

User-Experience-Designer Latest Practice Materials & User-Experience-Designer Reliable Exam Vce



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Salesforce User-Experience-Designer Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">• Declarative Design: This topic provides UX designers with insights into core Salesforce objects and their impact on user experiences. It covers declarative features to enhance information architecture, optimize user flow, and improve efficiency in multi-step processes. Additionally, it includes guidance on global configurations, onboarding, support options, and applying branding to Salesforce solutions. |
| Topic 2 | <ul style="list-style-type: none">• UX Fundamentals: This topic equips UX designers to identify the appropriate UX methods for defining optimal user experiences. It explains the influence of corporate branding and styling on user interfaces and highlights key design principles and tools to ensure accessibility and engagement. Additionally, the fundamentals of mobile UX design are covered. |
| Topic 3 | <ul style="list-style-type: none">• Salesforce Lightning Design System (SLDS): This topic introduces UX designers to SLDS and its purpose in creating consistent designs within the Lightning Experience. It explores leveraging out-of-the-box configurations and customizing components to align with SLDS principles. Designers gain the knowledge to maintain cohesion and functionality across customized Salesforce environments. |
| Topic 4 | <ul style="list-style-type: none">• Human-Centered Design: Here, UX designers learn to integrate human-centered design principles into customer solutions, emphasizing empathy and user-centric strategies. The topic underscores the importance of inclusive design practices, ensuring solutions cater to diverse user needs and promote equity in digital experiences. |
| Topic 5 | <ul style="list-style-type: none">• Discovery: In this topic, UX designers explore research methodologies and tools essential for designing solutions tailored to specific business requirements. The topic emphasizes gathering and planning strategies based on current user experiences. It highlights key Salesforce UX personas, their typical processes, and the value Salesforce can bring to enhancing user experiences. |

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Salesforce Certified User Experience Designer Sample Questions (Q74-Q79):

NEW QUESTION # 74

W UX wants to customer the end user's Salesforce app experience.

Which two administrator capabilities should be used for mobile navigation menu setup?

Choose 2 answers

- A. Visualforce pages and Lightning pages can be included
- B. Tab visibility is dependent on the location of the user.
- C. Different menu configurations can be set for different types of users.
- D. Navigation items are configured in the Salesforce Navigation Setup mode.

Answer: A,B

NEW QUESTION # 75

Which goal would be important in undertaking a Consequence Scanning exercise before launching a new product?

- A. Encourage team well-being through collaboration.
- B. Identify the best angle for positive launch press coverage.
- C. Reframe the product objectives from multiple, diverse perspectives.

Answer: C

Explanation:

Explanation

Consequence scanning is a practice that helps teams to consider the potential consequences of their product or service on people, communities, and the planet¹. It is an agile tool that fits within an iterative development cycle and allows teams to identify and mitigate risks, as well as focus on positive outcomes². One of the goals of consequence scanning is to reframe the product objectives from multiple, diverse perspectives. This means that the team can explore how different stakeholders, such as users, organisations, or society, might be affected by the product or service, both intentionally and unintentionally². By doing so, the team can ensure that the product or service aligns with their values and culture, and that they are aware of the trade-offs and implications of their decisions². Reframing the product objectives from multiple, diverse perspectives can also help the team to discover new opportunities, generate innovative solutions, and increase user satisfaction and trust³.

Encouraging team well-being through collaboration and identifying the best angle for positive launch press coverage are not the primary goals of consequence scanning, although they might be beneficial side effects. Consequence scanning is not a PR exercise, but a way to ensure responsible innovation and ethical design². While consequence scanning can foster team collaboration and communication, it is not a team-building activity, but a way to share knowledge and expertise and raise concerns in a dedicated format². References:

Consequence scanning: How to mitigate risks in your service

Consequence Scanning - an agile practice for responsible innovators

What is consequence scanning?

NEW QUESTION # 76

Cloud Kicks has an existing customer Experience Cloud portal that is performing well. Which has the highest probability of increasing customer engagement?

- A. Recognizing peers with badges
- B. Choosing personalized branding
- C. Customizing page layouts

Answer: A

Explanation:

In the context of an existing Customer Experience Cloud portal that is already performing well, the goal is to further increase customer engagement by adding elements that encourage interaction and participation.

Recognizing peers with badges is a highly effective way to achieve this because:

* Personalization and Gamification: Badges introduce an element of gamification and personalization, which can significantly increase engagement. Users are motivated to participate and contribute to the community when they see a tangible recognition of their efforts and achievements.

* Community Building: Recognizing contributions with badges helps in building a stronger community by highlighting active members and encouraging others to contribute. It fosters a sense of belonging and appreciation among users.

While personalized branding (option A) and customizing page layouts (option B) can enhance the user experience, they do not directly incentivize user interaction and contribution as effectively as recognizing contributions through badges does.

References: For insights on implementing badges and gamification strategies in Salesforce Experience Cloud portals, Salesforce's official documentation and community resources offer guidelines and best practices.

These resources discuss various ways to enhance user engagement and community building within the Salesforce ecosystem.

NEW QUESTION # 77

A UX Designer wants to customize the end user's Salesforce app experience.

Which administrative capability should be used for mobile navigation menu setup?

- A. Menu tabs can be Visualforce and Lightning pages.
- B. Menu tabs visibility is based on user location.
- C. Menu tabs can be based on different user types.

Answer: A

Explanation:

Explanation

One of the administrative capabilities that can be used for mobile navigation menu setup is to include Visualforce and Lightning pages as menu tabs. Visualforce and Lightning pages are custom pages that can display data, logic, and interface elements in the Salesforce mobile app. To include Visualforce and Lightning pages as menu tabs, the UX Designer needs to create tabs for those items first, and then add them to the navigation menu of the Mobile Only app or the Lightning app. Menu tabs can be based on different user types: This is not an administrative capability that can be used for mobile navigation menu setup, but rather a feature of the Lightning app navigation method. The Lightning app navigation method allows the UX Designer to create different Lightning apps for different user types, and assign them to different user profiles. Each Lightning app can have its own navigation menu and navigation bar, which can be customized with the items that are relevant for each user type. Menu tabs visibility is based on user location: This is not an administrative capability that can be used for mobile navigation menu setup, but rather a feature of the geolocation field type. The geolocation field type allows the UX Designer to store the latitude and longitude coordinates of a record, and use them for various purposes, such as displaying maps, calculating distances, or filtering reports. The geolocation field type does not affect the visibility of the menu tabs in the Salesforce mobile app.

References:

Customize the Mobile Only Navigation Menu in the Salesforce Mobile App

Customize a Lightning App Navigation Menu in the Salesforce Mobile App

Create a Lightning App Unit | Salesforce Trailhead

Assign a Lightning App to a User Profile Unit | Salesforce Trailhead

[Geolocation Custom Field Type - Salesforce Help]

[Use Geolocation Fields in Formulas - Salesforce Help]

NEW QUESTION # 78

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.

What should be recommended?

- A. Lightning Path component
- B. Utility bar with embedded video
- **C. Docked prompt using In-App Guidance**
- D. Custom video component

Answer: C

Explanation:

To let its users know when a new feature is enabled or available with a short video explaining the new feature, the recommended solution is to use a docked prompt using In-App Guidance. In-App Guidance is a feature that allows the designer to create prompts and walkthroughs that guide users through new or complex tasks in Salesforce. A docked prompt is a type of prompt that appears at the bottom of the screen and can contain text, images, or videos. A docked prompt can be used to announce a new feature and provide a short video tutorial on how to use it. The designer can also set the conditions for when and how often the prompt should appear, and track the user engagement with the prompt. References: : In-App Guidance | Salesforce Help : UX Designer Certification Prep: Designing with In-App Guidance | Trailhead

NEW QUESTION # 79

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