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Salesforce User-Experience-Designer (Salesforce Certified User Experience Designer) Certification Exam is a comprehensive exam that tests a candidate's knowledge and skills in designing user interfaces and experiences for Salesforce products. Salesforce Certified User Experience Designer certification is ideal for professionals who have experience in designing user interfaces and experiences for web and mobile applications, and are interested in specializing in Salesforce products.

The Salesforce User-Experience-Designer exam covers a range of topics, including user experience design principles, design thinking, user research and testing, prototyping, and usability testing. Candidates are expected to demonstrate their ability to design and implement user interfaces that are accessible, responsive, and customizable. User-Experience-Designer Exam is intended for those with a background in design, user experience, or front-end development, and is an excellent way to demonstrate mastery of Salesforce's user experience design principles and best practices. Passing the exam is a great way to enhance one's professional

credentials and demonstrate a commitment to excellence in user experience design.

## Salesforce Certified User Experience Designer Sample Questions (Q61-Q66):

### NEW QUESTION # 61

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know the interface needs improvement and wants its Designer to conduct an independent audit of its current website.

Which activity should the designer perform?

- **A. Card Sorting**
- B. Task Analysis
- C. Prototype testing
- D. Expert Review

**Answer: A**

### NEW QUESTION # 62

How would a UX Designer Differentiate between voice and tone?

- A. Voice reflects the expression and tone is the way one designs.
- **B. Voice reflects the personality and tone is the way one speaks.**
- C. Voice reflects the character and tone is one's strength.
- D. Voice reflects the frequency and tone is one's pitch.

**Answer: B**

Explanation:

Voice and tone are two important aspects of UX writing that affect how users perceive and interact with a product. According to the Salesforce User Experience Designer Exam Guide, voice and tone are defined as follows:

\* Voice reflects the personality of the brand or product. It is consistent and does not change depending on the context or situation.

Voice conveys the values, mission, and identity of the brand or product through the choice of words, phrases, and style of communication.

\* Tone reflects the way the voice speaks to the users. It is context-specific and can change depending on the user's mood, goal, and situation. Tone conveys the attitude, emotion, and empathy of the voice through the use of punctuation, grammar, and formatting. For example, Mailchimp is a brand that has a distinctive voice and tone. Their voice is friendly, humorous, and quirky. Their tone varies depending on the user's experience, such as congratulating them for a successful campaign, or apologizing for an error. They use a tone map to guide their writers on how to adjust their tone for different scenarios.

References:

- \* : [Salesforce User Experience Designer Exam Guide]
- \* : [Voice and Tone | Salesforce Style Guide for Documentation and UX Writing]
- \* : [Voice and Tone | Salesforce Trailhead]
- \* : [UX writing 101: A beginner's guide to mastering tone of voice]
- \* : [Tone of Voice and User Experience | UX Magazine]
- \* : [Things I learned designing the voice and tone for our company]
- \* : [How to use voice and tone in UX writing]
- \* : [Voice and Tone | Mailchimp Content Style Guide]

### NEW QUESTION # 63

In which way could the usability of accordion elements be improved in a mobile environment?

- A. Move an expanded section to the top of the screen.
- B. Use the Back browser button to collapse content.
- **C. Expand the first section by default.**

**Answer: C**

Explanation:

The usability of accordion elements in a mobile environment could be improved by expanding the first section by default. This is because it can provide the user with a clear indication of what kind of content is hidden in the accordion, and encourage them to

explore the rest of the sections<sup>1</sup>. Expanding the first section by default can also reduce the user's cognitive load, as they do not have to make a decision on which section to open first<sup>2</sup>. Moreover, expanding the first section by default can improve the accessibility of the accordion, as it can help screen reader users to understand the structure and purpose of the widget<sup>3</sup>.

Using the Back browser button to collapse content is not a good option, as it can confuse the user and break the expected browser behavior. The Back button is meant to navigate to the previous page, not to collapse an accordion section<sup>4</sup>. Using the Back button to collapse content can also create navigation issues, as the user might lose their current page or state<sup>4</sup>.

Moving an expanded section to the top of the screen is also not a good option, as it can disrupt the user's spatial memory and orientation. Moving an expanded section to the top of the screen can change the order and position of the accordion sections, which can make it harder for the user to find and access the section they want<sup>5</sup>. It can also create a jarring and inconsistent user experience, as the user might not expect the content to move around the screen<sup>5</sup>.

References:

- \* How to design the perfect accordion
- \* Accordions: Design guidelines
- \* Accessible Accordion - examples and best practices | A11y
- \* Don't Use The Back Button To Modify Data
- \* Usability of a mobile navigation consisting mostly of accordions?

#### NEW QUESTION # 64

A UX Designer presents a creative design approach to solving end-user problems, beginning with identifying their needs and ending with creating solutions that meet those needs.

Which approach is being followed?

- A. User Interface Design
- B. Digital Declarative Design
- C. Salesforce Declarative Design
- D. Human-Centered Design

**Answer: D**

Explanation:

Explanation

The approach that is being followed by the UX Designer is the Human-Centered Design. This is a creative design approach that focuses on understanding the end-user's needs, problems, and context, and then creating solutions that are desirable, feasible, and viable for them. The Human-Centered Design process typically involves four phases: empathize, define, ideate, and prototype.

References:

1: Human-Centered Design

2: Empathize, Define, Ideate, Prototype

#### NEW QUESTION # 65

An organization must be digitally accessible to enable social opportunity.

What are three core principles of Web Content Accessibility Guidelines (WCAG)?

Choose 2 answers

- A. Delightful
- B. Abundant
- C. Understandable
- D. Robust
- E. Operable

**Answer: C,E**

#### NEW QUESTION # 66

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