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## Salesforce Certified Platform User Experience Designer Sample Questions (Q163-Q168):

### NEW QUESTION # 163

A UX Designer is customizing the look and feel of a site using Experience Builder and needs to choose a color for the text and the

background of the buttons.

Which accessibility guideline should be considered?

- A. Adaptable
- B. Navigable
- **C. Distinguishable**

**Answer: C**

Explanation:

The accessibility guideline of distinguishable means that the information and user interface components must be presented to users in ways that are perceptible. This includes using sufficient contrast between text and background colors, providing text alternatives for non-text content, and making it easier for users to see and hear content. When choosing a color for the text and the background of the buttons, the UX Designer should consider the contrast ratio between them, which should be at least 4.5:1 for normal text and 3:1 for large text. This will ensure that the buttons are visible and readable for users with different visual abilities. Reference:

[1]: Web Content Accessibility Guidelines (WCAG) 2.1, Principle 1: Perceivable

[2]: Web Content Accessibility Guidelines (WCAG) 2.1, Success Criterion 1.4.3 Contrast (Minimum)

### NEW QUESTION # 164

A UX Designer wants to customize the end user's Salesforce app experience.

Which administrative capability should be used for mobile navigation menu setup?

- A. Menu tabs visibility is based on user location.
- B. Menu tabs can be based on different user types.
- **C. Menu tabs can be Visualforce and Lightning pages.**

**Answer: C**

Explanation:

One of the administrative capabilities that can be used for mobile navigation menu setup is to include Visualforce and Lightning pages as menu tabs. Visualforce and Lightning pages are custom pages that can display data, logic, and interface elements in the Salesforce mobile app. To include Visualforce and Lightning pages as menu tabs, the UX Designer needs to create tabs for those items first, and then add them to the navigation menu of the Mobile Only app or the Lightning app. Menu tabs can be based on different user types: This is not an administrative capability that can be used for mobile navigation menu setup, but rather a feature of the Lightning app navigation method. The Lightning app navigation method allows the UX Designer to create different Lightning apps for different user types, and assign them to different user profiles. Each Lightning app can have its own navigation menu and navigation bar, which can be customized with the items that are relevant for each user type. Menu tabs visibility is based on user location: This is not an administrative capability that can be used for mobile navigation menu setup, but rather a feature of the geolocation field type. The geolocation field type allows the UX Designer to store the latitude and longitude coordinates of a record, and use them for various purposes, such as displaying maps, calculating distances, or filtering reports. The geolocation field type does not affect the visibility of the menu tabs in the Salesforce mobile app.

Customize the Mobile Only Navigation Menu in the Salesforce Mobile App

Customize a Lightning App Navigation Menu in the Salesforce Mobile App

Create a Lightning App Unit | Salesforce Trailhead

Assign a Lightning App to a User Profile Unit | Salesforce Trailhead

[Geolocation Custom Field Type - Salesforce Help]

[Use Geolocation Fields in Formulas - Salesforce Help]

### NEW QUESTION # 165

The Client Service team at Cloud Kicks is having issues when editing an order record. The validation rule returns a top-of-page error indicating two other fields must be provided to validate and save the order changes.

How should they efficiently find the correct fields?

- A. Make sure the required field names are added to the top-of-page error message.
- B. Remove the validation rule completely and provide training about order changes.
- C. Replace the validation rule with help text informing the business requirement.
- **D. Replace the top-of-page validation with two field validations, assigning the respective fields.**

**Answer: D**

Explanation:

A top-of-page validation is a type of validation rule that displays an error message at the top of the page when a user tries to save a record that does not meet certain criteria. A field validation is a type of validation rule that displays an error message next to a specific field when a user tries to save a record that does not meet certain criteria. The advantage of using field validations over top-of-page validations is that they provide more clarity and guidance to the user about which fields need to be corrected and why. They also reduce the cognitive load and the scrolling effort for the user, as they can see the error message right next to the field they are editing. Therefore, to help the Client Service team at Cloud Kicks efficiently find the correct fields when editing an order record, the UX designer should replace the top-of-page validation with two field validations, assigning the respective fields that are required to validate and save the order changes. Reference:

### NEW QUESTION # 166

W UX wants to customer the end user's Salesforce app experience.

Which two administrator capabilities should be used for mobile navigation menu setup?

Choose 2 answers

- A. Navigation items are configure in the Salesforce Navigation Setup mode.
- B. Tab visibility is dependent on the location of the user. Different menu configurations can be set for different types of users.
- C. Visualforce pages and Lightning pages can be included

Answer: A,C

Explanation:

The Salesforce Navigation Setup mode allows the administrator to customize the navigation menu and navigation bar of the Salesforce mobile app using the Mobile Only app. The administrator can select the Lightning pages, Visualforce pages, Lightning components, and other productivity items that they want to appear in the navigation menu and navigation bar. The administrator can also reorder the navigation items and create tabs for them. To customize navigation items, in the Quick Find box, enter Navigation, and select Salesforce Navigation1. Visualforce pages and Lightning pages can be included in the navigation menu and navigation bar of the Salesforce mobile app, as long as they have tabs created for them. To create a tab, from Setup, enter Tabs in the Quick Find box, and select Tabs1. [Customize the Mobile Only Navigation Menu in the Salesforce Mobile App]

([https://help.salesforce.com/s/articleView?id=sf.salesforce\\_app\\_customize\\_nav\\_menu.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.salesforce_app_customize_nav_menu.htm&language=en_US&type=5))

### NEW QUESTION # 167

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. Salesforce Surveys for user Satisfaction
- C. Visualforce App
- D. Custom Permission Sets
- E. Chatter polls

Answer: A,B,E

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.

1: User Engagement Dashboard and Report

2: Salesforce Surveys for user Satisfaction

3: Chatter polls

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