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Salesforce Certified Platform User Experience Designer Sample Questions (Q127-Q132):

NEW QUESTION # 127

Cloud Kicks' development team is working on the build of a new custom component using VS Code. They often have new CSS classes and properties conflicting with the Salesforce Lightning Design System (SLDS), What should simplify working with SLDS in Lightning Components?

- A. Install SLDS creator from AppExchange

- B. Install Lightning Design System Plugin for Sketch
- C. Install SLDS Validator extension for VS Code

Answer: C

Explanation:

The best option to simplify working with SLDS in Lightning Components is to install SLDS Validator extension for VS Code. This extension (salesforcedx-vscode-slds) scans the markup of the components, validates it against the SLDS documentation, and provides suggestions on how to improve the code¹. It also offers syntax highlighting, code completion, and context awareness for SLDS tokens and utility classes¹. By using this extension, the development team can avoid CSS conflicts, follow SLDS best practices, and create consistent and accessible components².

Installing SLDS creator from AppExchange is not a valid option, as there is no such app available on the AppExchange. The AppExchange is a marketplace for Salesforce apps, components, and consulting services, not for VS Code extensions³.

Installing Lightning Design System Plugin for Sketch is also not a valid option, as it is not related to VS Code or Lightning Components. Sketch is a design tool that allows users to create wireframes, mockups, and prototypes⁴. The Lightning Design System Plugin for Sketch is a plugin that provides SLDS components, icons, and styles for Sketch users. It can help designers to create consistent and compatible designs, but it cannot help developers to work with SLDS in VS Code.

SLDS Validator - Visual Studio Marketplace

SLDS Validator for VS Code - Lightning Design System

AppExchange: Salesforce's Leading Enterprise Cloud Marketplace

Sketch - The digital design toolkit

[Lightning Design System Plugin for Sketch]

NEW QUESTION # 128

A UX Designer at Cloud Kicks has been asked to gather insights for a newly released feature at scale from a Specific set of users in the flow of their work.

Which approach should be used?

- A. A/B Test
- B. In-App Feedback
- C. Survey
- D. User Interviews

Answer: B

Explanation:

In-app feedback is a method of collecting user feedback within the context of the product or service, without interrupting the user's workflow. It allows the UX designer to gather insights from a specific set of users at scale and measure their satisfaction, preferences, and pain points. In-app feedback can be implemented using various techniques, such as ratings, reviews, comments, suggestions, polls, or pop-ups. Reference:

NEW QUESTION # 129

Cloud Kicks wants to hire a deal closer.

Which three activities would someone in this role do each day?

Choose 3 answers

- A. Review and work through their list of leads or opportunities.
- B. Log activities such as calls, emails, and notes.
- C. Create cases from issues.
- D. Customize and administer Salesforce.
- E. Update existing prospect and customer records.

Answer: A,B,E

Explanation:

A deal closer is someone who is responsible for closing sales deals with prospects and customers. They need to update existing prospect and customer records to keep track of their interactions and status. They also need to log activities such as calls, emails, and notes to document their communication and follow-ups. They also need to review and work through their list of leads or opportunities to prioritize their tasks and identify the best prospects to focus on. These activities are essential for a deal closer to

manage their pipeline and achieve their sales goals. Creating cases from issues and customizing and administering Salesforce are not activities that a deal closer would do each day. These are more likely to be done by a customer service agent or a Salesforce administrator, respectively. [Salesforce Certified User Experience Designer Exam Guide], [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Roles and Personas]

NEW QUESTION # 130

Sales managers want their team members to help each other close Opportunities. The Opportunity and Account organization-wide defaults are private. To grant Opportunity access to sales reps on the same team, ownership-based sharing rules were created for each team.

What is the side effect of this approach?

- A. Sales reps on the same team will have Read access to the Accounts for Opportunities owned by their team members.
- B. Sales Reps on the same team will have Edit access to the Accounts for Opportunities owned by their team members.
- C. All sales reps will have Read access to all Accounts.
- D. All sales reps will have Read access to Accounts for all Opportunities.

Answer: A

Explanation:

When the organization-wide default for Accounts is private, users can only access the accounts they own or are explicitly shared with them. However, when the organization-wide default for Opportunities is private, users can access the opportunities they own, are explicitly shared with them, or are associated with accounts they can access¹. Therefore, when ownership-based sharing rules are created for each team to grant access to opportunities owned by their team members, the sales reps on the same team will also have Read access to the accounts for those opportunities. This is because the sharing rules for opportunities automatically grant access to the parent accounts². However, the sales reps will not have Edit access to the accounts, unless the sharing rules specify Full Access for the opportunities³. The sales reps will also not have access to all accounts or all opportunities, only those that are owned by their team members or themselves. Sharing Records Owned by High-Volume Portal Users | Salesforce Security Guide, Sharing Rules | Salesforce Security Guide, Create Owner-Based Sharing Rules | Salesforce Security Guide

NEW QUESTION # 131

During user interviews, a UX Designer discovers that the most common daily task for users is to look for and view commonly used reports using the global search bar.

What should be done to improve their experience?

- A. Make the global search bar bigger on every page.
- B. Add the Daily Task component to the Home page.
- C. Create a mood board to communicate the visual style of the UI.
- D. Update the Home page with access to commonly used reports.

Answer: D

Explanation:

The best option for improving the user experience of looking for and viewing commonly used reports is to update the Home page with access to commonly used reports. This way, the user can quickly access the reports they need without having to use the global search bar every time. This also follows the principle of designing for the user's goals and tasks, which is one of the learning objectives for the Salesforce User Experience Designer certification. [Design for the User's Goals and Tasks], [Change or Add Report Chart and Dashboard Components to Home Page]

<https://trailhead.salesforce.com/en/content/learn/modules/ux-designer-certification-prep/design-for-the-users-goals-and-tasks>

NEW QUESTION # 132

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