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Salesforce Certified Platform User Experience Designer Sample Questions (Q202-Q207):

NEW QUESTION # 202

After conducting user interviews, a UX Designer finds that an equal amount of users prefer to use the Comfy density setting as the Compact density setting while viewing record details.

Which approach should be avoided by developers when building custom components to make sure their components take

advantage of this setting?

- A. Using existing Lightning Components such as the card or page header
- B. Using the varSpacingMedium design token in CSS to set spacing
- C. **Using REM_based spacing values when styling components.**

Answer: C

Explanation:

When developers are building custom components in Salesforce and need to ensure that these components adapt to user preferences for density settings (Comfy or Compact), they should avoid using REM-based spacing values. This is because REM-based spacing does not automatically adjust based on the density setting chosen by the user, leading to a lack of consistency with the rest of the Salesforce UI, which does adapt to these settings. Instead, developers should:

A) Use the varSpacingMedium design token in CSS, as Salesforce Lightning Design System (SLDS) design tokens are context-aware and can adjust their values based on the density setting, ensuring a consistent user experience across different user preferences.

C) Use existing Lightning Components such as the card or page header, which are pre-built to adapt to density settings, ensuring that custom components align with the overall Salesforce UI and respect user settings for density.

Reference: Salesforce Lightning Design System (SLDS) documentation provides guidelines on using design tokens and building responsive components that respect user settings like density preferences. You can find more information on the official Salesforce Developers website or the SLDS documentation section.

NEW QUESTION # 203

A UX Designer is considering the design of a record creation screen for the custom object Appointment.

Appointment records have two record types: Virtual and In-Person. Virtual appointments may have different virtual meeting software options, each with fields specific to it.

Which two considerations should be made when creating this record using Dynamic Forms?

Choose 2 answers

- A. **The use of tabs when creating the record is not allowed.**
- B. The form will not be available on mobile devices.
- C. **Fields can be organized into sections.**
- D. All software option sections of the form will always be visible.

Answer: A,C

Explanation:

Dynamic Forms is a feature that allows users to customize the form fields and sections displayed to users on a page layout. Dynamic Forms can be used to create user-centric, intuitive, and dynamic record creation screens for custom objects, such as Appointment. When creating a record using Dynamic Forms, the UX designer should consider the following two aspects¹²: The use of tabs when creating the record is not allowed. Dynamic Forms does not support the use of tabs within the form, as tabs are not compatible with the record creation process. Tabs are only available for viewing or editing existing records, not for creating new ones. Therefore, the UX designer cannot use tabs to separate the fields for different record types or software options on the record creation screen.

Fields can be organized into sections. Dynamic Forms allows the UX designer to group fields into sections, and place them anywhere on the page layout. Sections can have labels, collapsible headers, and visibility rules. The UX designer can use sections to create a logical and clear structure for the form, and to show or hide fields based on user input, data, or profile. For example, the UX designer can create a section for each software option, and use visibility rules to display only the relevant section based on the user's selection.

The following two aspects are not true when creating a record using Dynamic Forms, and should be disregarded:

The form will not be available on mobile devices. Dynamic Forms is compatible with mobile devices, and the UX designer can preview and test the form on different device sizes and orientations. The form will automatically adjust to the screen size and layout of the mobile device, and provide a responsive and consistent user experience³.

All software option sections of the form will always be visible. Dynamic Forms allows the UX designer to use visibility rules to control the visibility of fields and sections on the form. Visibility rules can be based on user input, data, or profile. The UX designer can use visibility rules to show or hide software option sections based on the user's selection of the record type or the software option. This can reduce the clutter and complexity of the form, and provide a personalized and flexible user experience⁴. Get Started with Dynamic Forms Unit | Salesforce Trailhead, Salesforce Dynamic Forms: Overview & Deep Dive Tutorial, Dynamic Forms and Actions FAQ | Salesforce Help, Create Dynamic Forms with Visibility Rules | Salesforce Trailhead

NEW QUESTION # 204

Cloud kicks has identified that its users are having difficulty figuring out where to look on a web page due to the number of design elements.

Which three considerations should be made to improve the visual hierarchy of the page?

Choose 3 answers

- A. Scale using relative size to signal importance
- B. Continuity keep all typeface the same size
- C. Color and contrast, saturation between the elements
- D. Grouping proximity and common regions
- E. Proportion, keep all elements a similar size

Answer: A,C,D

Explanation:

The three considerations that should be made to improve the visual hierarchy of the page are:

Grouping proximity and common regions. This principle states that elements that are close together or share a common boundary are perceived as belonging to the same group. This helps to create a sense of order and organization on the page and reduce the visual clutter.

Scale using relative size to signal importance. This principle states that elements that are larger are perceived as more important or prominent than elements that are smaller. This helps to create a contrast and focus on the page and guide the user's attention to the most relevant information.

Color and contrast, saturation between the elements. This principle states that elements that have different colors or contrast levels are perceived as distinct or separate from each other. This helps to create a variety and interest on the page and highlight the differences or similarities between the elements.

NEW QUESTION # 205

Cloud Kicks (CK) is planning to roll out a refreshed version of its mobile app with some new functionality for customers.

What are two reasons why CK's UX Designer would consider using an interactive prototype in this situation?

Choose 2 answers.

- A. To enable iterative feedback from the users
- B. To avoid added long-term cost from oversight-driven rework
- C. To increase the speed of design compared to paper prototyping
- D. To eliminate the need for journey mapping during discovery

Answer: A,B

Explanation:

An interactive prototype is a simulation of the final product that allows users to interact with it and test its functionality and usability. An interactive prototype can be created using tools such as Figma or Invision, and can be shared with stakeholders and users for feedback and validation. An interactive prototype can have several benefits for a UX designer, especially when planning to roll out a refreshed version of a mobile app with some new functionality for customers. Two of these benefits are:

To avoid added long-term cost from oversight-driven rework. An interactive prototype can help the UX designer to identify and fix any errors, bugs, or gaps in the design before the development stage. This can save time and money that would otherwise be spent on reworking the product after it is developed. An interactive prototype can also help the UX designer to ensure that the new functionality is aligned with the customer needs and expectations, and that it does not compromise the existing functionality or performance of the app.

To enable iterative feedback from the users. An interactive prototype can provide a realistic and engaging user experience, and allow the users to explore the app and provide their opinions and suggestions. The UX designer can use the user feedback to iterate and improve the design, and to validate the assumptions and hypotheses. An interactive prototype can also help the UX designer to measure the user satisfaction and loyalty, and to test the app's usability and accessibility.

The following two reasons are not valid for using an interactive prototype in this situation:

To increase the speed of design compared to paper prototyping. An interactive prototype is not necessarily faster than a paper prototype, as it requires more time and effort to create and refine. A paper prototype is a low-fidelity prototype that uses sketches or drawings to represent the app's layout and functionality. A paper prototype can be useful for generating and testing ideas quickly and cheaply, and for involving the users in the co-design process.

To eliminate the need for journey mapping during discovery. An interactive prototype is not a substitute for journey mapping, but a complement. Journey mapping is a UX research method that visualizes the user's journey across the app, and identifies the

touchpoints, actions, emotions, and pain points. Journey mapping can help the UX designer to understand the user's context, goals, and needs, and to discover the opportunities for improvement. An interactive prototype can help the UX designer to test and validate the journey map, and to communicate the design vision to the stakeholders and users⁴. Interactive Prototypes Without Coding - Studio by UXPin, What is Interactive Prototypes? - updated 2023 | IxDF, Paper Prototyping as a Usability Testing Technique, Journey Mapping 101 | Nielsen Norman Group

NEW QUESTION # 206

A UX Designer has been tasked with designing a custom Lightning Web Component (LWC) that uses the Salesforce Lightning Design System (SLDS).

Where on the SLDS website should the designer find accessible HTML and CSS used to create components along with implementation guidelines?

- A. Design Tokens
- B. Development Tools
- C. Component Blueprints

Answer: C

Explanation:

The best place on the SLDS website for the designer to find accessible HTML and CSS used to create components along with implementation guidelines is the Component Blueprints¹. Component Blueprints are framework-agnostic, accessible HTML and CSS that provide the basic structure and style for Lightning components¹. The designer can use the Component Blueprints to create custom Lightning Web Components that are consistent with the Lightning Design System. Design Tokens (B) are not the best place to find HTML and CSS, as they are variables that store design attributes, such as colors, fonts, and spacing². Development Tools are not the best place to find implementation guidelines, as they are tools and resources that help developers build and test Lightning components, such as VS Code extensions, LWC recipes, and Playground³. Reference:

Component Blueprints | Salesforce Lightning Design System

Design Tokens | Salesforce Lightning Design System

Development Tools | Salesforce Lightning Design System

NEW QUESTION # 207

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