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## Salesforce Certified Platform Strategy Designer Sample Questions (Q74-Q79):

### NEW QUESTION # 74

Cloud Kicks (CK) is interested in collecting data passively from customers while they are exercising in the company's latest tours plans to collect heart rate and activity levels and then overlay this data with self-reported weight, age, and health behavior information to provide fitness recommendations What should a strategy designer recommend before CK commits to this project?

- A. Global Trend Analysis
- B. User Acceptance Testing
- C. Consequence Scanning Workshop

**Answer: C**

Explanation:

A strategy designer should recommend a Consequence Scanning workshop before CK commits to this project. A Consequence

Scanning workshop is a method to identify and mitigate potential negative consequences of a product or service, such as privacy, security, or social issues. It involves mapping out the intended and unintended outcomes of the product or service, assessing their likelihood and severity, and devising actions to prevent or reduce harm. User Acceptance Testing or Global Trend Analysis may provide some insights, but they do not address the ethical implications in a systematic and proactive way.

#### NEW QUESTION # 75

The strategy designer at Cloud Kicks has worked with the development team to create a cross-cloud 360 prototype based on a concept to create a better customer experience and help drive revenue.

What should the designer produce to get buy-in from the business stakeholders?

- A. Business case and roadmap
- B. Business metrics and ROI map
- C. Business user flow and journey map

**Answer: A**

Explanation:

The designer should produce a business case and a roadmap to get buy-in from the business stakeholders. A business case is a document that outlines the rationale, benefits, costs, risks, and alternatives of a proposed project or solution. A roadmap is a visual representation of the plan, timeline, milestones, and dependencies of a project or solution. Together, they can help communicate the value proposition, feasibility, viability, and desirability of the cross-cloud 360 prototype to the business stakeholders. A business user flow and journey map may show how the prototype works and what pain points it solves, but they do not provide enough information on the strategic aspects of the project. Business metrics and ROI map may quantify some aspects of the project, but they do not explain how or why the prototype was created.

#### NEW QUESTION # 76

A strategy designer at Cloud Kicks leads a development team whose stakeholders are notorious for misunderstanding and undervaluing research-driven UX design.

Which approach should the designer propose to increase the desire for research-driven decisions?

- A. Create high-fidelity prototypes to gain design buy-in.
- B. Align UX research goals with stakeholders' goals
- C. Strictly align to stakeholders' business requirements.

**Answer: B**

Explanation:

The best approach to increase the desire for research-driven decisions among stakeholders who misunderstand and undervalue research-driven UX design is to align UX research goals with stakeholders' goals, as this helps demonstrate the value and relevance of research for achieving business outcomes. Creating high-fidelity prototypes or strictly aligning to stakeholders' business requirements may not address the root cause of the lack of desire for research.

#### NEW QUESTION # 77

A strategy designer at Cloud Kicks conducted a series of interviews with business stakeholders and customers to gain insights into existing customer support operations and wrote the design challenge statement. Which option reflects the format of the design challenge statement?

- A. Unify platforms and centralize support operations to save customers time and reduce business
- B. How might we save our existing customers time by preemptively serving the info they need to
- C. As a user, I want to see trending support resources upon the first login to customer support so I

**Answer: B**

Explanation:

The format of the design challenge statement is how might we + verb + user + need + context, which is a solution-free way of framing a problem or opportunity space. Option B reflects this format by asking how might we save our existing customers time by preemptively serving them the info they need to deflect customer support calls. Option A is an example of a user story, which is a solution-oriented way of expressing a user requirement. Option C is an example of a goal statement, which is a high-level way of

expressing a desired outcome.

### NEW QUESTION # 78

A tech company that specializes in mobile app development is looking to innovate and launch a new app that helps users manage their mental health. The company's target audience is young adults aged 18-35.

What external factor might impact the strategy for this development?

- A. Push notifications
- B. HIPAA regulations

**Answer: B**

Explanation:

For a mobile app managing mental health, HIPAA (Health Insurance Portability and Accountability Act) regulations are a crucial external factor. These regulations govern the privacy and security of health information, which is especially pertinent for apps handling sensitive mental health data. Ensuring compliance is essential to protect user information and avoid legal issues.

### NEW QUESTION # 79

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