

User-Experience-Designer Study Guide Pdf, User-Experience-Designer Exam Reference



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Salesforce User-Experience-Designer Certification is recognized as one of the top certifications in the field of user experience design. Salesforce Certified User Experience Designer certification is designed to help professionals demonstrate their expertise in designing user interfaces and experiences on the Salesforce platform. Salesforce Certified User Experience Designer certification is ideal for designers who want to enhance their career prospects and improve their earning potential.

Salesforce Certified User Experience Designer Sample Questions (Q114-Q119):

NEW QUESTION # 114

A UX Designer at Cloud Kicks has the requirements and some user scenarios but wants to test how a new feature will be received by the user.

What should the designer create and show to the user to test the content and structure of the new feature?

- **A. Wireframe Prototype**
- B. Task Analysis
- C. Dairy Study
- D. Heuristic Review

Answer: A

Explanation:

A wireframe prototype is a low-fidelity representation of the content and structure of a new feature, without any visual design or branding elements. It is used to test the usability and functionality of the feature with the user, and to gather feedback and iterate on the design. A wireframe prototype can be created using tools like Sketch, Figma, or Adobe XD, and can be interactive or static.

References:

- * [Salesforce Certified User Experience Designer Exam Guide], Section 2.2: Design and test prototypes
- * [UX Designer Certification Prep: Prototyping], Unit 2: Wireframes and Prototypes
- * [Prepare for Your UX Designer Credential], Trailmix: Prototyping

NEW QUESTION # 115

Cloud Kicks wants to plan out the strategy for an upcoming discovery phase.

Which three practices should be considered?

Choose 3 answers

- **A. Establish the research plan and timeline.**
- B. Consider platform-based before custom solutions.
- C. Determine user acceptance criteria.
- **D. Gather insight from end users.**
- **E. Understand the problem before moving to solutions.**

Answer: A,D,E

Explanation:

The discovery phase is a crucial stage in any UX design project, as it helps to understand the user needs, business goals, and technical constraints of the problem. The discovery phase typically involves various research methods, such as interviews, surveys, observations, and analytics, to gather data and insights about the users and the context of use. The outputs of the discovery phase are artifacts that synthesize and communicate the findings and insights from the research. Some of the practices that should be considered for planning out the strategy for an upcoming discovery phase are:

* Gather insight from end users: One of the main objectives of the discovery phase is to empathize with the end users and understand their goals, motivations, pain points, behaviors, and preferences. This can be done by conducting user research, such as interviews, surveys, focus groups, or usability tests, to collect qualitative and quantitative data from the target audience. Gathering insight from

end users helps to validate the assumptions and hypotheses about the problem and the solution, as well as to identify the user requirements and expectations for the design.

* Establish the research plan and timeline: Before conducting any user research, it is important to establish a clear and realistic research plan and timeline. The research plan should define the research objectives, questions, methods, participants, and deliverables. The research timeline should specify the duration, frequency, and sequence of the research activities, as well as the deadlines and milestones for the deliverables⁴. Establishing the research plan and timeline helps to ensure that the discovery phase is well-organized, efficient, and effective, as well as to communicate the expectations and responsibilities to the stakeholders and the team members.

* Understand the problem before moving to solutions: Another key practice for the discovery phase is to focus on understanding the problem before jumping to solutions. This means defining the problem statement, the scope, and the constraints of the project, as well as identifying the root causes, the symptoms, and the impacts of the problem. Understanding the problem before moving to solutions helps to avoid wasting time and resources on creating solutions that do not address the real needs and pain points of the users, or that are not feasible or viable for the business or the technology.

The other two options, considering platform-based before custom solutions and determining user acceptance criteria, are not practices that should be considered for planning out the strategy for an upcoming discovery phase. Considering platform-based before custom solutions is a practice that belongs to the design phase, not the discovery phase, as it involves choosing the best solution option based on the user research findings and the design principles⁵. Determining user acceptance criteria is a practice that belongs to the testing phase, not the discovery phase, as it involves defining the criteria that the solution must meet to be accepted by the users and the stakeholders⁶.

References: UX Discovery Process: A Complete Guide, UX Research Methods: How to Uncover Valuable Insight about your Users, User Research: What It Is and Why You Should Do It, How to Create a UX Research Plan, Platform-Based vs. Custom Solutions: Which One to Choose?, User Acceptance Testing (UAT): A Complete Guide For Cloud Kicks' upcoming discovery phase, the three practices that should be considered are:

A: Understand the Problem Before Moving to Solutions: Establishing a clear understanding of the problem and what the desired outcomes are before beginning the discovery phase is essential for successful project planning. This can be done by gathering data and insights from end users, conducting research, and understanding how the problem is currently being addressed.

B: Gather Insight from End Users: Gathering insights from end users is a crucial step in the discovery phase.

End users provide valuable feedback and insights into the problem and how a potential solution may work.

This feedback can help shape the overall project plan and help identify potential solutions.

C: Establish the Research Plan and Timeline: The research plan and timeline should be established before beginning the discovery phase. This should include a list of tasks to be completed, the resources needed, and a timeline for completion. This plan should be communicated to all stakeholders so everyone is aware of the project goals and timeline.

NEW QUESTION # 116

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive.

CK's UX Designer is going to conduct a usability study.

What should be one of the first steps when planning this study?

- A. Define the goals of the study.
- B. Design the information architecture.
- C. Analyze the results of the study.
- D. Design changes to the site.

Answer: C

NEW QUESTION # 117

Cloud Kicks (CK) is going to launch a new Salesforce process for its Customer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.

Which three Salesforce tools should be used to track and measure the adoption of the new process?

Choose 3 answers

- A. User Engagement Dashboard and Report
- B. Custom Permission Sets
- C. Chatter polls
- D. Visualforce App
- E. Salesforce Surveys for user Satisfaction

Answer: A,C,E

Explanation:

Explanation

To track and measure the adoption of the new process, CK should use the following Salesforce tools:

User Engagement Dashboard and Report: This tool provides insights into how users are interacting with Salesforce, such as the number of logins, page views, actions, and time spent. It can help CK identify which users are adopting the new process and which ones need more training or support.

Salesforce Surveys for user Satisfaction: This tool allows CK to create and send surveys to its customer service representatives to collect feedback on the new process, such as their satisfaction, challenges, and suggestions. It can help CK measure the impact of the new process on the user experience and satisfaction.

Chatter polls: This tool enables CK to create and post simple polls on Chatter to gather quick opinions or preferences from its customer service representatives. It can help CK engage with its users and get their input on the new process.

References:

: User Engagement Dashboard and Report

: Salesforce Surveys for user Satisfaction

: Chatter polls

NEW QUESTION # 118

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know the interface needs improvement and wants its Designer to conduct an independent audit of its current website.

Which activity should the designer perform?

- A. Task Analysis
- **B. Expert Review**
- C. Prototype testing
- D. Card Sorting

Answer: B

Explanation:

Explanation

An expert review is an activity that a designer can perform to conduct an independent audit of a current website. An expert review is a method of evaluating the usability and user experience of a website by applying established principles, guidelines, and heuristics. An expert review can help identify the strengths and weaknesses of a website, as well as provide recommendations for improvement.

An expert review can be done by one or more experts, who can be internal or external to the organization. An expert review can be done at any stage of the design process, but it is especially useful before launching a new or redesigned website, or when there is a need to assess the current state of a website. [UX Designer Certification Prep: User Research],



[UX Designer Certification Prep: User Testing and Evaluation]

Card sorting, task analysis, and prototype testing are not activities that a designer can perform to conduct an independent audit of a current website. Card sorting is a method of organizing and labeling information for a website, based on how users group and name the content. Task analysis is a method of understanding and documenting the goals, tasks, and steps that users perform on a website. Prototype testing is a method of evaluating the functionality and usability of a website by having users interact with a mock-up or a simulation of the website. These methods are useful for creating or improving a website, but they are not suitable for auditing a website without involving the users. [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation] References: [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation]

NEW QUESTION # 119

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