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Salesforce Certified-Strategy-Designer Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Tools and Artifacts: It focuses on high-level Salesforce capabilities, methods of co-creation, and the criteria for feasibility, desirability, and viability.
Topic 2	<ul style="list-style-type: none"> Intangible Deliverables: The topic includes sub-topics about key relationships that are essential for solving the challenge statement, the best presentation techniques for communicating a vision, and the tools for productive cross-discipline collaboration.
Topic 3	<ul style="list-style-type: none"> Value Design: This topic covers an effective challenge statement, the internal dynamics of the organization, the key external context for innovation, and strategic directions.
Topic 4	<ul style="list-style-type: none"> Leveraging Adjacent Roles Skills: It is all about knowledge and skill infusions that are needed to create a vision, different technical and business capabilities, and a roadmap for implementation.

Salesforce Certified Strategy Designer Exam Sample Questions (Q92-Q97):

NEW QUESTION # 92

Cloud Kicks (CK) is designing an in-person experience for customers who purchase its products. This will include the ability to schedule and manage appointments as well as see when the delivery vehicle is on the way.

Which Salesforce product should CK invest in to efficiently enable the desired experience?

- A. Service Goud
- **B. Field Service**
- C. Scheduler

Answer: B

Explanation:

Explanation

Field Service is a Salesforce product that CK should invest in to efficiently enable the desired experience of scheduling and managing appointments and seeing when the delivery vehicle is on the way. Field Service is a product that helps manage and optimize the entire field service operation, from scheduling and dispatching to tracking and reporting. It integrates with other Salesforce products, such as Service Cloud and Experience Cloud, to provide a seamless and connected experience for customers and field workers.

References:<https://www.salesforce.com/products/service-cloud/field-service/>

NEW QUESTION # 93

A newly formed design team at Cloud Kicks is concerned their work will suffer if they are not better aligned.

Which tool should a strategy designer recommend for the team to begin alignment?

- A. Consequence Scanning workshop
- B. Brainstorm
- **C. Team agreement**

Answer: C

Explanation:

A team agreement is a tool that a strategy designer can recommend for the team to begin alignment. It is a document that defines the team's purpose, values, norms, roles, and expectations. It helps create a shared understanding and commitment among team members and foster a positive and productive team culture.

References:

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

NEW QUESTION # 94

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

Answer: A

Explanation:

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. References:

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

NEW QUESTION # 95

As part of Cloud Kicks' new self-service strategy, researchers want to collect personally identifiable information to share in an aggregate format.

Which considerations should a strategy designer share*?

- A. Cookie consent requirements
- B. Globally-accepted privacy act
- **C. Applicable privacy acts**

Answer: C

Explanation:

Explanation

The strategy designer should share applicable privacy acts as a consideration when collecting personally identifiable information to share in an aggregate format. Privacy acts are laws or regulations that protect the privacy and security of personal data collected by organizations. They vary by country or region, and may have different requirements or restrictions for data collection, processing, storage, and sharing.

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

NEW QUESTION # 96

Cloud Kicks (CK) is committed to making its new Commerce Cloud accessible to everyone.

Which consideration should CK make when delivering this solution?

- A. Integrated accessibility evaluation methodologies are not helpful in this context.
- **B. Accessibility needs to be integrated throughout the entire project lifecycle.**
- C. Adequate accessibility measures make usability testing redundant.

Answer: B

Explanation:

Explanation

The consideration that CK should make when delivering this solution is that accessibility needs to be integrated throughout the entire project lifecycle. Accessibility refers to the design and development of products or services that are usable by everyone, regardless of their abilities or disabilities. Accessibility needs to be considered and incorporated from the beginning to the end of the project, not as an afterthought or a separate process. This helps ensure that the solution meets the standards and guidelines for accessibility, and provides a positive and inclusive experience for all users. References:

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

NEW QUESTION # 97

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