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## Salesforce Certified Platform User Experience Designer Sample Questions (Q18-Q23):

### NEW QUESTION # 18

A developer is creating a Lightning Web Component (LWC) and wants to make sure the visual experience is consistent with Cloud Kicks' branding. The developer asks their UX Designer about the Salesforce Lightning Design System (SLDS) stylinghooks. How should the designer describe them?

- A. They use standard CSS properties to easily style base and custom components.
- B. They use custom CSS properties to directly style HTML elements.
- C. They use standard CSS properties to directly style HTML elements.
- D. **They use custom CSS properties to easily style base and custom components.**

#### Answer: D

Explanation:

Styling hooks are CSS custom properties that allow developers to customize the appearance of base and custom components in a consistent and supported way. They work with web components and shadow DOM, which provide encapsulation and modularity for LWC. Styling hooks use the--sldsnamespace and follow a naming convention that reflects the component, category, property, attribute, and state of the element being styled. For example,--slds-c-button-brand-color-background-hover is a styling hook for the button component, brand category, color background property, and hover state. Styling hooks can be declared in the CSS file of the LWC or in a global CSS file that affects all components on the page. Styling hooks are not standard CSS properties, but custom ones that are defined by SLDS and applied to the components using the var() function. Reference:

Styling Hooks - Lightning Design System

SLDS Styling Hooks | Lightning Web Components Developer Guide | Salesforce Developers

-dpx Styling Hooks | LWR Sites for Experience Cloud | Salesforce Developers The Salesforce Lightning Design System (SLDS) styling hooks use standard CSS properties to easily style base and custom components. Salesforce documentation states that "SLDS styling hooks are CSS classes that give you access to the same styling used in the Salesforce Lightning Design System. They make it easy to style base and custom components with the same look and feel" [1].

[1] [https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use\\_slds\\_styling\\_hooks](https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_slds_styling_hooks)

#### NEW QUESTION # 19

A UX Designer presents a creative design approach to solving end-user problems, beginning with identifying their needs and ending with creating solutions that meet those needs.

Which approach is being followed?

- A. **Human-Centered Design**
- B. Digital Declarative Design
- C. Salesforce Declarative Design
- D. User Interface Design

#### Answer: A

Explanation:

The approach that is being followed by the UX Designer is the Human-Centered Design. This is a creative design approach that focuses on understanding the end-user's needs, problems, and context, and then creating solutions that are desirable, feasible, and viable for them. The Human-Centered Design process typically involves four phases: empathize, define, ideate, and prototype.

Human-Centered Design

Empathize, Define, Ideate, Prototype

#### NEW QUESTION # 20

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. Design Tokens on SLDS website
- B. Salesforce Extensions for V5 Code
- 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 # 21

A company provides away for customers to shop for homes and contact real estate agents online. The company's brokers use some of the Salesforce standard functionality to track home buyers.

Which three standard Salesforce objects should be used in this experience?

Choose 3 answers

- A. Property
- B. Address
- C. Lead
- D. Contact
- E. Opportunity

**Answer: C,D,E**

Explanation:

The three standard Salesforce objects that should be used in this experience are:

Lead: A lead is a person who has shown interest in the company's products or services, but has not yet been qualified as a potential customer. Leads can be captured from various sources, such as web forms, referrals, events, or marketing campaigns. Leads can store information such as name, email, phone, company, and status. Leads can be converted into accounts, contacts, and opportunities when they are ready to buy.

Contact: A contact is a person who is associated with an account and has a role in a sales process. Contacts can store information such as name, email, phone, title, and address. Contacts can be related to multiple accounts, opportunities, cases, activities, and other objects. Contacts can be used to track the communication and interaction history with the customers.

Opportunity: An opportunity is a sales deal that is in progress or has been closed. Opportunities can store information such as name, amount, stage, probability, close date, and owner. Opportunities can be linked to accounts, contacts, products, price books, quotes, contracts, and other objects. Opportunities can be used to forecast revenue, manage sales pipeline, and track sales performance.

Standard Objects

Leads and Opportunities

Contacts

### NEW QUESTION # 22

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

Which three practices should be considered?

Choose 3 answers

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

**Answer: B,C,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 deliverables<sup>4</sup>. 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 principles<sup>5</sup>. 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 stakeholders<sup>6</sup>.

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 # 23

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jQuery doesn't replace JavaScript, it enhances it by providing an abstract layer Plat-UX-101 to perform certain common tasks, such as finding elements or values, changing attributes and properties of elements, and interacting with browser events.

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