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Salesforce Certified Platform User Experience Designer Sample Questions (Q64-Q69):

NEW QUESTION # 64

Cloud Kicks has asked its UX Designer to optimize Salesforce to help the IT help desk team quickly resolve the team's queued Cases.

What Salesforce-based approach should be recommended to quickly show the appropriate cases to IT help desk team members?

- A. Add a Case inbox component to the page configured to show assigned and open cases.
- B. Add a Case Assignment component to the team's home page configured to show cases assigned to the logged in team member.
- C. Add a List View component to the home page configured to show a custom list view filtered to show assigned and open cases.

Answer: C

Explanation:

To optimize Salesforce for the IT help desk team at Cloud Kicks, enabling them to quickly resolve queued cases, adding a List View component to the home page is the most effective approach because:

Customization and Relevance: A List View component can be customized to show a list view that is specifically filtered to display cases that are both assigned to the team members and are currently open. This ensures that team members immediately see the most relevant cases as soon as they log in, without needing to navigate through the Salesforce interface.

Efficiency: Having this component on the home page saves time and clicks, making the process of identifying and accessing pending cases more efficient, which is crucial for quickly resolving issues.

While options A (Case Assignment component) and C (Case inbox component) could also present cases to team members, the List View component's ability to be customized with specific filters offers a more targeted approach to showing the most pertinent cases directly on the home page.

Reference: For more details on optimizing Salesforce for specific team roles, Salesforce's Help Documentation and Developer Guides offer extensive resources on using components like List Views to enhance user experience and efficiency. These guides provide step-by-step instructions on customizing the Salesforce interface to meet the needs of different teams within an organization.

NEW QUESTION # 65

Cloud Kicks hired a UX Designer to help create a form for a wide group of users. After receiving that final requirement, the designer realizes there are too many fields.

What could improve form readability?

- A. Replace field labels with placeholder text.
- B. Add section headers to visually separate fields into groups.
- C. Improve form security by adding a challenge-response test.
- D. Create a three-column grid to reduce the form length.

Answer: B

Explanation:

Adding section headers to a form can improve its readability by breaking it into logical chunks and providing context for the users. Section headers can also help users scan the form and find the information they need faster. Section headers can also reduce the cognitive load and increase the completion rate of the form. Reference:

1: Salesforce Certified User Experience Designer Exam Guide, Section 3.

2: Design for readability and clarity UX Designer Certification Prep: Design for Readability and Clarity, Unit

3: Design for Readability and Clarity This allows users to quickly scan the form and identify the relevant fields, reducing the cognitive load and improving the overall user experience. Salesforce documentation states that "by grouping related fields into sections, you can make your forms easier to read and understand"

[1] https://help.salesforce.com/articleView?id=forms_design_best_practices.htm&type=5

NEW QUESTION # 66

Cloud Kicks wants to improve its Salesforce org to provide tailored functionality that enables sales representatives to provide quick, competitive pricing and close deals faster.

What is the benefit of Lightning Console Apps in this scenario for the sales representatives?

- A. They can complete actions with a single click.
- B. They can add records to Favorites.
- C. They can organize items in the utility bar.

Answer: A

Explanation:

Lightning console apps are designed to help users work faster and more efficiently by providing a workspace where they can access

multiple records and their related records on the same screen. Users can complete actions with a single click, such as creating records, logging calls, sending emails, and updating fields, without losing context or switching tabs. Lightning console apps also support keyboard shortcuts, macros, and quick text to speed up common tasks. Lightning console apps are especially useful for sales representatives who need to provide quick, competitive pricing and close deals faster. They can also use Lightning console apps to view and manage their pipeline, collaborate with team members, and track their performance. Organizing items in the utility bar and adding records to Favorites are features that are available in any Lightning app, not just Lightning console apps. Salesforce Console in Lightning Experience, Create and Edit a Custom Lightning Console App, Create a Lightning Console App

NEW QUESTION # 67

Cloud Kicks' development team is working on the build of a new custom component using VS Code. They often have new CSS classes and properties conflicting with the Salesforce Lightning Design System (SLDS), What should simplify working with SLDS in Lightning Components?

- A. Install SLDS Validator extension for VS Code
- B. Install SLDS creator from AppExchange
- C. Install Lightning Design System Plugin for Sketch

Answer: A

Explanation:

The best option to simplify working with SLDS in Lightning Components is to install SLDS Validator extension for VS Code. This extension (salesforcedx-vscode-slds) scans the markup of the components, validates it against the SLDS documentation, and provides suggestions on how to improve the code¹. It also offers syntax highlighting, code completion, and context awareness for SLDS tokens and utility classes¹. By using this extension, the development team can avoid CSS conflicts, follow SLDS best practices, and create consistent and accessible components².

Installing SLDS creator from AppExchange is not a valid option, as there is no such app available on the AppExchange. The AppExchange is a marketplace for Salesforce apps, components, and consulting services, not for VS Code extensions³.

Installing Lightning Design System Plugin for Sketch is also not a valid option, as it is not related to VS Code or Lightning Components. Sketch is a design tool that allows users to create wireframes, mockups, and prototypes⁴. The Lightning Design System Plugin for Sketch is a plugin that provides SLDS components, icons, and styles for Sketch users. It can help designers to create consistent and compatible designs, but it cannot help developers to work with SLDS in VS Code.

SLDS Validator - Visual Studio Marketplace

SLDS Validator for VS Code - Lightning Design System

AppExchange: Salesforce's Leading Enterprise Cloud Marketplace

Sketch - The digital design toolkit

[Lightning Design System Plugin for Sketch]

NEW QUESTION # 68

Cloud Kicks (CK) is building a new community portal using Experience Cloud. CK's Designer is asked to provide examples of out-of-box functionality that will make for great customer engagement.

In which three Ways Could CK's customers engage?

Choose 3 answers

- A. Choose personalized branding
- B. Endorsement of skills and expertise
- C. Customize page layouts
- D. Recognize peers with badges
- E. Join affinity groups

Answer: B,D,E

Explanation:

CK's customers can engage in the following three ways using the out-of-box functionality of Experience Cloud:

Endorsement of skills and expertise: Customers can endorse each other's skills and expertise on their profiles, which helps to build trust and credibility within the community.

Join affinity groups: Customers can join groups based on their interests, preferences, or needs, which allows them to connect with like-minded people and share relevant information.

Recognize peers with badges: Customers can recognize each other's contributions and achievements by awarding badges, which helps to motivate and appreciate the community members. Reference:

Endorse Skills and Expertise
Create and Manage Groups
Award Badges to Recognize Members

NEW QUESTION # 69

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