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Salesforce User-Experience-Designer (Salesforce Certified User Experience Designer) Exam is a certification that validates the skills of professionals in designing customized user interfaces for Salesforce applications. User-Experience-Designer Exam is ideal for those who want to demonstrate their expertise in designing user interfaces for Salesforce applications and improving overall user experience.

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Exam4Free offers the complete package that includes all exam questions conforming to the syllabus for passing the Salesforce Certified User Experience Designer (User-Experience-Designer) exam certificate in the first try. These formats of actual Salesforce User-Experience-Designer Questions are specifically designed to make preparation easier for you.

Salesforce User-Experience-Designer: Salesforce Certified User Experience Designer certification is recognized by employers and industry professionals as a validation of the skills and knowledge required for designing user-centered designs for Salesforce products. Salesforce Certified User Experience Designer certification can enhance a designer's resume and increase their chances of being hired by companies that use Salesforce products.

The Salesforce User-Experience-Designer Exam covers a wide range of topics, including design thinking, user research, information architecture, usability testing, and accessibility. User-Experience-Designer exam also evaluates the candidate's ability to create wireframes, prototypes, and visual designs. Salesforce Certified User Experience Designer certification exam is a comprehensive assessment of the candidate's expertise in all aspects of user experience design.

Salesforce Certified User Experience Designer Sample Questions (Q33-Q38):

NEW QUESTION # 33

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers needed salesforce lightning design systems(SLDS) resources for their designs and prototypes such as base components tokens and designs patterns Which tool or installation should best support their needs?

- A. lighting design systems unmanaged package
- B. Lighting design systems zip
- C. sketch plugin
- D. SLDS validator

Answer: C

NEW QUESTION # 34

A UX Designer has been asked to improve Salesforce adoption among salesrepresentatives at Cloud Kicks. After conducting stakeholder and user interviews, the designer finds there is no clear, consistent sales process. What should the designer do next?

- A. Recommend Field Level Validation to ensure users are entering the correct data.
- B. Log the findings and move forward with presenting possible solutions.
- C. Tell the customer they need to improve operations before any work can be done.
- D. Conduct a workshop with stakeholders to align on the current state and build consensus.

Answer: D

Explanation:

A UX designer's role is not only to design solutions, but also to facilitate collaboration and communication among stakeholders and users. A clear, consistent sales process is essential for Salesforce adoption, as it defines the steps and actions that sales representatives need to take to close deals. Without a common understanding of the sales process, the UX designer cannot design a Salesforce solution that meets the needs and expectations of the users and the business. Therefore, the designer should conduct a workshop with stakeholders to align on the current state and build consensus on the desired future state. A workshop is an interactive session where the designer can use various techniques, such as journey mapping, persona creation, user stories, and prioritization, to elicit the pain points, goals, and requirements of the stakeholders and users. A workshop can also help the designer to establish trust and rapport with the participants, and to gain their buy-in and feedback for the proposed solution¹². References: Salesforce Adoption Strategies | Salesforce Trailhead, 6 Guiding Principles to Maximize Your Salesforce Adoption | Salesforce Admins

NEW QUESTION # 35

What is a benefit of inclusive design?

- A. Tailoring a solution to one type of user
- B. Creating a lowest-common-denominator design
- C. Reducing friction for users in achieving their goals

Answer: C

Explanation:

Inclusive design is a methodology aimed at creating products that are accessible to as many people as possible, regardless of their abilities or circumstances. The benefit of inclusive design is that it focuses on reducing friction for users in achieving their goals by:

- * Considering a wide range of human diversity, including ability, language, culture, gender, age, and other forms of human difference.
- * Identifying and eliminating unnecessary barriers that might prevent people from effectively using a product or service.
- * Ensuring that products and services can be used by everyone, to the greatest extent possible, without the need for adaptation.

Inclusive design does not mean tailoring a solution to one type of user (B) or creating a lowest-common-denominator design that meets only the most basic needs of all users (C). Instead, it seeks to understand and address the needs of a broad audience to create more usable and accessible experiences for everyone.

References: The Interaction Design Foundation provides extensive resources on inclusive design, its principles, and how to apply them in the design process. These resources offer valuable insights into creating designs that are accessible and beneficial to a wide audience.

NEW QUESTION # 36

A Development team is not valuing the results of a usability testing session. How should acceptance of the results be increased?

- A. Create a new prototype to demonstrate improvement.

- B. Invite team members to observe usability sessions.
- C. Include links to best practice articles for each finding.
- D. The Development team can perform script testing.

Answer: B

Explanation:

One of the best ways to increase the acceptance of the results of a usability testing session is to invite the development team members to observe the usability sessions. By observing the sessions, the developers can see how the users interact with the product, what difficulties they face, what feedback they provide, and how they react emotionally. This can help the developers to empathize with the users, understand their needs and expectations, and appreciate the value of usability testing. Observing the sessions can also help the developers to identify and prioritize the issues that need to be fixed, and to collaborate with the UX designer on finding the best solutions. References: [How to Get Stakeholders to Buy into User Research] (<https://ux.stackexchange.com/questions/31222/what-is-the-difference-between-usability-testing-and-user-acceptance>) [How to Involve Developers in User Research] (<https://bing.com/search?q=usability+testing+acceptance>)

NEW QUESTION # 37

Cloud Kicks (CK) has already identified its user personas. The UX Designer wants to synthesize what CK knows about the users so that a shared understanding is created with the rest of the organization.

Which tool should be used to share this insight?

- A. Heuristic Review
- B. A/B Testing
- C. Empathy Map
- D. Full Recorded Interviews

Answer: C

Explanation:

An empathy map is a tool that helps to synthesize what CK knows about the users and share this insight with the rest of the organization. An empathy map is a visual representation of the user's perspective, based on their thoughts, feelings, actions, and needs. It helps to create a shared understanding of the user's goals, pain points, motivations, and emotions. An empathy map can also help to identify gaps in the user research and generate new ideas for design solutions. References:

* : Creating a Customer Empathy Map Using The 5 Senses

* : Why Empathy Is Crucial to Business Success

* : Use Empathy Maps to build better software

NEW QUESTION # 38

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