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## Salesforce Certified Platform User Experience Designer Sample Questions (Q59-Q64):

### NEW QUESTION # 59

Cloud Kicks has identified that users are getting anxious over a multiple-step custom Screen Flow with no way of visualizing its completeness.

What should be done to improve the user experience?

- A. Configure cascading accordions to condense the experience.
- B. Set up a Salesforce Path with Guidance for Success.
- C. Replace multiple-step Screen Flow with a static vertical form.
- **D. Create a Progress Indicator component that displays the flow's stages.**

**Answer: D**

Explanation:

The best way to improve the user experience of a multiple-step custom Screen Flow is to create a Progress Indicator component that displays the flow's stages. A Progress Indicator component provides a visual indication of the progress of a particular process, showing the number of steps, the current step, and the prior steps completed. This helps to reduce the user's anxiety and uncertainty by letting them know where they are in the flow and how much is left to complete. A Progress Indicator component can be created using the `lightning:progressIndicator` or `lightning-progress-indicator` tags in Aura or Lightning Web Components, respectively. The component can be customized to match the branding and styling of Cloud Kicks, and can be integrated with the Screen Flow using attributes and events. Reference:

`lightning:progressIndicator` - documentation - Salesforce Lightning Component Library

`lightning-progress-indicator` - documentation - Salesforce Lightning Component Library

How to Add a Progress Bar to a Screen Flow

### NEW QUESTION # 60

Cloud Kicks (CK) is going to launch a new Salesforce process for its Customer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.

Which three Salesforce tools should be used to track and measure the adoption of the new process?

Choose 3 answers

- **A. Salesforce Surveys for user Satisfaction**
- B. Visualforce App
- **C. User Engagement Dashboard and Report**
- D. Custom Permission Sets
- **E. Chatter polls**

**Answer: A,C,E**

Explanation:

To track and measure the adoption of the new process, CK should use the following Salesforce tools:

**User Engagement Dashboard and Report:** This tool provides insights into how users are interacting with Salesforce, such as the number of logins, page views, actions, and time spent. It can help CK identify which users are adopting the new process and which ones need more training or support.

**Salesforce Surveys for user Satisfaction:** This tool allows CK to create and send surveys to its customer service representatives to collect feedback on the new process, such as their satisfaction, challenges, and suggestions. It can help CK measure the impact of the new process on the user experience and satisfaction.

**Chatter polls:** This tool enables CK to create and post simple polls on Chatter to gather quick opinions or preferences from its customer service representatives. It can help CK engage with its users and get their input on the new process.

1: User Engagement Dashboard and Report

2: Salesforce Surveys for user Satisfaction

3: Chatter polls

### NEW QUESTION # 61

Which visual design elements should be used in corporate style and branding guidelines?

- **A. Typography, Color, Imagery**
- B. Sketching, Wireframes, Storyboards
- C. User Stories, Scenario, UX Reviews
- D. A/B Testing, Heuristics, Dairy Studies

**Answer: A**

Explanation:

Typography, color, and imagery are visual design elements that can be used to create a consistent and recognizable corporate style and branding. Typography refers to the choice and use of fonts, sizes, weights, and spacing to convey meaning and hierarchy. Color refers to the selection and application of hues, shades, tints, and tones to create contrast, harmony, and mood. Imagery refers to the use of photos, illustrations, icons, and graphics to communicate messages, concepts, and emotions.

[Salesforce Certified User Experience Designer Exam Guide], Section 2.3: Demonstrate knowledge of visual design principles and best practices.

[UX Designer Certification Prep: Visual Design], Unit 2: Typography, Color, and Imagery.

### NEW QUESTION # 62

Cloud Kicks (CK) wants gamified learning content for its internal users and leadership. CK wants to create a custom product training as a part of the experience.

What should be recommended?

- A. Enablement Site to build and assign custom modules
- B. Sandbox to experiment with the product
- C. In-app prompts to provide access to video content

**Answer: A**

Explanation:

An Enablement Site is a custom-branded site that allows users to access learning content, such as modules, trails, and trailmixes, from Trailhead. It also allows admins to create and assign custom modules that are specific to their organization's needs and goals. An Enablement Site can be used to gamify the learning experience by adding badges, points, and leaderboards. An Enablement Site can also provide analytics and reports on the learners' progress and performance. Therefore, an Enablement Site is the best option for Cloud Kicks to create a gamified learning content for its internal users and leadership, as well as a custom product training.

Reference:

[Trailhead: Enablement Site Basics]

[Trailhead: Create Custom Modules for Your Enablement Site]

[Trailhead: Gamify Your Enablement Site]

### NEW QUESTION # 63

Cloud Kicks is planning its Einstein Bot implementation and has identified common issues the Bot can resolve. CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction.

- A. voice and tone planning
- B. Training and support for planning
- C. deboarding planning
- D. user interface planning

**Answer: D**

Explanation:

User interface planning is an essential part of the Einstein Bot implementation process, as it involves designing the bot's appearance, behavior, and interactions with the customers. User interface planning can affect the bot's effectiveness and customer satisfaction, as it can influence the clarity, efficiency, consistency, and beauty of the bot's experience. User interface planning includes:

Choosing a bot avatar and name that match the brand and tone of the company  
Configuring the bot greeting and fallback messages that set the expectations and boundaries of the bot's capabilities  
Designing the bot dialogues and menus that guide the customers through the conversation and provide relevant options and information  
Testing and iterating the bot user interface based on user feedback and analytics  
Einstein Bots Project Planning | Salesforce Trailhead

### NEW QUESTION # 64

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