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Salesforce Certified User Experience Designer Sample Questions (Q91-Q96):

NEW QUESTION # 91

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

Choose 2 answers

- A. Only allow users to open one selection at a time.
- B. Include persistent headings.
- C. Use the "back" browser button to collapse content
- D. Nest an accordion inside of another

Answer: A,D

NEW QUESTION # 92

Following a human-centered design process approach, Cloud Kicks is preparing a user feedback session for an app that is not performing as anticipated.

In what way could confirmation bias be avoided?

- A. Allow the user to explore the application without specific questions regarding which tasks to perform
- B. **Ask open-ended questions staying away from questions regarding feelings.**
- C. Ask specific questions about known pain points to confirm your hypothesis.

Answer: B

Explanation:

Explanation

A docked prompt is a type of In-App Guidance that can be used to provide contextual help and guidance to the users in the Salesforce app. A docked prompt is a small pop-up window that appears at the bottom of the screen, and can contain text, images, links, or videos. A docked prompt can be triggered by various events, such as opening a page, clicking a button, or completing an action. A docked prompt can also be dismissed by the user, or set to expire after a certain time or date¹² A UX Designer can customize the Salesforce Help Menu to meet the request of Cloud Kicks' Sales team by creating a docked prompt based on new feature rollouts. This way, the UX Designer can:

Inform the users about the new features and how they can benefit from them. For example, the UX Designer can create a docked prompt that introduces the new Einstein Opportunity Scoring feature, and explains how it can help the users prioritize their opportunities and close more deals³ Guide the users through the steps and best practices to use the new features. For example, the UX Designer can create a docked prompt that shows the users how to access and configure the new Einstein Opportunity Scoring feature, and how to interpret and act on the scores³ Engage the users and encourage them to explore and adopt the new features. For example, the UX Designer can create a docked prompt that includes a link to a video tutorial, a Trailhead module, or a feedback survey about the new Einstein Opportunity Scoring feature³ Show a site map of all the content: This is not a way to customize the Salesforce Help Menu to meet the request of Cloud Kicks' Sales team, because a site map of all the content is not a type of In-App Guidance, and it does not provide specific and timely help and guidance for the users. A site map of all the content is a visual representation of the structure and hierarchy of a website or app, and it can be useful for planning and designing the user interface, but not for providing In-App Guidance⁴ Provide links to external resources, such as training videos or a company dictionary: This is not a way to customize the Salesforce Help Menu to meet the request of Cloud Kicks' Sales team, because providing links to external resources is not a type of In-App Guidance, and it does not provide contextual and interactive help and guidance for the users. Providing links to external resources is a way to supplement the Salesforce Help Menu with additional information and resources, but not to create In-App Guidance⁵ References:

Create In-App Guidance Unit | Salesforce Trailhead

In-App Guidance - Salesforce Help

Create a Docked Prompt for New Feature Rollouts Unit | Salesforce Trailhead What is a Sitemap? - Interaction Design Foundation
Customize the Help Menu in Lightning Experience - Salesforce Help

NEW QUESTION # 93

Cloud Kicks (CK) allows its partners to manage leads and opportunities. CK's relationship manager has requested that partners are able to quickly browse and see their opportunities segmented by key attributes:

If the opportunity is closing within 2 weeks If it is valued at more than \$100,000 Which approach should be used in Experience Builder to enable this?

- A. Create a custom Lightning Web Component using a data table for each key attribute.
- B. **Configure a pre-filtered opportunity list view for each key attribute with the partner group.**
- C. Allow each user to create a filter for each key attribute and link to the opportunities list view.

Answer: B

Explanation:

Explanation

The best approach to enable partners to quickly browse and see their opportunities segmented by key attributes is to configure a pre-filtered opportunity list view for each key attribute with the partner group. This way, the partners can easily access the list views that show only the opportunities that match the criteria, such as closing within 2 weeks or valued at more than \$100,000. Creating a custom Lightning Web Component using a data table for each key attribute (A) might be too complex and time-consuming, and it might not be compatible with the Experience Builder. Allowing each user to create a filter for each key attribute and link to the opportunities list view (B) might be too tedious and inconsistent, and it might not provide a quick and easy way to browse the opportunities. Configuring a pre-filtered opportunity list view for each key attribute with the partner group is a simple and effective

solution that leverages the existing functionality of the Experience Builder and the list view component12. References:
List View Component | Salesforce Experience Cloud
Create and Edit List Views | Salesforce Help

NEW QUESTION # 94

Sales managers want their team members to help each other close Opportunities. The Opportunity and Account organization-wide defaults are private. To grant Opportunity access to sales reps on the same team, ownership-based sharing rules were created for each team.

What is the side effect of this approach?

- A. Sales reps on the same team will have Read access to the Accounts for Opportunities owned by their team members.
- B. All sales reps will have Read access to all Accounts.
- C. All sales reps will have Read access to Accounts for all Opportunities.
- D. Sales Reps on the same team will have Edit access to the Accounts for Opportunities owned by their team members.

Answer: A

NEW QUESTION # 95

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

Answer: C,D

NEW QUESTION # 96

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