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Salesforce Certified Platform User Experience Designer Sample Questions (Q131-Q136):

NEW QUESTION # 131

Cloud Kicks has asked its UX Designer to optimize Salesforce to help the IT help desk team quickly resolve the team's queued Cases.

What Salesforce-based approach should be recommended to quickly show the appropriate cases to IT help desk team members?

- A. Add a Case Assignment component to the team's home page configured to shown cases assigned to the logged in team member.
- B. Add a Case inbox component to the page configured to show assigned and open cases.
- C. Add a List View component to the home page configured to show a custom list view filtered to show assigned and open cases.

Answer: C

Explanation:

To optimize Salesforce for the IT help desk team at Cloud Kicks, enabling them to quickly resolve queued cases, adding a List View component to the home page is the most effective approach because:

Customization and Relevance: A List View component can be customized to show a list view that is specifically filtered to display cases that are both assigned to the team members and are currently open. This ensures that team members immediately see the most relevant cases as soon as they log in, without needing to navigate through the Salesforce interface.

Efficiency: Having this component on the home page saves time and clicks, making the process of identifying and accessing pending cases more efficient, which is crucial for quickly resolving issues.

While options A (Case Assignment component) and C (Case inbox component) could also present cases to team members, the List View component's ability to be customized with specific filters offers a more targeted approach to showing the most pertinent cases directly on the home page.

Reference:For more details on optimizing Salesforce for specific team roles, Salesforce's Help Documentation and Developer Guides offer extensive resources on using components like List Views to enhance user experience and efficiency. These guides provide step-by-step instructions on customizing the Salesforce interface to meet the needs of different teams within an organization.

NEW QUESTION # 132

Cloud Kicks (CK) wants to display contact information, including avatar, name, and title, for people who are related to a customer on a Record page. However, title space is available.

Which standard component's design should be used given CK's constraints?

- A. Interactive Cards
- B. Tree Grid
- C. Table
- D. Tiles

Answer: D

Explanation:

Tiles are standard components that display records or objects as a collection of boxes that contain a photo and additional information1. Tiles are suitable for Cloud Kicks (CK) to display contact information, including avatar, name, and title, for people who are related to a customer on a Record page, as they provide a compact and visual way to show the relevant data.Tiles also allow users to interact with the records by clicking or tapping on them1.Tiles can be customized to fit the available space and layout of the Record page2.Components - Salesforce Lightning Component Library,Tiles - Lightning Design System Interactive cards are compact components that can displayinformation such as avatars, names, and titles in an organized way. Additionally, Interactive Cards are designed to be responsive and can be used to display information on smaller screens, such as mobile devices, without taking up too much space. This makes them ideal for CK's use case, as they can display all of the required information within the limited title space. For more information, see the Salesforce Lightning Design System documentation (https://lightningdesignsystem.com/components/cards/#interactive-cards).

NEW QUESTION # 133

A UX Designer wants to quickly mock up Salesforce user Interface experiences using a collation of prebuilt components. The designer need sales lightning resources for their design and prototypesuch as based components, tokens, design patterns.

Which tool to install should need?

- A. Sketch plugin
- B. Lightning Design system Unmagaged Package

- C. Lightning Design system Zip
- D. SLDS Validator

Answer: A

Explanation:
The tool to install that the UX Designer needs is theSketch plugin. This plugin allows the designer to quickly mock up Salesforce user interface experiences using a collection of prebuilt components, such as base components, tokens, design patterns, and more. The plugin also provides access to the Salesforce Lightning resources for their design and prototype, such as icons, fonts, colors, and images. The plugin is compatible with Sketch, a popular design tool for creating user interfaces.
1: Salesforce Lightning Design System
2: Sketch Plugin

NEW QUESTION # 134
Which two steps should a UX Designer take to create and deliver responsible andtransparent AI technology? Choose 2 answers

- A. Collect as much data from the user as possible for a catered experience.
- B. Document model cards to clarify intended context and use cases.
- C. Provide clear explanations of AI predictions or recommendations.
- D. Design AI that is seamless enough so the user does not notice.

Answer: B,C

Explanation:
A UX Designer should take the following steps to create and deliver responsible and transparent AI technology12:
C) Document model cards to clarify intended context and use cases.Model cards are standardized documents that provide essential information about a machine learning model, such as its purpose, performance, limitations, and ethical considerations3.Model cards can help UX Designers to communicate the design choices and trade-offs of their AI systems, and to ensure that they are aligned with the user needs and expectations4.
D) Provide clear explanations of AI predictions or recommendations.Explanations are user-facing descriptions of how and why an AI system produces a certain output, such as a prediction, a recommendation, or a decision5.Explanations can help UX Designers to increase the transparency and trustworthiness of their AI systems, and to empower users to understand, control, and evaluate the AI outcomes6.
C) Document model cards to clarify intended context and use cases.
Model cards are documents that describe the intended use, performance, and limitations of AI models. They help ensure that the AI technology is being used responsibly and transparently, as they provide clear information about the model's context, data, and assumptions. This can help reduce the risk of unintended consequences and build trust with users.
D) Provide clear explanations of AI predictions or recommendations.
Clear explanations of AI predictions or recommendations help build trust with users and increase understanding of how the AI technology works. By providing an understandable explanation of how a prediction or recommendation was made, users can gain a better understanding of the technology and how it is intended to be used. This can also help reduce the risk of unintended consequences and improve accountability.

NEW QUESTION # 135
Cloud Kicks (CK) is going mobile and wants to ensure its Salesforce app aligns with company branding.
Which element could be customized in the Salesforce app to match CK's branding?

- A. Brand color and loading page logo
- B. Search bar layout and loading page background
- C. Background image and focus link color

Answer: A

Explanation:
The Salesforce app allows administrators to customize the brand color and the loading page logo to match the company's branding. The brand color affects the key user interface elements such as the header, buttons, and search bar. The loading page logo is the image that appears after a mobile user logs in. These elements can be customized from Setup by entering Salesforce Branding in the Quick Find box, then selecting Salesforce Branding. The other elements, such as the search bar layout, the background image, and the focus link color, are not customizable in the Salesforce app.Reference:

Customize Salesforce Mobile App Branding
How Salesforce App Branding Works

NEW QUESTION # 136
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