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Salesforce Certified Platform User Experience Designer Sample Questions (Q85-Q90):

NEW QUESTION # 85

What are Salesforce core design principles when making design decisions?

- A. Emphasis, Efficiency, Repetition, Proportion
- **B. Clarity, Efficiency, Consistency, Beauty**
- C. Emphasis, Alignment, Consistency, Beauty
- D. Clarity, Efficiency, Balance, Proportion

Answer: B

Explanation:

The Salesforce Lightning Design System (SLDS) reflects the patterns and components that underpin the Salesforce product. These patterns and components provide a unified language and consistent look and feel when designing apps and products within the Salesforce ecosystem. The Lightning Experience UI, which SLDS represents, was crafted using four core design principles. We

encourage you to keep them in mind as you develop your applications. They are1:

Clarity - Eliminate ambiguity. Enable people to see, understand, and act with confidence.

Efficiency - Streamline and optimize workflows. Intelligently anticipate needs to help people work better, smarter, and faster.

Consistency - Create familiarity and strengthen intuition by applying the same solution to the same problem.

Beauty - Demonstrate respect for people's time and attention through thoughtful and elegant craftsmanship. Introduction to the Salesforce Lightning Design System

NEW QUESTION # 86

Cloud Kicks(CK) is incorporating Relationship Design principle into its business model and customer offerings wherever possible. Choose 3 answers

- A. Reframing products in terms of user value over features and functions
- B. Prioritizing Innovation over copying the competition
- C. Releasing Salesforce updates in managed packages over unmanaged packages
- D. Prioritize engagement number of impressions
- E. Uncovering customer needs over broadcasting product benefits

Answer: A,B,E

Explanation:

Relationship Design is a creative practice that drives social and business value by building strong relationships. It is based on four mindsets: compassion, intention, courage, and reciprocity. Cloud Kicks can incorporate Relationship Design principles into its business model and customer offerings by adopting these mindsets and applying them to its products, services, and interactions. Some examples of how Cloud Kicks can do this are:

Prioritizing innovation over copying the competition. This shows that Cloud Kicks is courageous and intentional in creating unique and valuable solutions that meet the needs and expectations of its customers and communities. Cloud Kicks can use design thinking methods, such as empathy mapping, ideation, and prototyping, to generate and test new ideas that solve real problems and create positive impact1.

Reframing products in terms of user value over features and functions. This shows that Cloud Kicks is compassionate and reciprocal in understanding and communicating the benefits and outcomes that its products and services can deliver to its customers and stakeholders. Cloud Kicks can use value proposition design tools, such as the value proposition canvas, to identify and articulate the jobs, pains, and gains of its customers, and how its products and services can address them2.

Uncovering customer needs over broadcasting product benefits. This shows that Cloud Kicks is intentional and reciprocal in listening and learning from its customers and co-creating solutions with them. Cloud Kicks can use user research methods, such as interviews, surveys, and observations, to discover and validate the needs, preferences, and behaviors of its customers, and to involve them in the design process3.

NEW QUESTION # 87

A UX Designer wants to remotely collect feedback from hundreds of users on tasks or activities that do not require much imagination or emotion.

Which testing approach should be used?

- A. Usability study
- B. Online surveys
- C. A/B Testing

Answer: B

Explanation:

Online surveys are a testing approach that allows a UX Designer to remotely collect feedback from hundreds of users on tasks or activities that do not require much imagination or emotion. Online surveys are useful for gathering quantitative data, such as ratings, rankings, preferences, and satisfaction levels. Online surveys are also relatively easy and inexpensive to administer and analyze.

Usability studies and A/B testing are testing approaches that require more interaction and observation from the UX Designer and the users, and are more suitable for tasks or activities that involve more complexity, creativity, or emotion.[Online Surveys], [Usability Studies], [A/B Testing]

NEW QUESTION # 88

A UX Designer has identified the Case Solver as a key user persona for Cloud Kicks' Service Cloud instance. Which activities should be considered while designing the Case Solver experience?

- A. training other agents and editing knowledge articles
- **B. troubleshooting customer issues and logging activities**
- C. Viewing the status of cases and analyzing campaign metrics

Answer: B

Explanation:

When designing the experience for a 'Case Solver' user persona, especially in the context of Cloud Kicks' Service Cloud instance, the activities to consider should revolve around the primary responsibilities and tasks of this role. For a Case Solver, these would include:

Troubleshooting customer issues: This involves identifying, analyzing, and solving problems reported by customers. The design should facilitate easy access to relevant information, tools for effective problem-solving, and a seamless workflow for diagnosing issues.

Logging activities: Keeping a detailed record of interactions, solutions provided, and any follow-up actions is crucial. The user interface should support efficient logging and tracking of activities to ensure accountability and facilitate continuous improvement in customer service.

While training other agents and editing knowledge articles (option B) and viewing the status of cases and analyzing campaign metrics (option C) are important in certain contexts, they do not directly align with the core activities of a Case Solver persona focused on direct customer support and problem resolution.

Reference:Salesforce's own documentation, such as the Salesforce Service Cloud User Guide, provides insights into designing user experiences for specific roles within the platform. It offers best practices and recommendations for optimizing the interface and workflows for various user personas, including those involved in case management and customer support.

NEW QUESTION # 89

A UX Designer determines that the usability of their company's Salesforce org could be improved if there was a tight relationship between the objects Container and Container Bids. For example, Container Bids should be deleted automatically whenever its associated Container is deleted.

Which type of relationship should be used to optimize the link between Container and Container Bids?

- **A. Master-Detail**
- B. Hierarchical Lookup
- C. Many-to-one-Lookup

Answer: A

Explanation:

To optimize the relationship between two objects in Salesforce, such as Container and Container Bids, where there is a need for a tight relationship and cascading delete functionality, a Master-Detail relationship is most suitable. This type of relationship has the following characteristics:

Cascading Delete: When a record in the master (or parent) object is deleted, all related detail (or child) records are automatically deleted. This ensures data integrity and aligns with the requirement that Container Bids should be deleted when their associated Container is deleted.

Tight Coupling: A Master-Detail relationship creates a strong linkage between the two objects, where the detail (child) record's existence is dependent on the master (parent) record. This is appropriate for scenarios where the child record should not exist without its parent.

Options B (Hierarchical Lookup) and C (Many-to-one Lookup) do not provide the same level of dependency and cascading delete functionality inherent in a Master-Detail relationship.

Reference:Salesforce's official documentation provides extensive information on different types of relationships between objects, including Master-Detail relationships. The Salesforce Developer Documentation is a valuable resource for understanding how to set up and use these relationships to ensure data integrity and optimize application design.

NEW QUESTION # 90

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