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Salesforce Certified Platform User Experience Designer Sample Questions (Q151-Q156):

NEW QUESTION # 151

Cloud Kicks has a text information-rich Salesforce org. The company wants to maximize the content on every screen because most of its employees use laptops with limited screen space.

Which global user interface setting should be used to solve this problem?

- **A. Compact Display Density**
- B. Comfy Display Density
- C. Enable Collapsible Sections

Answer: A

Explanation:

Compact display density is a global user interface setting that allows users to view more content on every screen by reducing the amount of space between page elements and aligning the field labels to the left of the fields. Compact display density is suitable for text information-rich Salesforce orgs, such as Cloud Kicks, that want to maximize the use of limited screen space on laptops. Compact display density can be set as the default for the org by the system admins, or chosen by individual users from their profile menu.

Comfy display density is another global user interface setting that provides a spacious view with labels on the top of fields and more space between page elements. Comfy display density is suitable for orgs that want to emphasize readability and clarity, or that have more complex or interactive fields. Comfy display density is not the best option for Cloud Kicks, as it would reduce the amount of content that can be displayed on each screen.

Enable collapsible sections is a feature that allows users to collapse or expand sections on a record page layout. Collapsible sections can help users focus on the most relevant information and reduce scrolling. However, collapsible sections are not a global user interface setting, but a page layout option that can be configured by the admins. Collapsible sections can be used in combination with either comfy or compact display density, but they do not affect the alignment of the field labels or the spacing between the page elements.

NEW QUESTION # 152

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. Let them know the designer is the expert.
- B. Hand them a printout of the design
- **C. Invite them to user testing.**
- D. Ask a manager or superior to do it.

Answer: C

Explanation:

Inviting developers to user testing is a good way to help them see the value of the design changes and understand the user needs and pain points. User testing is a method of evaluating a product or service by observing how real users interact with it and collecting feedback. By witnessing the user testing sessions, developers can see how the design changes improve the user experience, such as increasing usability, satisfaction, engagement, or conversion. User testing can also help developers empathize with the users and collaborate better with the designer. Reference:

[User Testing]

NEW QUESTION # 153

A UX designer is creating a customer support site in experience builder that will be internationalized across the 12 different countries. Which two design considerations should be made when planning for the site?

- **A. colors may have different cultural meanings in different countries, changing the intent of UI elements**
- B. Country flags used as links to adjust languages provide an ideal way to switch between local languages for users
- **C. Country may read text in a different direction (right to left) vs (left to right) and layouts will need to be adjusted**
- D. colors may have different contrast ratios in some countries and need adjusted contrast for proper visibility by users

Answer: A,C

Explanation:

These two design considerations should be made when planning for a customer support site in experience builder that will be

internationalized across 12 different countries. They are related to the principles of internationalization and localization, which are the processes of designing and adapting a product or service to meet the needs and preferences of users in different cultures, languages, and regions. By taking these considerations into account, a UX designer can create a site that is consistent, usable, and appealing for a global audience.

Country may read text in a different direction (right to left) vs (left to right) and layouts will need to be adjusted: This consideration is related to the principle of bidirectionality, which is the ability of a product or service to support both left-to-right (LTR) and right-to-left (RTL) languages, such as Arabic, Hebrew, Persian, and Urdu. These languages have different writing systems, text alignment, and reading order than LTR languages, such as English, French, Spanish, and German. Therefore, a UX designer needs to adjust the layouts of the site to accommodate both LTR and RTL languages, such as by using flexible grids, mirroring elements, and avoiding fixed positions. This way, the site can provide a natural and intuitive reading experience for users in different countries.

Colors may have different cultural meanings in different countries, changing the intent of UI elements: This consideration is related to the principle of cultural sensitivity, which is the awareness and respect of the cultural differences and preferences of users in different countries. Colors are one of the most important aspects of visual design, as they can convey emotions, moods, messages, and actions. However, colors can also have different cultural meanings and associations in different countries, which can affect how users perceive and interact with the site. For example, red can mean danger, passion, or luck, depending on the country. Therefore, a UX designer needs to choose colors that are appropriate and consistent with the intended meaning and purpose of the UI elements, such as buttons, icons, labels, and alerts. This way, the site can avoid confusion, misunderstanding, or offense for users in different countries.

Preparing a Global Design: Internationalization (i18n) Guide

Internationalization - Globalization | Microsoft Learn

Localization vs. Internationalization - World Wide Web Consortium (W3C)

NEW QUESTION # 154

A UX Designer is asked to design a responsive page. When screen resolution changes, the content of the page should expand across columns or wrap and push it self onto new rows.

Which Salesforce Lightning Design System (SLDS) utility provides the most flexible system to meet these requirements?

- A. Layout
- **B. Grid**
- C. Alignment
- D. Spacing

Answer: B

Explanation:

The SLDS utility that provides the most flexible system to meet the requirements of designing a responsive page is Grid. Grid is a utility that allows you to create a layout using a series of rows and columns that house your content. Grid uses a 12-column structure that can be adjusted based on breakpoints, which are predefined screen sizes that trigger a change in the layout. Grid also supports nesting, alignment, ordering, and offsetting of the columns. By using Grid, you can create a responsive page that can adapt to different screen resolutions and devices [2] [Grid - Lightning Design System], [Mastering Salesforce Lightning Design System Grids and Lightning Layouts]

<https://www.lightningdesignsystem.com/utilities/grid/>

<https://developer.salesforce.com/blogs/developer-relations/2017/04/mastering-salesforce-lightning-design-system-grids-lightning-layouts>

NEW QUESTION # 155

Cloud Kicks (CK) is going mobile and wants to ensure its Salesforce app aligns with company branding.

Which element could be customized in the Salesforce app to match CK's branding?

- A. Background image and focus link color
- **B. Brand color and loading page logo**
- C. Search bar layout and loading page background

Answer: B

Explanation:

The Salesforce app allows administrators to customize the brand color and the loading page logo to match the company's branding. The brand color affects the key user interface elements such as the header, buttons, and search bar. The loading page logo is the image that appears after a mobile user logs in. These elements can be customized from Setup by entering Salesforce Branding in the

Quick Find box, then selecting Salesforce Branding. The other elements, such as the search bar layout, the background image, and the focus link color, are not customizable in the Salesforce app. Reference:

Customize Salesforce Mobile App Branding

How Salesforce App Branding Works

NEW QUESTION # 156

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