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Plat-UX-102

Salesforce Certified Platform Strategy
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QUESTION & ANSWERS

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Salesforce Certified Platform Strategy Designer Sample Questions (Q55-Q60):

NEW QUESTION # 55

A global retailer has received customer complaints because items that are advertised sell out too quickly. There is a disconnect between marketing and fulfillment teams and their systems.

Which tool should the strategy designer use to identify the root causes, dependencies, and opportunities for improvement?

- A. Journey map
- B. Service blueprint
- C. Stakeholder interviews

Answer: C

Explanation:

The best tool to identify the root causes, dependencies, and opportunities for improvement in a situation where items that are advertised sell out too quickly is stakeholder interviews, as this helps gather insights and feedback from different perspectives and roles involved in the marketing and fulfillment processes. A service blueprint or a journey map may not be able to diagnose the problem without first understanding the stakeholder needs and expectations.

NEW QUESTION # 56

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

Answer: B

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. <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 # 57

Cloud Kicks' sales representatives are complaining that some Lightning web components developed as part of the partner onboarding process are slow to load and often unresponsive.

What would be the best recommendation to the team to identify the challenges and remediate the issue?

- A. Run the Salesforce Optimizer.
- B. Utilize the Lightning Usage App.
- C. Create a case with Salesforce support.

Answer: B

Explanation:

The best recommendation to identify and remediate the issue of slow and unresponsive Lightning web components is to utilize the Lightning Usage App, which provides insights into how users interact with Lightning Experience and helps optimize performance and usability. Running the Salesforce Optimizer or creating a case with Salesforce support may not address the specific issue of Lightning web components.

NEW QUESTION # 58

A consumer healthcare startup wants to collect data on patients' symptoms over time, and plans to research how to monetize this data.

How should a strategy designer counsel leadership in consideration of ethical implications for both the company and its patients?

- A. Perform user research with patients to understand their level of comfort of data being shared for
- **B. Facilitate a Consequence Scanning workshop before proceeding with any further investment.**
- C. Research similar healthcare organizations about how they are monetizing patient data

Answer: B

Explanation:

A strategy designer should counsel leadership in consideration of ethical implications for both the company and its patients by facilitating a Consequence Scanning workshop before proceeding with any further investment. 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. Performing user research or researching similar organizations may provide some insights, but they do not address the ethical implications in a systematic and proactive way.

NEW QUESTION # 59

Cloud Kicks' product team is working with the sales team to identify a new feature to add to their next product release. A developer on the team believes it may be on an upcoming Salesforce Release.

Which resource should be used to verify this?

- **A. Salesforce Developer Release Notes**
- B. Salesforce Architects Product Roadmaps
- C. Salesforce Lightning Design System Release Notes

Answer: A

Explanation:

Salesforce Developer Release Notes provide detailed information on upcoming features and updates, including new functionalities that might be relevant to the team's needs. Checking these notes can confirm whether the anticipated feature will be part of a future Salesforce release, aiding in planning and decision-making.

NEW QUESTION # 60

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