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Salesforce Certified Platform User Experience Designer Sample Questions (Q170-Q175):

NEW QUESTION # 170

A developer is creating a Lightning Web Component (LWC) and wants to make sure the visual experience is consistent with Cloud

Kicks' branding. The developer asks their UX Designer about the Salesforce Lightning Design System (SLDS) styling hooks. How should the designer describe them?

- A. They use standard CSS properties to directly style HTML elements.
- B. They use custom CSS properties to directly style HTML elements.
- C. They use standard CSS properties to easily style base and custom components.
- **D. The use custom CSS properties to easily style base and custom component.**

Answer: D

Explanation:

The designer should describe SLDS styling hooks as custom CSS properties that can easily style base and custom components. Styling hooks are placeholders in the SLDS style sheet that allow developers to customize the look and feel of their Lightning components by using the corresponding CSS custom properties. For example, the developer can change the background color of a button by setting the value of the `--slds-c-button-brand-color-background` custom property. Styling hooks are especially useful when working with web components and shadow DOM, as they enable component-level customizations without affecting the global styles. Styling hooks also provide consistency and performance benefits, as they leverage the SLDS design tokens and the native browser support for CSS custom properties. Reference:

:Styling Hooks - Lightning Design System

:SLDS Styling Hooks | Lightning Web Components Developer Guide | Salesforce Developers

:SLDS Styling hooks in Lightning web components - Forcetrails

The designer should describe the Salesforce Lightning Design System (SLDS) styling hooks as using standard CSS properties to easily style base and custom components. SLDS styling hooks allow developers to quickly and easily apply CSS classes to HTML elements, enabling consistent styling across both base and custom components. This allows developers to quickly and easily apply branding and styling to their Lightning Web Components, without needing to write custom CSS. For more information about SLDS styling hooks, please see the following Salesforce documentation: https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_slds_styles_hooks

NEW QUESTION # 171

Cloud Kicks (CK) 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. Which additional element(s) would be essential?

- A. Voice and tone planning
- B. Onboarding planning
- **C. User interface planning**
- D. Training and support planning

Answer: C

NEW QUESTION # 172

Cloud Kicks wants to hire a deal closer.

Which three activities would someone in this role do each day?

Choose 3 answers

- **A. Update existing prospect and customer records.**
- B. Customize and administer Salesforce.
- C. Create cases from issues.
- **D. Log activities such as calls, emails, and notes.**
- **E. Review and work through their list of leads or opportunities.**

Answer: A,D,E

Explanation:

A deal closer is someone who is responsible for closing sales deals with prospects and customers. They need to update existing prospect and customer records to keep track of their interactions and status. They also need to log activities such as calls, emails, and notes to document their communication and follow-ups. They also need to review and work through their list of leads or opportunities to prioritize their tasks and identify the best prospects to focus on. These activities are essential for a deal closer to manage their pipeline and achieve their sales goals. Creating cases from issues and customizing and administering Salesforce are not

activities that a deal closer would do each day. These are more likely to be done by a customer service agent or a Salesforce administrator, respectively.[Salesforce Certified User Experience Designer Exam Guide], [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Roles and Personas]

NEW QUESTION # 173

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

Answer: B

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 # 174

A UX Designer is working on a series of custom Salesforce components for a new website. In which way could the designer accelerate the visual design process?

- **A. A Leverage the Salesforce Lightning Design System (SLDS) using UI kits or plugins.**
- B. Build a custom layout in Salesforce and export the underlying code.
- C. Use separate stylesheets to make implementation easier.

Answer: A

Explanation:

The Salesforce Lightning Design System (SLDS) is a collection of design guidelines, components, and resources that enable developers and designers to build consistent, high-quality, and responsive user interfaces across the Salesforce platform. The SLDS provides UI kits and plugins for popular design and prototyping tools, such as Sketch, Adobe XD, and Figma, that allow designers to quickly create mockups and wireframes using the SLDS components and styles. By leveraging the SLDS, the designer can accelerate the visual design process and ensure alignment with the Salesforce brand and best practices.Reference:

[Salesforce Lightning Design System]

[UI Kits and Plugins]

[UX Designer Certification Prep: Visual Design]

NEW QUESTION # 175

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