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Salesforce User-Experience-Designer (Salesforce Certified User Experience Designer) Exam is a certification exam designed for individuals who want to demonstrate their expertise and skills in designing user experiences within the Salesforce platform. User-Experience-Designer exam is ideal for professionals who are involved in designing and creating user interfaces, user experiences, and workflows for Salesforce applications. By passing User-Experience-Designer exam, individuals can gain recognition for their skills and increase their career opportunities within the Salesforce ecosystem.

Salesforce User-Experience-Designer Exam covers a range of topics, including user research, information architecture, interaction design, visual design, and prototyping. You will be tested on your ability to apply these principles to create user interfaces that are optimized for different devices and platforms. User-Experience-Designer exam also assesses your knowledge of best practices for accessibility, usability, and user-centered design.

Salesforce Certified User Experience Designer Sample Questions (Q145-Q150):

NEW QUESTION # 145

Universal Containers (UC) operates worldwide with offices in more than 100 regions in 10 different countries role hierarchy to control data visibility. In the new fiscal year, UC is planned to reorganize the roles and reassign accounts owners. Which two points should an architect consider in this situation?

Which two point should an Architect consider in this situation?

Choose 2 answers

- A. Using a temporary parking lot account to improve performance.
- **B. Changing complex role hierarchy can cause a high level of sharing recalculation.**
- C. Restricting the organization-sharing configurations to private.
- **D. Replacing Account records ownerships massively can cause data skew.**

Answer: B,D

Explanation:

Changing the role hierarchy and reassigning account owners can have a significant impact on the data visibility and performance of Salesforce. An architect should consider the following points in this situation:

* Changing complex role hierarchy can cause a high level of sharing recalculation. Depending on the sharing settings, roles can control the level of visibility that users have into the Salesforce data. Users at any given role level can view, edit, and report on all data owned by or shared with users below them in the role hierarchy, unless the sharing model for an object specifies otherwise. When the role hierarchy is changed, Salesforce must recalculate the sharing rules and group membership for all the affected users and records, which can take a long time and consume a lot of system resources. Therefore, changing a complex role hierarchy should be done carefully and preferably during off-peak hours¹.

* Replacing account records ownerships massively can cause data skew. Data skew occurs when more than 10,000 child records are related to the same parent record, or more than 10,000 records of any object are owned by a single user. This can cause performance issues, such as locking, timeouts, and failures, when updating or sharing those records. When account owners are reassigned massively, it can create or worsen data skew, especially if the accounts have many child records, such as contacts and opportunities. Therefore, replacing account records ownerships massively should be avoided or minimized^{2,3}.

References:

* : [Design Your Data Model Unit | Salesforce Trailhead]

* : [Data Skew in Salesforce - Why it Matters | Salesforce Ben]

* : [Ownership Data Skew | Designing Record Access for Enterprise Scale | Salesforce Developers]

NEW QUESTION # 146

A UX Designer at Cloud Kicks (CK) recommends a Salesforce Console application for CK's service representatives.

The service representatives work on multiple support cases hour, accessing them viaqueues, calls, or live chat.

Which console navigation feature would NOT be relevant to the designer recommendation?

- **A. Service representatives with lower resolution monitors will have a better user experience.**
- B. More than one detail item can be open at a time.
- C. Multiple subtabs can be beneath a single parent record.
- D. A split list of recordsand individual record detail can see on the same screen.

Answer: A

Explanation:

A Salesforce Console application is designed to optimize the user experience for service representatives who work on multiple records and tasks at the same time. The console navigation features allow the user to access multiple records and related information in a single screen, without switching back and forth between tabs or windows. The features that are relevant to the designer recommendation are:

* More than one detail item can be open at a time. This allows the user to work on multiple records simultaneously and switch between them easily.

* Multiple subtabs can be beneath a single parent record. This allows the user to view and access related information, such as activities, emails, notes, and attachments, without leaving the parent record.

* A split list of records and individual record detail can be seen on the same screen. This allows the user to browse through a list of records, such as a queue or a report, and see the details of the selected record on the same screen.

The feature that is not relevant to the designer recommendation is:

* Service representatives with lower resolution monitors will have a better user experience. This is not true, because a Salesforce Console application requires a minimum screen resolution of 1024 x 768 pixels to display properly. Users with lower resolution monitors may experience scrolling issues or truncated information.

References: What Features Are Available in Lightning Console Apps?, Personalize the Navigation Menu for Lightning Console Apps, Navigate Around

NEW QUESTION # 147

A UX Designer wants to conduct customer interviews as part of discovery research. Which best practice should be followed while conducting these interviews?

- A. Ignore vague or general answers.
- **B. Engage in a friendly and informal way.**
- C. Analyze findings in the moment.

Answer: B

Explanation:

Explanation

Customer interviews are a qualitative research method that allows the UX Designer to understand the needs, goals, pain points, and behaviors of the target users. To conduct effective customer interviews, the UX Designer should follow some best practices, such as:

- Engage in a friendly and informal way: The UX Designer should try to establish rapport and trust with the interviewee, and make them feel comfortable and relaxed. This can help elicit honest and candid responses, and encourage the interviewee to share more details and stories. The UX Designer should use a conversational tone, smile, and show interest and empathy.
- Ask open-ended questions: The UX Designer should avoid asking yes/no questions, or questions that lead or suggest a specific answer. Instead, the UX Designer should ask open-ended questions that allow the interviewee to express their thoughts and feelings in their own words. The UX Designer should also probe deeper by asking follow-up questions, such as "why?", "how?", or "can you tell me more about that?"
- Listen actively and attentively: The UX Designer should focus on listening to the interviewee, and avoid interrupting, judging, or correcting them. The UX Designer should also use verbal and non-verbal cues, such as nodding, eye contact, and paraphrasing, to show that they are paying attention and understanding the interviewee. The UX Designer should also take notes or record the interview, with the interviewee's permission, for later analysis.
- Ignore vague or general answers: This is not a best practice, because vague or general answers can indicate that the interviewee is not comfortable, engaged, or clear about the question. The UX Designer should try to clarify the question, or ask more specific or concrete questions, to elicit more meaningful and relevant responses.
- Analyze findings in the moment: This is not a best practice, because analyzing findings in the moment can distract the UX Designer from listening to the interviewee, and bias their interpretation of the data. The UX Designer should wait until the interview is over, and review the notes or recordings, before analyzing the findings and identifying patterns, insights, and opportunities.

References:

Customer Interviews: The Ultimate Guide - User Interviews

How to Conduct User Interviews - Interaction Design Foundation

NEW QUESTION # 148

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know the interface needs improvement and wants its Designer to conduct an independent audit of its current website.

Which activity should the designer perform?

- **A. Expert Review**
- B. Task Analysis
- C. Prototype testing
- D. Card Sorting

Answer: A

Explanation:

Explanation

An expert review is an activity that a designer can perform to conduct an independent audit of a current website. An expert review is a method of evaluating the usability and user experience of a website by applying established principles, guidelines, and heuristics. An expert review can help identify the strengths and weaknesses of a website, as well as provide recommendations for improvement. An expert review can be done by one or more experts, who can be internal or external to the organization. An expert review can be done at any stage of the design process, but it is especially useful before launching a new or redesigned website, or when there is a need to assess the current state of a website. [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation]

Card sorting, task analysis, and prototype testing are not activities that a designer can perform to conduct an independent audit of a current website. Card sorting is a method of organizing and labeling information for a website, based on how users group and name

the content. Task analysis is a method of understanding and documenting the goals, tasks, and steps that users perform on a website. Prototype testing is a method of evaluating the functionality and usability of a website by having users interact with a mock-up or a simulation of the website. These methods are useful for creating or improving a website, but they are not suitable for auditing a website without involving the users. [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation] References: [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation]

NEW QUESTION # 149

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive.

CK's UX Designer is going to conduct a usability study.

What should be one of the first steps when planning this study?

- A. Design changes to the site.
- B. Analyze the results of the study.
- C. Design the information architecture.
- **D. Define the goals of the study.**

Answer: D

Explanation:

A usability study is a method of evaluating how easy and intuitive a product or service is to use by observing real users performing specific tasks. It can help identify usability issues, user needs, and user satisfaction. One of the first steps when planning a usability study is to define the goals of the study, which are the questions that the UX designer wants to answer or the hypotheses that they want to test. The goals of the study will guide the selection of the participants, the tasks, the metrics, and the methods of the study. For example, if the goal of the study is to find out how users navigate the Experience Cloud site, the UX designer might choose to use a task-based usability test with eye-tracking and think-aloud techniques. References:

* : User Experience Designer Certification Prep: Module 4: Analyze User Research Data

* : User Experience Designer Certification Prep: Module 6: Validate User Interfaces

NEW QUESTION # 150

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