

Plat-UX-102 Real Exams - Exam Plat-UX-102 Consultant



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Plat-UX-102 Real Exams and Salesforce Exam Plat-UX-102 Consultant: Salesforce Certified Platform Strategy Designer Pass Certify

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Salesforce Certified Platform Strategy Designer Sample Questions (Q120-Q125):

NEW QUESTION # 120

Cloud Kicks' (CK) product teams are well-led, productive, and meet their KPIs. However, the teams tend to become siloed and focused on their individual team priorities, occasionally leaving CK's customer experience fragmented. Which tool should CK's strategy designer recommend to grow and nurture cross-departmental collaboration?

- A. V2MOM with shared methods.

- B. Roadmap of cross-product features
- C. Annual leadership summit

Answer: A

Explanation:

The best tool to grow and nurture cross-departmental collaboration is V2MOM with shared methods, as this helps align the teams around a common vision, values, methods, obstacles, and measures. A roadmap of cross-product features or an annual leadership summit may not be enough to foster ongoing collaboration and communication.

NEW QUESTION # 121

A strategy designer has noticed that stakeholder perspectives often take a features-first mindset when discussing the problem space and user insights.

Which co-creation approach should help stakeholders shift to a users-first mindset before discussing solutions?

- A. Prioritization Workshop
- B. Process Mapping Workshop
- C. **Empathy Workshop**

Answer: C

Explanation:

An empathy workshop is a co-creation approach that should help stakeholders shift to a users-first mindset before discussing solutions. An empathy workshop is a method that involves engaging stakeholders in activities that help them understand and empathize with the users' needs, goals, pain points, and emotions. It helps foster a human-centered perspective and mindset among stakeholders, and inspire them to generate ideas that address the users' problems or desires.

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/facilitate-an-empathy-workshop>

NEW QUESTION # 122

Cloud Kicks (CK) has gone through a comprehensive redesign of its internal sales process to better embed it into the capabilities of Sales Cloud. CK's executive stakeholders are concerned there will be limited adoption by the sales team, as Sales Cloud is too new to them and their processes were mostly based on guided documents within Excel.

Which approach should the strategy designer recommend to aid the sales team in onboarding to Sales Cloud?

- A. Sync an Excel file with Salesforce Connect.
- B. Customize Sales Cloud to mimic existing sales process.
- C. **Use In-App Guidance and invest in change management.**

Answer: C

Explanation:

The strategy designer should recommend using In-App Guidance and investing in change management to aid the sales team in onboarding to Sales Cloud. In-App Guidance is a feature that allows creating prompts and walkthroughs within Salesforce to guide users through new features or processes. Change management is a process that involves planning, communicating, and supporting users through organizational changes, such as adopting new technologies or workflows.

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/use-in-app-guidance-and-invest-in-change-management>

NEW QUESTION # 123

A project team at Cloud Kicks have this challenge statement: How might we increase the adaptability?

What information is missing that belongs for well written challenge statement?

- A. **The desired outcome**
- B. The persona being designed for
- C. The hypothesis of the solution

Answer: A

Explanation:

The information that is missing from this challenge statement is the desired outcome. A well-written challenge statement should include three elements: who (the persona being designed for), what (the need or problem to be solved), and why (the desired outcome or benefit). For example, a better challenge statement could be: How might we increase the adaptability of our sales team to generate more revenue in a changing market? The hypothesis of the solution is not part of the challenge statement, as it is a proposed answer that needs to be tested and validated.

NEW QUESTION # 124

Executive stakeholders have a variety of projects they want to bring to the market across multiple priorities. What is the most effective way a strategy designer could influence the stakeholders?

- A. Orient around outcomes that matter to stakeholders.
- B. Invite stakeholders as optional to all design team reviews.
- C. Create teambuilding events with stakeholders to build trust.

Answer: A

Explanation:

The most effective way a strategy designer could influence the stakeholders is to orient around outcomes that matter to them, such as business value, customer satisfaction, or social impact. This helps align the strategy with the stakeholders' vision and priorities, and demonstrate the benefits and trade-offs of different solutions. <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/influence-stakeholders-with-outcomes>

NEW QUESTION # 125

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