

User-Experience-Designer Exam with Accurate Salesforce Certified User Experience Designer PDF Questions

Mark Question

Question 1 of 10

Which two steps should a UX Designer take to create and deliver responsible and transparent AI technology? Choose 2 answers.

- ☐ A. Collect as much data from the user as possible for a catered experience.
- ☐ B. Design AI that is seamless enough so the user does not notice.
- ☒ C. Document model cards to clarify intended context and use cases.
Document model cards to clarify intended context and use cases. Model cards are documents that describe the intended use, performance, and limitations of AI models. They help ensure that the AI technology is being used responsibly and transparently, as they provide clear information about the model's context, data, and assumptions. This can help reduce the risk of unintended consequences and build trust with users.
- ☒ D. Provide clear explanations of AI predictions or recommendations.
Provide clear explanations of AI predictions or recommendations. Clear explanations of AI predictions or recommendations help build trust with users and increase understanding of how the AI technology works. By providing an understandable explanation of how a prediction or recommendation was made, users can gain a better understanding of the technology and how it is intended to be used. This can also help reduce the risk of unintended consequences and improve accountability.

Answer: C,D

Explanation:

C. Document model cards to clarify intended context and use cases.

Model cards are documents that describe the intended use, performance, and limitations of AI models. They help ensure that the AI technology is being used responsibly and transparently, as they provide clear information about the model's context, data, and assumptions. This can help reduce the risk of unintended consequences and build trust with users.

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Salesforce is one of the leading customer relationship management (CRM) platforms available today. It helps businesses manage customer interactions, sales, and marketing operations, among other things. The platform's user interface (UI) and user experience (UX) are essential components that contribute to its success. In response to this, Salesforce has introduced the Salesforce User-Experience-Designer (Salesforce Certified User Experience Designer) Certification Exam, which validates professionals' knowledge and skills in designing and implementing intuitive and effective UI/UX for Salesforce applications.

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Salesforce Certified User Experience Designer Sample Questions (Q109-Q114):

NEW QUESTION # 109

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. Usability Testing
- B. Focus Groups
- C. Qualitative

- D. Survery

Answer: A

Explanation:

Explanation

Usability testing is a type of testing that evaluates how easy and intuitive a product or service is to use by observing real users performing specific tasks. Usability testing can help the UX Designer to measure the effectiveness, efficiency, and satisfaction of the new form for the call center staff. Usability testing can also help to identify any usability issues or areas for improvement in the form design. Usability testing can be conducted in various ways, such as moderated or unmoderated, remote or in-person, qualitative or quantitative, or using various tools and methods¹². References:

Usability Testing

Usability Testing Methods

NEW QUESTION # 110

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

Answer: B

Explanation:

Explanation

An expert review is an activity that a designer can perform to conduct an independent audit of a current website. An expert review is a method of evaluating the usability and user experience of a website by applying established principles, guidelines, and heuristics. An expert review can help identify the strengths and weaknesses of a website, as well as provide recommendations for improvement.

An expert review can be done by one or more experts, who can be internal or external to the organization. An expert review can be done at any stage of the design process, but it is especially useful before launching a new or redesigned website, or when there is a need to assess the current state of a website. [UX Designer Certification Prep: User Research],

[UX Designer Certification Prep: User Testing and Evaluation]

Card sorting, task analysis, and prototype testing are not activities that a designer can perform to conduct an independent audit of a current website. Card sorting is a method of organizing and labeling information for a website, based on how users group and name the content. Task analysis is a method of understanding and documenting the goals, tasks, and steps that users perform on a website. Prototype testing is a method of evaluating the functionality and usability of a website by having users interact with a mock-up or a simulation of the website. These methods are useful for creating or improving a website, but they are not suitable for auditing a website without involving the users. [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation] References: [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation]

NEW QUESTION # 111

Universal Containers (UC) has implemented Service Cloud. There is a flag field on the case object that marks a case as (Sensitive). UC requested that this flag can be viewed by all users who have access to the case but only be edited by the assigned case assessor. The case assessor is a lookup field on the case object. How can an architect achieve this requirement?

- A. Object Permissions.
- B. Field-level security
- C. Permission Set.
- **D. Custom Lightning Component.**

Answer: D

NEW QUESTION # 112

Cloud Kicks (CK) allows its partners to manage leads and opportunities. CK's relationship manager has requested that partners are able to quickly browse and see their opportunities segmented by key attributes:

If the opportunity is closing within 2 weeks If it is valued at more than \$100,000 Which approach should be used in Experience Builder to enable this?

- A. Configure a pre-filtered opportunity list view for each key attribute with the partner group.
- B. Create a custom Lightning Web Component using a data table for each key attribute.
- C. Allow each user to create a filter for each key attribute and link to the opportunities list view.

Answer: A

Explanation:

The best approach to enable partners to quickly browse and see their opportunities segmented by key attributes is to configure a pre-filtered opportunity list view for each key attribute with the partner group. This way, the partners can easily access the list views that show only the opportunities that match the criteria, such as closing within 2 weeks or valued at more than \$100,000. Creating a custom Lightning Web Component using a data table for each key attribute (A) might be too complex and time-consuming, and it might not be compatible with the Experience Builder. Allowing each user to create a filter for each key attribute and link to the opportunities list view (B) might be too tedious and inconsistent, and it might not provide a quick and easy way to browse the opportunities. Configuring a pre-filtered opportunity list view for each key attribute with the partner group is a simple and effective solution that leverages the existing functionality of the Experience Builder and the list view component¹². References:

* List View Component | Salesforce Experience Cloud

* Create and Edit List Views | Salesforce Help

NEW QUESTION # 113

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Which two resources should help accomplish this?

Choose 2 answers

- A. Develop Center's Lightning Component Library
- B. Local Development Server
- C. Lightning Design System Website
- D. Lightning Web Component Recipes App

Answer: A,D

NEW QUESTION # 114

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