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## Salesforce Certified Platform Strategy Designer Sample Questions (Q48-Q53):

### NEW QUESTION # 48

Cloud Kicks (CK) understands that all members of its cross-functional remote team can contribute to the design of a product through collaborative activities.

Which tools should CK use while conducting the next synchronous journey mapping session?

- A. Design creation tools
- B. Whiteboarding tools
- C. Presentation tools

**Answer: B**

Explanation:

Whiteboarding tools are tools that enable collaborative drawing, brainstorming, and mapping on a virtual board. They are useful for conducting synchronous journey mapping sessions with remote teams, as they allow everyone to participate and contribute in real time. <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/conduct-a-journey-mapping-session>

### NEW QUESTION # 49

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. Process Mapping Workshop
- B. Prioritization Workshop

- **C. Empathy Workshop**

**Answer: C**

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.

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

#### NEW QUESTION # 50

Cloud Kicks is making sustainability a new core value.

Which methodology should a strategy designer use to help stakeholders understand the impact of that decision on current products and services?

- **A. Business model canvas**
- B. Corporate integrity workshop
- C. Heuristics evaluation

**Answer: A**

Explanation:

A business model canvas is a methodology that a strategy designer should use to help stakeholders understand the impact of making sustainability a new core value on current products and services. A business model canvas is a tool that helps describe, design, and evaluate the key elements of a business model, such as value proposition, customer segments, revenue streams, cost structure, and key resources. It helps assess the desirability, viability, and feasibility of a product or service, and identify opportunities and risks for improvement or innovation. <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/create-a-business-model-canvas>

#### NEW QUESTION # 51

A strategy designer is kicking off a project to reimagine the high-end private banking experience for a financial services company.

What should they do to learn about the unique expectations of the company's customers?

- **A. Interview 8-10 customers about how banking fits into their lives and their ideal relationship with their bank.**
- B. Send a survey to all stakeholders about their banking app attitudes, preferences, and desires.
- C. Share prototypes of different interface directions with 100 people who regularly use their bank's app.

**Answer: A**

Explanation:

Interviewing 8-10 customers about how banking fits into their lives and their ideal relationship with their bank is the best way to learn about the unique expectations of the company's customers. This method provides qualitative and contextual insights into the customers' needs, goals, pain points, and emotions. <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/conduct-customer-interviews>

#### NEW QUESTION # 52

Cloud Kicks (CK) is interested in collecting data passively from customers while they are exercising in the company's latest tours plans to collect heart rate and activity levels and then overlay this data with self-reported weight, age, and health behavior information to provide fitness recommendations What should a strategy designer recommend before CK commits to this project?

- **A. Consequence Scanning Workshop**
- B. Global Trend Analysis
- C. User Acceptance Testing

**Answer: A**

Explanation:

A strategy designer should recommend a Consequence Scanning workshop before CK commits to this project. A Consequence Scanning workshop is a method to identify and mitigate potential negative consequences of a product or service, such as privacy, security, or social issues. It involves mapping out the intended and unintended outcomes of the product or service, assessing their likelihood and severity, and devising actions to prevent or reduce harm. User Acceptance Testing or Global Trend Analysis may provide some insights, but they do not address the ethical implications in a systematic and proactive way.

## NEW QUESTION # 53

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