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2026 The Best Plat-UX-101: Salesforce Certified Platform User Experience Designer New Exam Materials

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Salesforce Certified Platform User Experience Designer Sample Questions (Q189-Q194):

NEW QUESTION # 189

Cloud Kicks wants its Discovery team to help explain the relationships between process steps and business teams. Which types of process map should they produce?

- A. Value Stream Map
- B. Cross-Functional Flowchart
- C. SIPOC Map
- D. High-Level Process Map

Answer: B

Explanation:

A cross-functional flowchart is a type of process map that shows the relationships between process steps and business teams. A cross-functional flowchart uses horizontal or vertical swimlanes to group the process steps by the roles or departments that are responsible for them. A cross-functional flowchart can help Cloud Kicks' Discovery team to explain how different teams collaborate and communicate in the process, as well as identify any gaps, overlaps, or inefficiencies in the process. A cross-functional flowchart can also show the inputs, outputs, and decisions at each step, and the flow of information and materials across the swimlanes¹². Reference:

Cross-Functional Flowchart

Create a Cross-Functional Flowchart

NEW QUESTION # 190

A UX Designer is creating a custom To-Do List component to replace the standard Salesforce one. Their developer is using a parent-child Lightning Web Component (LWC) structure to build the component, creating a parent component for the list and a single repeated child component for each To-Do Item within the list.

Which two impacts of the LWC's Shadow DOM should be considered when designing or developing the stylesheets for these components?

Choose 2 answers

- A. Any custom shared between the list and child items should be imported from a shared CSS file.
- B. The CSS style defined in the parent list component are inherited by the child items
- C. Any needed Salesforce Lightning Design System (SLDS) classes and styles must be imported into both the parent list and child items.
- D. The CSS styles defined in the parent list component are not shared with the child items.

Answer: A,D

Explanation:

Shadow DOM is a web standard that encapsulates the internal document object model (DOM) structure of a web component. It isolates the component's markup and styles from the rest of the page, and prevents the component from being affected by or affecting the global DOM. When designing or developing the stylesheets for a parent-child LWC structure, the following impacts of the shadow DOM should be considered:

The CSS styles defined in the parent list component are not shared with the child items. This is because the shadow DOM creates a boundary between the parent and the child components, and the styles defined in the parent component do not cascade down to the child components. This means that each component needs to define its own styles, or import them from a common source. This also means that the parent component cannot directly style the child components, or vice versa¹².

Any custom styles shared between the list and child items should be imported from a shared CSS file. This is a recommended practice to avoid duplicating the same styles in multiple components, and to maintain consistency and reusability. A shared CSS file can be created as a static resource, and imported into the components using the `loadStyle()` method from `theplatformResourceLoader` module. Alternatively, a shared CSS file can be created as a LWC component, and imported into the components using the `@import` directive^{13,4}.

- 1: [Shadow DOM | Lightning Web Components Developer Guide | Salesforce Developers]
- 2: [Light DOM | Lightning Web Components Developer Guide | Salesforce Developers]
- 3: [Understanding Shadow DOM and Template in LWC - SFDC Lightning]
- 4: [Shadow DOM, CSS and Styling Hooks in LWC what you need to know]
- 5: [How to Share CSS Between Lightning Web Components | Salesforce Developers Blog]
- 6: [How to Use a Shared CSS File in a Lightning Web Component | Salesforce Developers Blog]

NEW QUESTION # 191

Cloud Kicks wants to create a site for its customers to manage events regardless of the device they are using. Which best practice should be used to provide this experience?

- A. Launch two different interfaces from the same page.

- B. Develop a separate native mobile app for Android and iOS.
- C. Create a responsive user interface.

Answer: C

Explanation:

A responsive user interface is a type of user interface that adapts to different screen sizes, resolutions, orientations, and devices, such as desktops, laptops, tablets, and smartphones. It uses flexible layouts, grids, images, and media queries to optimize the user experience and ensure usability, accessibility, and performance across different devices. A responsive user interface can help Cloud Kicks create a site for its customers to manage events regardless of the device they are using, as it can provide a consistent and seamless experience that meets the user needs and expectations. A responsive user interface can also reduce the development and maintenance costs and efforts, as it can use the same code base and content for different devices, rather than creating separate versions for each device. Reference:

1: User Experience Designer Certification Prep: Module 5: Design User Interfaces

2: User Experience Designer Certification Prep: Module 7: Implement User Interfaces

3: What is Responsive Web Design?

To create a site for its customers to manage events regardless of the device they are using, Cloud Kicks should use the best practice of creating a responsive user interface. A responsive user interface is one that adapts to the screen size and orientation of the device, providing an optimal viewing and interaction experience for the user. A responsive user interface can use the same code base and content for different devices, reducing the development and maintenance costs and ensuring consistency and accessibility. A responsive user interface can also leverage the features and capabilities of the device, such as touch, gestures, camera, etc., to enhance the user experience.

Responsive User Interface

NEW QUESTION # 192

A UX Designer has recently released a feature on experience Cloud and wants to know if the feature was successful and track usability over time.

Which research methodology should be used?

- A. Quantitative
- B. Qualification
- C. Quantizing
- D. Qualitative

Answer: A

Explanation:

Quantitative research methodology should be used to measure the success and usability of a feature on Experience Cloud.

Quantitative research involves collecting and analyzing numerical data that can be measured, compared, or statistically tested.

Quantitative research can help answer questions such as:

How many users are using the feature?

How often are they using it?

How long does it take them to complete a task with the feature?

How satisfied are they with the feature?

How does the feature affect key performance indicators, such as conversion rates, retention rates, or revenue?

Quantitative research methods can include surveys, analytics, A/B testing, usability testing, and benchmarking. These methods can provide objective and reliable data that can be used to evaluate the impact and effectiveness of a feature on Experience Cloud.

Qualitative research methodology, on the other hand, involves collecting and analyzing non-numerical data that can reveal users' attitudes, behaviors, motivations, and preferences. Qualitative research can help answer questions such as:

Why are users using or not using the feature?

What are their pain points, needs, and goals with the feature?

How do they feel about the feature?

What are their expectations and feedback for the feature?

How does the feature fit into their context and workflow?

Qualitative research methods can include interviews, focus groups, observations, diary studies, and card sorting. These methods can provide rich and detailed insights that can be used to understand the user experience and identify opportunities for improvement.

Both quantitative and qualitative research methods are valuable for UX design, but they serve different purposes and answer different types of questions. In this case, the UX designer wants to know if the feature was successful and track usability over time, which are questions that can be best answered by quantitative research methods.

NEW QUESTION # 193

A UX Designer has created a new form for a call center that takes special delivery information from its customers.

The designer wants to ensure the call center staff finds the form easy and intuitive to use.

Which kind of testing should be conducted to validate this?

- A. Usability Testing
- B. Survey
- C. Focus Groups
- D. Qualitative

Answer: A

Explanation:

Usability testing is a type of testing that evaluates how easy and intuitive a product or service is to use by observing real users performing specific tasks. Usability testing can help the UX Designer to measure the effectiveness, efficiency, and satisfaction of the new form for the call center staff. Usability testing can also help to identify any usability issues or areas for improvement in the form design. Usability testing can be conducted in various ways, such as moderated or unmoderated, remote or in-person, qualitative or quantitative, or using various tools and methods¹². Reference:

Usability Testing

Usability Testing Methods

NEW QUESTION # 194

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