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Salesforce Certified Platform User Experience Designer Sample Questions (Q193-Q198):

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. Qualitative

- B. Survery
- C. Focus Groups
- **D. Usability Testing**

Answer: D

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

A UX Designer needs to restyle a `<lightning-modal />` Lightning Web Component (LWC) to meet brand guidelines. Which key consideration about that LWC should the UX designer be aware of?

- A. Only the body, footer, and header helper components can be styled using styling hooks.
- B. The model cannot be styled using styling hooks
- **C. Only the main Lightning Modal component can be styled using styling hooks.**

Answer: C

Explanation:

When restyling a `<lightning-modal />` Lightning Web Component (LWC) to meet brand guidelines, it's important to know that styling customization options may be limited. Specifically, only the main Lightning Modal component can be styled using styling hooks. This limitation means that while you can apply brand-specific styles to the overall modal component using styling hooks, the finer control over the modal's internal sections (like the body, footer, and header) might not be directly accessible through these hooks. This constraint necessitates a strategic approach to styling, focusing on the aspects of the modal that can be customized to align with brand guidelines while understanding the inherent limitations.

Reference: For more information on styling Lightning Web Components and the use of styling hooks, the Salesforce Developer Documentation on Lightning Web Components and the Salesforce Lightning Design System (SLDS) offers detailed guidance and best practices.

NEW QUESTION # 195

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

Answer: B

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 # 196

A UX Designer needs to create a visual representation of a user's series of steps to achieve a meaningful goal. Which UX design method should be used?

- A. Site Map
- **B. User Flow**
- C. Lightning Flow
- D. User Persona

Answer: B

Explanation:

A user flow is a UX design method that creates a visual representation of a user's series of steps to achieve a meaningful goal. A user flow shows the path that a user takes from their entry point to their final action, such as signing up, purchasing, or completing a task. A user flow helps designers understand and optimize the user experience, as well as identify pain points, gaps, and opportunities for improvement. A user flow can take various forms, such as diagrams, wireframes, or prototypes, depending on the level of detail and fidelity required. Reference:

What Are User Flows In UX Design? [Full Beginner's Guide] - CareerFoundry What is a User Flow in UX Design? - updated 2023 | IxDF User Flows in UX Design: Definition, Benefits, and Best Practices

NEW QUESTION # 197

Cloud kicks wants to incorporate human-centered design across its organization Which two practices should be adopted

- A. Including innovative ideas to showcase technology
- **B. putting oneself in the situation of the end-user**
- **C. observing user behavior**
- D. creating requirements based on business leaders priorities

Answer: B,C

Explanation:

Human-centered design is a process that starts with the people you are designing for and ends with new solutions that are tailor-made to suit their needs. It involves understanding the problem from the perspective of the end-users, empathizing with their needs and preferences, and creating solutions that are desirable, feasible, and viable. To incorporate human-centered design across an organization, two practices that should be adopted are:

Observing user behavior: This involves watching how users interact with a product or service, what they do, say, think, and feel.

Observing user behavior can help identify pain points, needs, goals, motivations, and emotions that drive user behavior. It can also reveal insights that users may not be able to articulate or may not be aware of themselves. Observing user behavior can be done through methods such as user interviews, contextual inquiry, usability testing, and analytics.

Putting oneself in the situation of the end-user: This involves imagining or experiencing what the user goes through when using a product or service, and how they perceive and respond to it. Putting oneself in the situation of the end-user can help build empathy, understand the user's context and environment, and generate ideas that address the user's needs and expectations. Putting oneself in the situation of the end-user can be done through methods such as personas, scenarios, journey maps, and empathy maps.

1: [What is Human-Centered Design?]

2: [Human-Centered Design: The Definitive Guide]

3: [UX Research: What is User Behavior?]

4: [Observing the User Experience: A Practitioner's Guide to User Research]

5: [UX Research Methods: Observation]

6: [Empathy in Design Thinking]

7: [UX Research Methods: Empathy]

NEW QUESTION # 198

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