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Certified-Strategy-Designer Examcollection Dumps, Detail Certified-Strategy-Designer Explanation

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Salesforce Certified Strategy Designer Exam Sample Questions (Q144-Q149):

NEW QUESTION # 144

A strategy designer is facilitating a prioritization workshop, and there are strong differing opinions about the right solutions to the challenge.

What should the designer do?

- A. Pause the conversation and work through the conflict in a private setting.

- B. Work through the conflict in the workshop to reach a shared perspective.
- C. Take a vote among people in the room and pursue the winning opinion.

Answer: B

Explanation:

Explanation

The strategy designer should work through the conflict in the workshop to reach a shared perspective, rather than avoiding or suppressing it. This helps surface different opinions and perspectives, foster constructive dialogue, and align on common goals and criteria. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/navigate>

NEW QUESTION # 145

A strategy designer is hired to help service agents pool their shared knowledge, see the bigger picture, and understand what may be causing poor and disjointed support experiences, and where other pain points and opportunities may lie. Which method of co-design workshop should be used?

- A. Ideation
- B. Journey mapping
- C. Prototyping

Answer: B

Explanation:

Explanation

The best method of co-design workshop to help service agents pool their shared knowledge, see the bigger picture, and understand what may be causing poor and disjointed support experiences, and where other pain points and opportunities may lie is journey mapping, which is a visual representation of the user's journey across different touchpoints and channels. Ideation or prototyping may not be suitable for synthesizing and analyzing existing service experiences.

NEW QUESTION # 146

The strategy designers at Cloud Kicks are leading a large number of projects initiated by various stakeholders. They implement an Impact & Effort matrix to help them prioritize their work.

What is the purpose of an Impact & Effort matrix?

- A. To compare products based on predefined criteria to enable stakeholder discussion
- B. To classify projects according to their level of urgency.
- C. To prioritize projects based on key goals outlined in project framing

Answer: C

Explanation:

The purpose of an Impact & Effort matrix is to prioritize projects based on key goals outlined in project framing. An Impact & Effort matrix is a tool to evaluate and compare projects based on two criteria: the impact they have on achieving the desired outcomes, and the effort they require to implement. Projects that have high impact and low effort are usually prioritized, while projects that have low impact and high effort are usually deprioritized. An Impact & Effort matrix does not compare products based on predefined criteria or classify projects according to their level of urgency.

NEW QUESTION # 147

Cloud Kicks wants to improve its business model to be closer to its customers and provide quantifiable improvements to business efficiency.

Which framework should be used to drive the success of the new business model?

- A. Feasible, Viable, Impactful
- B. Usable, Feasible, Cost-Effective
- C. Desirable, Feasible, Viable

Answer: C

Explanation:

The Desirable, Feasible, Viable framework is essential for ensuring a new business model's success. It ensures the model is customer-centric (Desirable), technically and organizationally achievable (Feasible), and financially sustainable (Viable), aligning the innovation with customer needs, operational capabilities, and business objectives.

NEW QUESTION # 148

A strategy designer is leading a project to reimagine in-app communication form. The CIO is a key decision maker but appears to be neutral-and even, at times, a detractor to the project.

What should the designer do to gain their alignment?

- A. Email the stakeholders reiterating project status and asking for any objections to the approach.
- **B. Set up a conversation with the CIO to name the challenge and listen to their objections**
- C. Ask the sponsor to speak to the CIO on behalf of the project and explain how it meets team needs.

Answer: B

Explanation:

The best way to gain alignment from a key decision maker who is neutral or detracting from a project is to set up a conversation with them to name the challenge and listen to their objections, as this shows respect and empathy and allows for mutual understanding and feedback. Asking the sponsor to speak to them on behalf of the project or emailing them reiterating project status may not address their concerns or motivations effectively.

NEW QUESTION # 149

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