

Quiz 2026 Salesforce Certified-Strategy-Designer Fantastic Passing Score



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Salesforce Certified-Strategy-Designer Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Value Design: This topic covers an effective challenge statement, the internal dynamics of the organization, the key external context for innovation, and strategic directions.
Topic 2	<ul style="list-style-type: none">Intangible Deliverables: The topic includes sub-topics about key relationships that are essential for solving the challenge statement, the best presentation techniques for communicating a vision, and the tools for productive cross-discipline collaboration.
Topic 3	<ul style="list-style-type: none">Leveraging Adjacent RolesSkills: It is all about knowledge and skill infusions that are needed to create a vision, different technical and business capabilities, and a roadmap for implementation.
Topic 4	<ul style="list-style-type: none">Tools and Artifacts: It focuses on high-level Salesforce capabilities, methods of co-creation, and the criteria for feasibility, desirability, and viability.

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Salesforce Certified Strategy Designer Exam Sample Questions (Q40-Q45):

NEW QUESTION # 40

Cloud Kicks has generated a handful of ideas to solve the challenge of customer dissatisfaction over long waiting periods between order placement and delivery.

Which method should the strategy designer use to help stakeholders decide which ideas to build-

- A. Data analysis
- B. Design critique
- **C. Priority matrix**

Answer: C

Explanation:

A priority matrix is a method that helps stakeholders decide which ideas to build by evaluating them based on two criteria, such as impact and feasibility. It helps prioritize the most valuable and viable solutions and eliminate the ones that are not worth pursuing. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/prioritize-ideas-with-a-priority-matrix> A Priority Matrix is a tool used in decision-making to help stakeholders prioritize tasks or ideas based on their urgency and importance. For Cloud Kicks, facing a challenge with customer dissatisfaction due to long waiting periods, a Priority Matrix will help the team to visually plot the ideas based on their potential impact on solving the issue and the effort required to implement them. This method allows for a structured comparison of ideas, making it easier to decide which ones to build on.

NEW QUESTION # 41

When a strategy designer creates an empathy map based on research insights, their deep understanding of the customer drives which outcome?

- A. Viability
- **B. Desirability**
- C. Feasibility

Answer: B

Explanation:

Explanation

When a strategy designer creates an empathy map based on research insights, their deep understanding of the customer drives desirability as an outcome. Desirability is the degree to which a product or service meets or exceeds the expectations, needs, and desires of the customers. By creating an empathy map, a strategy designer can gain a holistic and empathetic view of the customer's thoughts, feelings, actions, and pain points.

This can help the designer create solutions that are more attractive, satisfying, and meaningful for the customers. Viability and feasibility are not driven by empathy maps, as they relate to the business and technical aspects of a solution.

NEW QUESTION # 42

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

Answer: C

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 # 43

Cloud Kicks (CK) is launching a new online store and wants to get a better understanding of its market wants and needs to create compelling customer experience. CK's strategy designer recommends utilizing the Jobs to Be Done framework. What are the core principles of the Jobs to Be Done framework?

- **A. Customer-centric, Solution Agnostic, Stable Over Time, Measurable Outcomes**
- B. Customer-centric, Values driven, Flexible, Revenue focused
- C. Customer-centric, Effective Communication, Organizational Strategy, Success Criteria

Answer: A

Explanation:

Explanation

The core principles of the Jobs to Be Done framework are customer-centric, solution agnostic, stable over time, and measurable outcomes, as this framework helps understand the customer's specific goal or job, and the thought processes that would lead them to hire a product or service to complete the job. Customer-centric means focusing on the customer's needs and desires, solution agnostic means not prescribing or implying any specific solution, stable over time means not changing with customer attributes or preferences, and measurable outcomes means having clear and quantifiable indicators of success.

NEW QUESTION # 44

Executive stakeholders have a variety of projects they want to bring to the market across multiple priorities. What is the most effective way a strategy designer could influence the stakeholders?

- A. Create teambuilding events with stakeholders to build trust.
- **B. Orient around outcomes that matter to stakeholders.**
- C. Invite stakeholders as optional to all design team reviews.

Answer: B

Explanation:

The most effective way a strategy designer could influence the stakeholders is to orient around outcomes that matter to them, such as business value, customer satisfaction, or social impact. This helps align the strategy with the stakeholders' vision and priorities, and demonstrate the benefits and trade-offs of different solutions. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/influence-stakeholders-with-outcomes>

NEW QUESTION # 45

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