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Salesforce Certified Platform User Experience Designer Sample Questions (Q208-Q213):

NEW QUESTION # 208

Cloud Kicks wants its Discovery team to help explain the relationships between process steps and business teams. Which types of process map should they produce?

- A. Value Stream Map
- B. SIPOC Map
- C. High-Level Process Map
- D. Cross-Functional Flowchart

Answer: D

Explanation:

A cross-functional flowchart is a type of process map that shows the relationships between process steps and business teams. A cross-functional flowchart uses horizontal or vertical swimlanes to group the process steps by the roles or departments that are responsible for them. A cross-functional flowchart can help Cloud Kicks' Discovery team to explain how different teams collaborate and communicate in the process, as well as identify any gaps, overlaps, or inefficiencies in the process. A cross-functional flowchart can also show the inputs, outputs, and decisions at each step, and the flow of information and materials across the swimlanes¹². Reference:

Cross-Functional Flowchart

Create a Cross-Functional Flowchart

NEW QUESTION # 209

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. Modules/Badges
- B. Trailmixes
- C. Trails
- D. External LMS Content

Answer: A,B

Explanation:

CK can assign learning content to employees using In-App Learning functionality in the following two ways:

Trailmixes: Trailmixes are custom learning paths that can include modules, projects, trails, and even external links. CK can create and assign trailmixes to learners based on their roles, goals, or interests. Learners can access trailmixes from the Learning Home or the Guidance Center in Salesforce.

Modules/Badges: Modules are units of instruction that cover specific topics and skills. Badges are earned by completing modules or projects. CK can assign modules or badges to learners to help them learn specific features or functionalities in Salesforce. Learners can access modules or badges from the Learning Home or the Guidance Center in Salesforce. Reference:

In-App Guidance in Lightning Experience

Learn MOAR in Spring '21 with In-App Learning

Enable Users to Learn in the Flow of Work

NEW QUESTION # 210

A UX Designer determines that the usability of their company's Salesforce org could be improved if there was a tight relationship between the objects Container and Container Bids. For example, Container Bids should be deleted automatically whenever its associated Container is deleted.

Which type of relationship should be used to optimize the link between Container and Container Bids?

- **A. Master-Detail**
- B. Hierarchical Lookup
- C. Many-to-one-Lookup

Answer: A

Explanation:

To optimize the relationship between two objects in Salesforce, such as Container and Container Bids, where there is a need for a tight relationship and cascading delete functionality, a Master-Detail relationship is most suitable. This type of relationship has the following characteristics:

Cascading Delete: When a record in the master (or parent) object is deleted, all related detail (or child) records are automatically deleted. This ensures data integrity and aligns with the requirement that Container Bids should be deleted when their associated Container is deleted.

Tight Coupling: A Master-Detail relationship creates a strong linkage between the two objects, where the detail (child) record's existence is dependent on the master (parent) record. This is appropriate for scenarios where the child record should not exist without its parent.

Options B (Hierarchical Lookup) and C (Many-to-one Lookup) do not provide the same level of dependency and cascading delete functionality inherent in a Master-Detail relationship.

Reference: Salesforce's official documentation provides extensive information on different types of relationships between objects, including Master-Detail relationships. The Salesforce Developer Documentation is a valuable resource for understanding how to set up and use these relationships to ensure data integrity and optimize application design.

NEW QUESTION # 211

Cloud Kicks plans to release a new Salesforce product to its employees, who all have different backgrounds and experience levels within Salesforce.

Which onboarding design best practice would best support the product release?

- A. Provide written help documentation as the single source of truth for learning about new features.
- **B. Identify the message, audience, and purpose for content.**
- C. Create pop-ups to give users a full visualization of a product.

Answer: B

Explanation:

The best onboarding design practice for Cloud Kicks would be to identify the message, audience, and purpose for content. This would help them tailor the content to the different needs and preferences of their employees, and provide them with the most relevant and useful information. Providing written help documentation as the single source of truth for learning about new features (A) might not be engaging or effective for all users, especially those who prefer visual or interactive learning. Creating pop-ups to give users a full visualization of a product might be intrusive or overwhelming for some users, and might not explain the benefits or features of the product clearly. Identifying the message, audience, and purpose for content (B) is a key step in creating user-centered onboarding design, as it helps to define the goals, scope, and tone of the content, and to align it with the user's needs, expectations, and motivations. Reference:

[UX Designer Certification Prep: Onboarding Design]

[UX Designer Certification Prep: Content Strategy]

[Salesforce Certified User Experience Designer Exam Guide]

NEW QUESTION # 212

How would a UX Designer differentiate between voice and tone?

- A. Voice reflects frequency and tone is one's pitch.
- **B. Voice reflects personality, and tone is the way in which one speaks.**
- C. Voice is how one speaks, and tone reflects personality.

Answer: B

Explanation:

Voice and tone are two aspects of writing that affect how the reader perceives and responds to the content. Voice is the consistent

expression of the writer's or the brand's personality, values, and attitude. Voice reflects who the writer or the brand is, and what they stand for. Tone is the variation of the voice depending on the context, audience, and purpose of the content. Tone is the way in which the writer or the brand speaks to the reader, and how they convey their emotions, intentions, and expectations. Tone can change depending on the situation, the message, and the reader's needs and feelings¹².

For example, at Salesforce, we have a voice that is friendly, helpful, and empowering. We use simple, clear, and conversational language that shows our respect and appreciation for our customers, partners, and community. We also use humor, metaphors, and storytelling to make our content engaging and memorable. However, our tone can vary depending on the type and goal of the content. For instance, when we write instructional content, such as Trailhead modules or user guides, our tone is more informative, instructive, and supportive. We use active voice, imperative mood, and positive feedback to guide the learner and encourage their progress. When we write promotional content, such as blog posts or social media posts, our tone is more persuasive, enthusiastic, and inspiring. We use rhetorical devices, emotional appeals, and calls to action to attract the reader and motivate them to take action³⁴.

Therefore, a UX Designer would differentiate between voice and tone by understanding that voice reflects personality, and tone is the way in which one speaks. Voice and Tone - Lightning Design System, How To Create a Voice and Tone Program For Your Brand | Salesforce, Learn Why We Write the Way We Do Unit | Salesforce Trailhead, Write for Trailhead Unit | Salesforce Trailhead

NEW QUESTION # 213

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