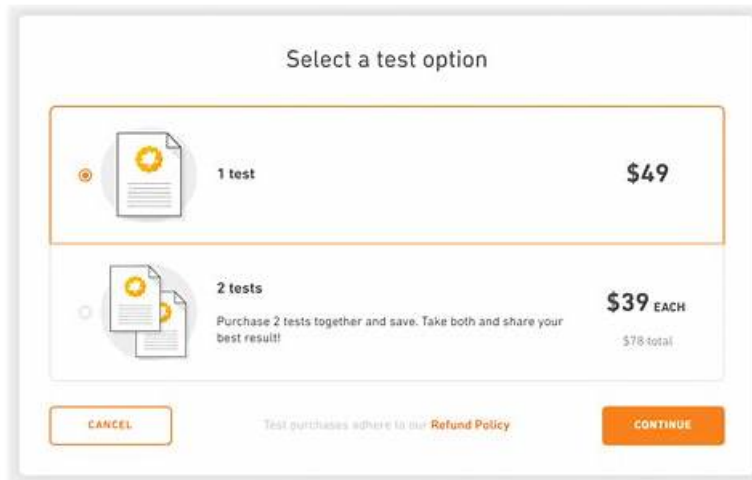


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Salesforce Certified Platform User Experience Designer Sample Questions (Q153-Q158):

NEW QUESTION # 153

The Service team at Cloud Kicks has complained about having too many list views available, making it hard to find the relevant ones.

In which way could their experience be most effectively improved?

- A. Update Sharing Rules so users only see records they need to see.
- B. Allow users to manage public list views
- C. Remove low list view from public view.

Answer: C

Explanation:

When the Service team at Cloud Kicks faces difficulty due to an overload of list views, the most effective way to improve their experience is by decluttering the list views to make relevant ones easier to find. This can be achieved by:

Streamlining the List Views: Removing less frequently used or irrelevant list views from the public view helps in reducing clutter and focusing on the most pertinent information. This streamlining process makes navigation more intuitive and efficient for the service

team members.

Options B (Updating Sharing Rules) and C (Allowing users to manage public list views) might help in managing access to records and customization, but they do not directly address the issue of having too many list views, which is the primary concern impacting the team's ability to find relevant information quickly.

Reference: Salesforce's documentation on managing list views provides strategies for organizing and customizing list views to improve usability and efficiency. This includes guidelines on creating, editing, and managing visibility of list views to ensure that users have access to the most relevant and useful information.

NEW QUESTION # 154

Cloud Kicks' Sales team needs in-App Guidance for key functions and processes so they can maximize their time.

In which three ways should a UX Designer customize the Salesforce Help Menu to meet this request? Choose 3 answers

- A. Provide the user with a site map of all the content.
- B. Create a just-in-time pop-up content based on new feature rollouts.
- C. Provide access to specific Trailhead or MyTrailhead content.
- D. Add links to a company dictionary or glossary of key terms.
- E. Add links to printable tipsheets or training videos.

Answer: B,C,E

Explanation:

A UX Designer can customize the Salesforce Help Menu to meet the request of providing in-app guidance for key functions and processes for the Cloud Kicks' Sales team in the following ways:

Add links to printable tipsheets or training videos: This can help the Sales team to learn and review the key functions and processes at their own pace and convenience. The tipsheets or videos can be hosted on internal or external websites, and can be added to the custom help menu section in the Help Menu settings¹. The links can have descriptive labels and icons to make them easy to identify and access.

Create a just-in-time pop-up content based on new feature rollouts: This can help the Sales team to get familiar with the new features and functionalities that are introduced in the app. The pop-up content can be created using the In-App Guidance Builder², which allows the UX Designer to define the content type, style, placement, timing, and audience of the pop-up. The pop-up content can include text, images, videos, or links to more resources.

Provide access to specific Trailhead or MyTrailhead content: This can help the Sales team to gain skills and knowledge on the key functions and processes in a gamified and interactive way. The Trailhead or MyTrailhead content can be customized to match the business goals and branding of Cloud Kicks³. The content can be added to the custom help menu section in the Help Menu settings¹, or embedded in the app using the Trailhead Component⁴.

Customize the Help Menu in Lightning Experience

Create In-App Guidance for Your Users

Customize Your Learning Experience with MyTrailhead

Add the Trailhead Component to Your App

NEW QUESTION # 155

Cloud Kicks has requested feature enhancements as a result of user acceptance testing.

In which three ways could the changes be effectively analyzed and implemented?

Choose 3 answers

- A. Deploy enhancements with the feature and adjust scope accordingly.
- B. Develop and deploy all enhancement requests before going live.
- C. Reduce unexpected results by configuring and testing in a sandbox.
- D. Create a prioritization list and perform a feasibility analysis.
- E. Determine the change in scope and impact of each enhancement request.

Answer: C,D,E

Explanation:

The best ways to analyze and implement feature enhancements as a result of user acceptance testing are:

A) Determine the change in scope and impact of each enhancement request. This will help to evaluate the feasibility, priority, and effort of each request, and to communicate the expectations and trade-offs to the stakeholders¹.

C) Reduce unexpected results by configuring and testing in a sandbox. A sandbox is a copy of the production environment that allows testing and development without affecting the live data and users². By using a sandbox, the feature enhancements can be

tested and validated before deploying them to the production environment³.

E) Create a prioritization list and perform a feasibility analysis. This will help to rank the enhancement requests based on their value, urgency, and complexity, and to determine which ones are feasible to implement within the given time and budget constraints⁴.

NEW QUESTION # 156

A UX Designer needs to declutter the Highlights panel for a custom object's Lightning page. The team that uses this object explained there are too many action buttons; only specific actions are used for each status of the record.

Which Lightning Record Page feature should be used to solve this problem?

- A. Audiences
- B. Dynamic Forms
- C. A Dynamic Actions

Answer: C

Explanation:

Dynamic Actions are a feature that allows the UX Designer to customize the actions that appear on the Highlights panel of a Lightning record page based on criteria such as record status, user profile, or field value. This way, the UX Designer can declutter the Highlights panel and show only the relevant actions for each record. Dynamic Actions can be configured in the Lightning App Builder instead of the page layout editor, which gives more flexibility and control to the UX Designer. Reference:

Salesforce Dynamic Actions - Overview & Deep Dive Tutorial

Create Dynamic Actions in Lightning App Builder - Salesforce

Add Visibility Rules for Dynamic Pages - Trailhead

NEW QUESTION # 157

Cloud Kicks has an existing customer Experience Cloud portal that is performing well.

Which has the highest probability of increasing customer engagement?

- A. Customizing page layouts
- B. Recognizing peers with badges
- C. Choosing personalized branding

Answer: B

Explanation:

In the context of an existing Customer Experience Cloud portal that is already performing well, the goal is to further increase customer engagement by adding elements that encourage interaction and participation. Recognizing peers with badges is a highly effective way to achieve this because:

Personalization and Gamification: Badges introduce an element of gamification and personalization, which can significantly increase engagement. Users are motivated to participate and contribute to the community when they see a tangible recognition of their efforts and achievements.

Community Building: Recognizing contributions with badges helps in building a stronger community by highlighting active members and encouraging others to contribute. It fosters a sense of belonging and appreciation among users.

While personalized branding (option A) and customizing page layouts (option B) can enhance the user experience, they do not directly incentivize user interaction and contribution as effectively as recognizing contributions through badges does.

Reference: For insights on implementing badges and gamification strategies in Salesforce Experience Cloud portals, Salesforce's official documentation and community resources offer guidelines and best practices. These resources discuss various ways to enhance user engagement and community building within the Salesforce ecosystem.

NEW QUESTION # 158

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