

# Plat-UX-102 Hot Spot Questions - Plat-UX-102 Exam Bootcamp



## Salesforce Plat-UX-102 Salesforce Certified Platform Strategy Designer Exam Dumps QUESTION & ANSWERS

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### Salesforce Plat-UX-102 Exam Syllabus Topics:

| Section   | Weight | Objectives                                                                                                                                                                                                                                                                                          |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Discovery | 32%    | - Ethics and Values                                                                                                                                                                                                                                                                                 |
|           |        | <ul style="list-style-type: none"><li>1. Given a scenario, advocate for ethics and values on behalf of both users and the organization</li></ul>                                                                                                                                                    |
|           |        | - Value of Strategy Design                                                                                                                                                                                                                                                                          |
|           |        | <ul style="list-style-type: none"><li>1. Explain the value of strategy design within the Salesforce ecosystem</li><li>2. Given a scenario, identify the relevant discovery research activities</li><li>3. Determine the appropriate design methods and tools to use based on the scenario</li></ul> |
|           |        | - Research Methods                                                                                                                                                                                                                                                                                  |
|           |        | <ul style="list-style-type: none"><li>1. Identify appropriate research methods for the scenario</li><li>2. Synthesize research findings to inform strategy</li></ul>                                                                                                                                |

|                                  |     |                                                                                                                                                                                        |
|----------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Leveraging Adjacent Roles/Skills | 19% | - Knowledge and Skill Infusions                                                                                                                                                        |
|                                  |     | <ul style="list-style-type: none"> <li>1. Given a scenario, determine the knowledge and skill infusions needed in the creation of a vision</li> </ul>                                  |
|                                  |     | - Vision and Roadmap                                                                                                                                                                   |
| Design                           | 30% | <ul style="list-style-type: none"> <li>1. Given an aligned vision, create a roadmap for implementation that is feasible and holds true to the vision in every iteration</li> </ul>     |
|                                  |     | - Collaboration                                                                                                                                                                        |
|                                  |     | <ul style="list-style-type: none"> <li>1. Given a scenario of disparate business and technical deliverables within a design/build team, facilitate productive collaboration</li> </ul> |
|                                  |     | - Business and Technical Capabilities                                                                                                                                                  |
|                                  |     | <ul style="list-style-type: none"> <li>1. Given a scenario, determine the technical and business capabilities that underpin the delivery of vision to solution</li> </ul>              |

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## Salesforce Certified Platform Strategy Designer Sample Questions (Q89-Q94):

### NEW QUESTION # 89

Cloud Kicks wants to improve its digital commerce experience because it is losing prominence in the market. What should a strategy designer rely on to get stakeholder buy-in for a redesign?

- A. Inspiring graphics and personas
- B. Research findings and a competitive analysis.
- C. Wireframes and a total addressable market (TAM) calculation

**Answer: B**

Explanation:

The best thing to rely on to get stakeholder buy-in for a redesign of digital commerce experience is research findings and a competitive analysis, as this helps demonstrate the user needs and pain points, and the market opportunities and threats. Wireframes and a total addressable market calculation or inspiring graphics and personas may not be persuasive or comprehensive enough for stakeholder buy-in.

### NEW QUESTION # 90

Cloud Kicks' sales team is reporting an increased rate of churn. The Support team is frequently bombarded with customer requests for less complicated user experience. The development team sees the risk in changing a mature product. What should a strategy designer recommend to help create alignment between the team?

- A. Create a prioritized product roadmap to ensure future releases address known challenges.
- B. Share stories from customer reach to create a common understanding of challenges.
- C. Define acceptance criteria and acceptance testing to validate intended outcomes.

**Answer: B**

Explanation:

The best recommendation to help create alignment between the team is to share stories from customer research to create a common understanding of challenges, as this helps empathize with the customer pain points and needs and foster a user-centric mindset. Creating a prioritized product roadmap or defining acceptance criteria and testing may not address the root cause of the misalignment or the complexity of the user experience.

#### NEW QUESTION # 91

The strategy designer at Cloud Kicks is using a How Might We statement to frame their design challenge. What should they do to test their statement to ensure it successfully guides their design process?

- **A. Use rapid ideation with project team**
- B. Launch an online survey
- C. Test the statement with end users.

**Answer: A**

Explanation:

The best thing to do to test a How Might We statement to ensure it successfully guides the design process is to use rapid ideation with the project team, as this helps generate and evaluate multiple ideas that address the design challenge and reveal any gaps or assumptions in the statement. Testing the statement with end users or launching an online survey may not be effective or feasible ways to test a How Might We statement, as they are more suitable for testing solutions or gathering feedback.

#### NEW QUESTION # 92

Cloud Kicks (CK) designs innovative footwear for site athletes. Manufacturing the footwear is possible but expensive. What should CK focus testing efforts on to determine whether to produce at scale?

- **A. Desirability, viability, and feasibility**
- B. Novelty, privacy, and potential to go viral
- C. Competitive advantage, impact, and own ability

**Answer: A**

Explanation:

The best focus for testing efforts to determine whether to produce a product at scale is desirability, viability, and feasibility, which are the three key dimensions of design thinking that evaluate whether a product is desirable for users, viable for business, and feasible for technology. Novelty, privacy, and potential to go viral or competitive advantage, impact, and own ability are not comprehensive enough to cover all aspects of design thinking.

#### NEW QUESTION # 93

A global consumer package goods company is about to engage in a digital transformation effort to help siloed departments collaborate more efficiently. The strategy designer and an organizational designer partner to prototype new ways of cross-departmental collaboration. What is a key objective the team should focus on?

- **A. Create a single enterprise-wide digital governance model.**
- B. Have the final say in all intra-departmental decisions.
- C. Unify all organizational tech stacks under one platform

**Answer: A**

Explanation:

A key objective for prototyping new ways of cross-departmental collaboration in a digital transformation effort is to create a single enterprise-wide digital governance model, as this ensures consistency, accountability, and quality across different departments. Having the final say in all intra-departmental decisions or unifying all organizational tech stacks under one platform are not realistic or desirable objectives.

## NEW QUESTION # 94

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