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Salesforce Certified Platform User Experience Designer Sample Questions (Q157-Q162):

NEW QUESTION # 157

A UXDesigner is asked to design a new application built on Salesforce. What should be their first step?

- A. Create branding sets for each audience using Experience Builder.
- B. Design a series of custom web component for the app.
- C. **Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.**
- D. Find and review relevant AppExchange packages.

Answer: C

Explanation:

The Salesforce Lightning Design System (SLDS) is a collection of design guidelines, resources, and tools that help create consistent, beautiful, and accessible user experiences across the Salesforce platform¹. Component blueprints are one of the key resources that the SLDS provides. They are framework-agnostic, accessible HTML and CSS code snippets that can be used to create UI elements such as buttons, cards, menus, and more². A UX Designer who is asked to design a new application built on Salesforce should become familiar with the SLDS component blueprints as their first step, because they can help them to³:

Understand the structure, behavior, and appearance of the standard Salesforce components and how they can be customized or extended.

Follow the SLDS design principles and best practices, such as clarity, efficiency, consistency, and beauty.

Ensure that the application is responsive, adaptive, and compatible with different devices and screen sizes.

Leverage the SLDS design tokens, icons, and utilities to create a coherent and scalable visual language.

Reduce the development time and effort by reusing the existing code and avoiding duplication.

The other options are not the best first steps for a UX Designer who is asked to design a new application built on Salesforce. Creating branding sets for each audience using Experience Builder is a later step that involves applying the visual identity and style of the application to different user segments and channels⁴. Finding and reviewing relevant AppExchange packages is a research step that can help to identify existing solutions or features that can be integrated or adapted to the application⁵. Designing a series of custom web components for the app is a development step that can be done after defining the requirements, wireframes, and prototypes of the application.

Lightning Design System, Lightning Design System Create the World's Best Enterprise App Experiences Design System Fundamentals Component Blueprints Ready-to-use HTML and CSS UI elements provide the foundation for Salesforce experience development Go to Blueprints Tokens Visual design values and attributes that ensure branding and UI consistency at scale View Tokens Design Guidelines Design principles and best practices that guide beautiful, consistent, user-friendly product experiences Read Guidelines Tools New! Easy-to-use tools help all Trailblazers optimize workflows and bring Salesforce ideas to life Get Tools Blueprint Overview - Lightning Design System, Blueprint Overview - Lightning Design System What's New Getting Started Platforms Design Guidelines Kinetics Accessibility Component Blueprints Overview Accordion Activity Timeline Alert App Launcher Avatar Avatar Group Badges Brand Band Breadcrumbs Builder Header Button Icons Cards Chat Docked Utility Bar Dueling Picklist Dynamic Icons Dynamic Menu Expandable Section Feeds File Selector Files Form Element Global Header Global Navigation Icons Illustration Input List Builder Lookups Map Menus Notifications Page Headers Panels Path Picklist Pills Progress Indicator Prompt Radio Button Group Rich Text Editor Scoped Notifications Scoped Tabs Select Spinners Tabs Textarea Tiles Timepicker Toast Tooltips Tree Grid Trees Trial Bar Vertical Navigation Vertical Tabs Visual Picker Welcome Mat Utilities Design Tokens Icons Tools Resources Blueprint Overview Component blueprints are framework agnostic, accessible HTML and CSS used to create components in conjunction with our implementation guidelines. For more details, check out the glossary on the FAQ page. Show Filters Showing 85 blueprints, 183 variants. Accordion Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nActivity Timeline Responsive Adaptive Styling Hooks Prototype Base \n \nAlert Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nApp Launcher Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nAvatar Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nInitials Checkmark \nCheckmark \nAvatar Group Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nGrouped Checkmark \n \nBadges Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nBrand Band Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nBreadcrumbs Lightning Component Responsive Adaptive Styling Hooks Prototype Base \n \nToolbar \n \nButton Groups Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nList Checkmark \n \nRow Checkmark \n \nButton Icons Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nBordered Filled Container Checkmark \n \nBordered Inverse Checkmark \n \nBordered Transparent Container Checkmark \n \nBrand Checkmark \n \nInverse Checkmark \n \nStateful Checkmark \n \nTransparent Container Checkmark \n \nButtons Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nDual Stateful Checkmark \nCheckmark \nStateful Checkmark \nCheckmark \nWith Icon Checkmark \nCheckmark \nCards Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nEinstein Checkmark \nCheckmark \nWrapper Checkmark \nCheckmark \nCarousel Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nChat Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nPast Checkmark \n \nCheckbox Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \nCheckmark \nForm Element Checkmark \nCheckmark \nCheckbox Button Lightning Component Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nCheckbox Prototype Base Checkmark \n \nCheckbox Button Group Responsive Adaptive Styling Hooks Prototype Base Checkmark \n \nCheckbox Toggle UX Designer Certification Prep: Design System Fundamentals, UX Designer Certification Prep: Design System Fundamentals Learn how to use the Salesforce Lightning Design System (SLDS) to create consistent, beautiful, and accessible user experiences across the Salesforce platform. Add to Favorites Add to Trailmix tags ~1 hr 30 mins +500 points Module Design System Fundamentals Learn about the Salesforce Lightning Design System (SLDS) and how it can help you create consistent, beautiful, and accessible user experiences across the Salesforce platform. 4 hrs 15 mins +800 points Project Build a Bear-Tracking App with Lightning Web Components Use Lightning Web Components and the Salesforce Lightning Design System to build a bear-

tracking app. 2 hrs 15 mins +500 points Project Build a Conference Management App with Aura Components Use Aura Components and the Salesforce Lightning Design System to build a conference management app. 2 hrs 15 mins +500 points Project Build a Discount Calculator with Visualforce Use Visualforce and the Salesforce Lightning Design System to build a discount calculator. 2 hrs 15 mins +500 points Project Build a Survey App with Experience Builder Use Experience Builder and the Salesforce Lightning Design System to build a survey app. 2 hrs 15 mins +500 points Project Build a Travel Approval App with Lightning Flow Use Lightning Flow and the Salesforce Lightning Design System to build a travel approval app. 2 hrs 15 mins +500 points Project Build a Volunteer Management App with Lightning App Builder Use Lightning App Builder and the Salesforce Lightning Design System to build a volunteer management app. 2 hrs 15 mins +500 points Project Build an Expense Tracker App with Lightning Web Components Use Lightning Web Components and the Salesforce Lightning Design System to build an expense tracker app. 2 hrs 15 mins +500 points Project Build an Inventory Management App with Aura Components Use Aura Components and the Salesforce Lightning Design System to build an inventory management app. 2 hrs 15 mins +500 points Project Build an Order Management App with Visualforce Use Visualforce and the Salesforce Lightning Design System to build an order management app. 2 hrs 15 mins +500 points Project Build an RSVP Management App with Experience Builder Use Experience Builder and the Salesforce Lightning Design System to build an RSVP management app. 2 hrs 15 mins +500 points Project Build an SMS Notification App with Lightning Flow Use Lightning Flow and the Salesforce Lightning Design System to build an SMS notification app. 2 hrs 15 mins +500 points Project Build an Branding Sets Unit | Salesforce Trailhead, Branding Sets Unit | Salesforce Trailhead Branding Sets Learn how to use branding sets to apply different styles to your digital experiences. Add to Favorites Add to Trailmix tags ~20 mins Incomplete Branding Sets Customize the look and feel of your digital experiences with branding sets. 15 mins +200 points Quiz +200 points Get Started with Branding Sets Learn how to create and apply branding sets to your digital experiences. 5 mins +200 points Quiz +200 points AppExchange Basics Unit | Salesforce Trailhead, AppExchange Basics Unit | Salesforce Trailhead AppExchange Basics Learn how to find, try, buy, and install AppExchange solutions. Add to Favorites Add to Trailmix tags ~25 mins Incomplete AppExchange Basics Learn how to find, try, buy, and install AppExchange solutions. 20 mins +200 points Quiz +200 points Get Started with AppExchange Learn what AppExchange is and how it can help you extend Salesforce functionality. 5 mins +200 points Quiz +200 points

NEW QUESTION # 158

A UX Designer at Cloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience.

How should the designer help mitigate pushback from developers?

- A. Work together on setting up UX Indicators.
- B. Get buy-in from the development lead first and let them persuade others.
- C. Share research notes from previous projects with them

Answer: A

Explanation:

The best way for the designer to help mitigate pushback from developers is to work together on setting up UX Indicators. UX Indicators are a set of metrics that measure the user experience of a product or feature, such as usability, satisfaction, engagement, and adoption¹. By working together on setting up UX Indicators, the designer and the developers can align on the goals and expectations of the design changes, and use data and evidence to evaluate their impact. This can help to reduce the subjective opinions and assumptions that might cause pushback, and foster a collaborative and user-centered culture. Sharing research notes from previous projects with them (A) might not be very helpful, as the research might not be relevant or applicable to the current project, and the developers might not trust or understand the research methods or findings. Getting buy-in from the development lead first and let them persuade others (B) might not be very effective, as it might create a top-down or hierarchical approach that does not involve the developers in the design process, and might make them feel excluded or ignored. Reference:

UX Designer Certification Prep: UX Indicators

NEW QUESTION # 159

Cloud Kicks (CK) has a new Portal landing page built with Experience Builder. Upon review, CK does not think the company's brand experience is translated into the user experience; however, CK does confirm the Theme was set up correctly.

Which additional UX elements should be reviewed to influence the brand experience?

- A. Shapes, Interaction Design, and Typography
- B. Visual, Content, and Interaction Design
- C. Visual Design, Harmony, and Responsiveness

Answer: B

Explanation:

The additional UX elements that should be reviewed to influence the brand experience are visual, content, and interaction design. These elements are essential for creating a consistent, engaging, and memorable user experience that reflects the company's brand identity and values¹².

Visual design refers to the use of colors, shapes, typography, images, icons, and other graphical elements to create a visual hierarchy, contrast, balance, and harmony on the page¹³. Visual design affects the user's perception, emotion, and attention, and can communicate the brand's personality, tone, and message¹³. For example, Cloud Kicks can use their logo, color scheme, and font to create a recognizable and distinctive visual identity for their portal landing page⁴.

Content design refers to the creation, organization, and presentation of text, audio, video, and other media to convey the brand's value proposition, story, and information to the user¹⁵. Content design affects the user's understanding, interest, and trust, and can communicate the brand's purpose, benefits, and voice¹⁵. For example, Cloud Kicks can use clear, concise, and compelling headlines, subheadings, and body text to highlight their products, services, and customer testimonials on their portal landing page. Interaction design refers to the design of the user interface elements, such as buttons, links, menus, forms, and sliders, that enable the user to interact with the page and perform tasks¹. Interaction design affects the user's behavior, satisfaction, and feedback, and can communicate the brand's functionality, usability, and responsiveness¹. For example, Cloud Kicks can use intuitive, consistent, and accessible navigation, search, and filtering options to help the user find what they are looking for on their portal landing page.

By reviewing and improving these UX elements, Cloud Kicks can ensure that their portal landing page delivers a positive and coherent brand experience to their users, and that their brand identity is translated into the user experience.

The 5 Elements of User Experience Design

How to Create a Brand Experience That Works With Your UX

Visual Design Basics

Use Branding Sets in Experience Builder

Content Design: What It Is and Why It Matters

[How to Write Effective Web Content for Your Experience Cloud Site]

[Interaction Design Basics]

[Designing User Interfaces for Experience Cloud Sites]

NEW QUESTION # 160

A UX Designer at Cloud Kicks has been asked to gather insights for a newly released feature at scale from a Specific set of users in the flow of their work.

Which approach should be used?

- A. User Interviews
- B. In-App Feedback
- C. A/B Test
- D. Survey

Answer: B

Explanation:

In-app feedback is a method of collecting user feedback within the context of the product or service, without interrupting the user's workflow. It allows the UX designer to gather insights from a specific set of users at scale and measure their satisfaction, preferences, and pain points. In-app feedback can be implemented using various techniques, such as ratings, reviews, comments, suggestions, polls, or pop-ups .Reference:

NEW QUESTION # 161

A UX Designer is in the process of designing a new page layout for a custom object in Salesforce.

How should the designer ensure the best end-user experience?

- A. Group similar fields using sections.
- B. Include all potentially useful fields.
- C. Make field labels and API names identical.
- D. Mark all fields as required.

Answer: A

Explanation:

The best way to ensure the end-user experience when designing a new page layout for a custom object in Salesforce is to group similar fields using sections. Sections are UI components that allow you to organize fields into logical groups and provide headings

and descriptions for each group. Sections help to improve the readability, scannability, and usability of the page layout by reducing the visual clutter and providing a clear structure and hierarchy for the information. Sections also help to align the page layout with the user's mental model and expectations, as well as the business processes and workflows. [UX Designer Certification Prep: User Interface Design Principles], [UX Designer Certification Prep: Salesforce Design System] Including all potentially useful fields is not a good way to ensure the end-user experience when designing a new page layout for a custom object in Salesforce, because it can create a crowded and overwhelming interface that is hard to navigate and understand. It can also increase the cognitive load and the scrolling effort for the user, as well as the maintenance cost for the designer. It is better to include only the essential and relevant fields that the user needs to perform their tasks and goals, and use other methods such as related lists, tabs, or modals to display additional information. [UX Designer Certification Prep: User Interface Design Principles], [UX Designer Certification Prep: Salesforce Design System] Making field labels and API names identical is not a good way to ensure the end-user experience when designing a new page layout for a custom object in Salesforce, because it can create confusion and inconsistency for the user and the developer. Field labels are the text that appear on the user interface to identify the fields, while API names are the unique identifiers that are used by the system and the code to reference the fields. Field labels and API names should be different, because they have different purposes and audiences. Field labels should be clear, concise, and descriptive, using natural language and proper capitalization, punctuation, and spacing. API names should be concise, unique, and consistent, using underscores and camel case to separate words. [UX Designer Certification Prep: User Interface Design Principles], [UX Designer Certification Prep: Salesforce Design System] Marking all fields as required is not a good way to ensure the end-user experience when designing a new page layout for a custom object in Salesforce, because it can create frustration and annoyance for the user, as well as increase the error rate and the abandonment rate. Required fields are fields that the user must fill in before they can save or submit the record. Required fields should be used sparingly and only for the fields that are absolutely necessary for the system or the business logic. Marking all fields as required can make the user feel pressured and constrained, and force them to enter irrelevant or inaccurate data. It can also make the user miss the truly important fields, or give up on completing the record altogether. [UX Designer Certification Prep: User Interface Design Principles], [UX Designer Certification Prep: Salesforce Design System][UX Designer Certification Prep: User Interface Design Principles], [UX Designer Certification Prep: Salesforce Design System]

NEW QUESTION # 162

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