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## Salesforce Certified Platform User Experience Designer Sample Questions (Q174-Q179):

### NEW QUESTION # 174

A UX Designer wants to conduct customer interviews as part of discovery research. Which best practice should be followed while conducting these interviews?

- A. Ignore vague or general answers.
- **B. Engage in a friendly and informal way.**
- C. Analyze findings in the moment.

**Answer: B**

Explanation:

Customer interviews are a qualitative research method that allows the UX Designer to understand the needs, goals, pain points, and behaviors of the target users. To conduct effective customer interviews, the UX Designer should follow some best practices, such as:

- Engage in a friendly and informal way: The UX Designer should try to establish rapport and trust with the interviewee, and make them feel comfortable and relaxed. This can help elicit honest and candid responses, and encourage the interviewee to share more details and stories. The UX Designer should use a conversational tone, smile, and show interest and empathy.
- Ask open-ended questions: The UX Designer should avoid asking yes/no questions, or questions that lead or suggest a specific answer. Instead, the UX Designer should ask open-ended questions that allow the interviewee to express their thoughts and feelings in their own words. The UX Designer should also probe deeper by asking follow-up questions, such as "why?", "how?", or "can you tell me more about that?"
- Listen actively and attentively: The UX Designer should focus on listening to the interviewee, and avoid interrupting, judging, or correcting them. The UX Designer should also use verbal and non-verbal cues, such as nodding, eye contact, and paraphrasing, to show that they are paying attention and understanding the interviewee. The UX Designer should also take notes or record the interview, with the interviewee's permission, for later analysis.
- Ignore vague or general answers: This is not a best practice, because vague or general answers can indicate that the interviewee is not comfortable, engaged, or clear about the question. The UX Designer should try to clarify the question, or ask more specific or concrete questions, to elicit more meaningful and relevant responses.
- Analyze findings in the moment: This is not a best practice, because analyzing findings in the moment can distract the UX Designer from listening to the interviewee, and bias their interpretation of the data. The UX Designer should wait until the interview is over, and review the notes or recordings, before analyzing the findings and identifying patterns, insights, and opportunities.

Customer Interviews: The Ultimate Guide - User Interviews How to Conduct User Interviews - Interaction Design Foundation

### NEW QUESTION # 175

Cloud Kicks is planning to build a custom Lightning Web Component (LWC) that needs to be implemented quickly. Where should the team go to explore Lightning component code, documentation, and specifications?

- A. Salesforce Extensions for VS Code
- B. Design Tokens on SLDS website
- **C. A Components Library on developer.salesforce.com is item for later review.**

**Answer: C**

Explanation:

The best place for the team to explore Lightning component code, documentation, and specifications is the Components Library on developer.salesforce.com. The Components Library is the Lightning components developer reference, where the team can find code samples, SDKs, tools, metadata coverage information, and a developer guide for Lightning Web Components. The team can also use the live code environment to code their first Lightning web component and see the results in real time. Salesforce Extensions for VS Code (A) is a powerful tool for developing Lightning components, but it is not a source of code, documentation, and specifications. Design Tokens on SLDS website (B) are a way to store and maintain consistent design attributes across different platforms, but they are not specific to Lightning Web Components. Reference: Components Library on developer.salesforce.com Get Started Coding | Lightning Web Components Developer Guide

### NEW QUESTION # 176

A UX Designer determines that the usability of their company's Salesforce org could be improved if there was a tight relationship between the objects Container and Container Bids. For example, Container Bids should be deleted automatically whenever its

associated Container is deleted.

Which type of relationship should be used to optimize the link between Container and Container Bids?

- **A. Master-Detail**
- B. Many-to-one-Lookup
- C. Hierarchical Lookup

**Answer: A**

Explanation:

To optimize the relationship between two objects in Salesforce, such as Container and Container Bids, where there is a need for a tight relationship and cascading delete functionality, a Master-Detail relationship is most suitable. This type of relationship has the following characteristics:

**Cascading Delete:** When a record in the master (or parent) object is deleted, all related detail (or child) records are automatically deleted. This ensures data integrity and aligns with the requirement that Container Bids should be deleted when their associated Container is deleted.

**Tight Coupling:** A Master-Detail relationship creates a strong linkage between the two objects, where the detail (child) record's existence is dependent on the master (parent) record. This is appropriate for scenarios where the child record should not exist without its parent.

Options B (Hierarchical Lookup) and C (Many-to-one Lookup) do not provide the same level of dependency and cascading delete functionality inherent in a Master-Detail relationship.

**Reference:** Salesforce's official documentation provides extensive information on different types of relationships between objects, including Master-Detail relationships. The Salesforce Developer Documentation is a valuable resource for understanding how to set up and use these relationships to ensure data integrity and optimize application design.

#### NEW QUESTION # 177

Cloud Kicks asks its UX Designer to create a B2B sales portal that can easily integrate customer relationship management. Which Salesforce solution should be used?

- A. Sales Cloud
- B. Commerce Cloud
- **C. Experience Cloud**

**Answer: C**

Explanation:

Experience Cloud is the Salesforce solution that enables businesses to create engaging and personalized digital experiences for their customers, partners, and employees. Experience Cloud can easily integrate customer relationship management (CRM) data from Sales Cloud, Service Cloud, and other Salesforce products to provide a seamless and consistent experience across different touchpoints. Experience Cloud can also leverage the power of Commerce Cloud to create B2B sales portals that allow buyers to browse, order, and pay for products online. Experience Cloud offers various templates, components, and tools to design and build customized and branded B2B sales portals that meet the needs and expectations of the target audience. Experience Cloud Overview, Learn About B2B Commerce, Salesforce B2B Commerce Basics

#### NEW QUESTION # 178

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

**Answer: A,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 # 179

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