. Custom Permission Sets

Answer: A,B,C

Explanation:
To track and measure the adoption of the new process, CK should use the following Salesforce tools:
User Engagement Dashboard and Report: This tool provides insights into how users are interacting with Salesforce, such as the number of logins, page views, actions, and time spent. It can help CK identify which users are adopting the new process and which ones need more training or support.
Salesforce Surveys for user Satisfaction: This tool allows CK to create and send surveys to its customer service representatives to collect feedback on the new process, such as their satisfaction, challenges, and suggestions. It can help CK measure the impact of the new process on the user experience and satisfaction.
Chatter polls: This tool enables CK to create and post simple polls on Chatter to gather quick opinions or preferences from its customer service representatives. It can help CK engage with its users and get their input on the new process.
1: User Engagement Dashboard and Report
2: Salesforce Surveys for user Satisfaction

3: Chatter polls

NEW QUESTION # 57
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