

# Certified-Strategy-Designer Exam Tutorials, Certified-Strategy-Designer Exam

**Salesforce Certified Strategy Designer Certification Details**

Exam Code	Strategy Designer
Full Exam Name	Salesforce Certified Strategy Designer
No. of Questions	60
Online Practice Exam	<a href="#">Salesforce Certified Strategy Designer Practice Test</a>
Sample Questions	<a href="#">Salesforce Strategy Designer Sample Questions</a>
Passing Score	70%
Time Limit	105 minutes
Exam Fees	<ul style="list-style-type: none"> <li>• Registration fee: USD 200</li> <li>• Retake fee: USD 100</li> </ul>

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## Salesforce Certified-Strategy-Designer Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Tools and Artifacts: It focuses on high-level Salesforce capabilities, methods of co-creation, and the criteria for feasibility, desirability, and viability.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• Value Design: This topic covers an effective challenge statement, the internal dynamics of the organization, the key external context for innovation, and strategic directions.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Leveraging Adjacent Roles</li> <li>• 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.</li> </ul>

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## Salesforce Certified Strategy Designer Exam Sample Questions (Q134-Q139):

### NEW QUESTION # 134

A design team is working on the challenge: "How might we provide tools to enable customers to resolve service issues by themselves rather than escalating to human representatives?" Which bot metrics should the strategy designer suggest to assess the impact of their work?

- A. Human takeover rate
- **B. Customer satisfaction rate**
- C. Total conversations

**Answer: B**

Explanation:

The customer satisfaction rate is a critical metric for assessing the effectiveness of self-service tools in resolving issues. It measures users' satisfaction with their interactions and outcomes, providing insight into the bot's impact on improving the self-service experience and reducing the need for escalation.

### NEW QUESTION # 135

Cloud Kicks' product team is focused on a new business casual clothing line that they think will account for over half of the company's revenue in the future.

Which trend should influence desirability the most?

- A. Digital product passports' to help prevent counterfeiting
- **B. Hybrid work emphasizing the need for color and comfort**
- C. Supply chain issues that delay product availability

**Answer: B**

Explanation:

The most influential trend for desirability in designing a new business casual clothing line is hybrid work emphasizing the need for color and comfort, as this reflects the changing preferences and expectations of customers in a post-pandemic world. Digital product passports to help prevent counterfeiting or supply chain issues that delay product availability are not trends that affect desirability directly, but rather trust and availability.

### NEW QUESTION # 136

Cloud Kicks (CK) notices a significant customer churn due to a disconnect between product features and user needs.

Which course of action should CK's strategy designer propose to improve the situation"?

- **A. Facilitate a co-creation workshop to help generate ideas grounded in research insights.**
- B. Clarify requirements and enable quality assurance teams with better acceptance criteria.
- C. Request product owners to envision future state and provide better requirements.

**Answer: A**

Explanation:

Explanation

The strategy designer should propose facilitating a co-creation workshop to help generate ideas grounded in research insights, to improve the situation of customer churn due to a disconnect between product features and user needs. A co-creation workshop is a method that involves collaborating with stakeholders and users to ideate and prototype solutions based on research findings and user feedback. It helps create solutions that are aligned with user needs and expectations, and increase user engagement and satisfaction.

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

### NEW QUESTION # 137

Cloud Kicks asks to see a roadmap denoting how the design team will turn their product vision into reality.

What should the team do when developing their roadmap?

- **A. Ensure stakeholders stay connected and aligned during roadmap development**

- B. Focus on features, including detailed outputs associated with each one.
- C. Set expectations that once the roadmap is approved It will not be modified.

**Answer: A**

Explanation:

The team should ensure stakeholders stay connected and aligned during roadmap development, when creating their roadmap to turn their product vision into reality. This helps avoid misalignment or confusion among stakeholders, and ensure that the roadmap reflects their feedback and expectations. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/create-a-roadmap>

### NEW QUESTION # 138

Cloud Kicks asks to see a roadmap denoting how the design team will turn their product vision into reality. What should the team do when developing their roadmap?

- **A. Ensure stakeholders stay connected and aligned during roadmap development**
- B. Focus on features, including detailed outputs associated with each one.
- C. Set expectations that once the roadmap is approved It will not be modified.

**Answer: A**

Explanation:

Explanation

The team should ensure stakeholders stay connected and aligned during roadmap development, when creating their roadmap to turn their product vision into reality. This helps avoid misalignment or confusion among stakeholders, and ensure that the roadmap reflects their feedback and expectations. References:

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

### NEW QUESTION # 139

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