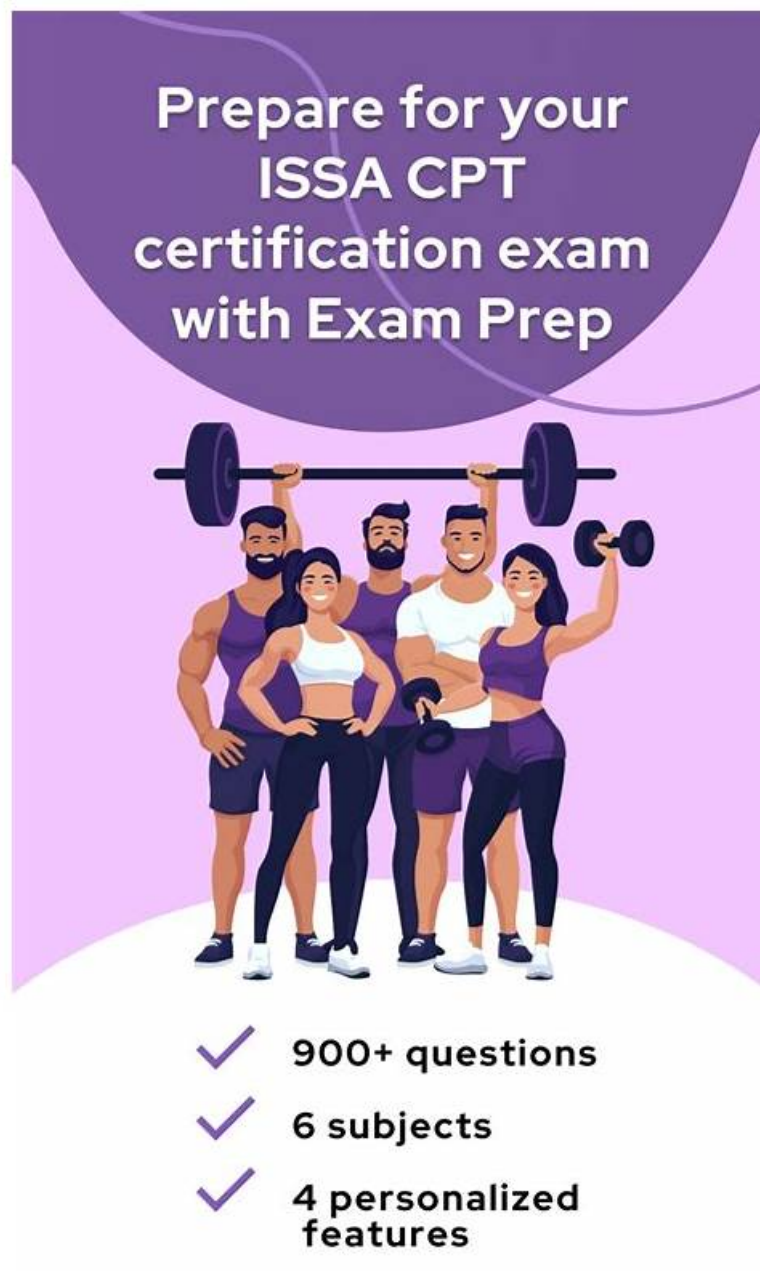


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Salesforce Certified-Strategy-Designer Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Intangible Deliverables: The topic includes sub-topics about key relationships that are essential for solving the challenge statement, the best presentation techniques for communicating a vision, and the tools for productive cross-discipline collaboration.
Topic 2	<ul style="list-style-type: none"> Value Design: This topic covers an effective challenge statement, the internal dynamics of the organization, the key external context for innovation, and strategic directions.
Topic 3	<ul style="list-style-type: none"> Leveraging Adjacent Roles Skills: It is all about knowledge and skill infusions that are needed to create a vision, different technical and business capabilities, and a roadmap for implementation.
Topic 4	<ul style="list-style-type: none"> Tools and Artifacts: It focuses on high-level Salesforce capabilities, methods of co-creation, and the criteria for feasibility, desirability, and viability.

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Salesforce Certified Strategy Designer Exam Sample Questions (Q60-Q65):

NEW QUESTION # 60

A strategy designer at Cloud Kicks conducted a series of interviews with business stakeholders and customers to gain insights into existing customer support operations and wrote the design challenge statement. Which option reflects the format of the design challenge statement?"

- A. As a user, I want to see trending support resources upon the first login to customer support so I can save my time.
- B. Unify platforms and centralize support operations to save customers time and reduce business costs.
- C. How might we save our existing customers time by preemptively serving the info they need to deflect the customer support calls.

Answer: C

Explanation:

Explanation

This option reflects the format of the design challenge statement. A design challenge statement is a statement that frames the problem to be solved in a human-centered and open-ended way. It typically follows the format of "How might we (HMW) + user + need + outcome". It helps inspire and guide the ideation and solution generation process. References:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/write-a->

NEW QUESTION # 61

A newly formed design team at Cloud Kicks is concerned their work will suffer if they are not better aligned. Which tool should a strategy designer recommend for the team to begin alignment?

- A. Brainstorm
- B. Consequence Scanning workshop
- C. Team agreement

Answer: C

Explanation:

A team agreement is a tool that a strategy designer can recommend for the team to begin alignment. It is a document that defines the team's purpose, values, norms, roles, and expectations. It helps create a shared understanding and commitment among team members and foster a positive and productive team culture. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/create-a-team-agreement>

NEW QUESTION # 62

Cloud Kicks (CK) is designing an in-person experience for customers who purchase its products. This will include the ability to schedule and manage appointments as well as see when the delivery vehicle is on the way.

Which Salesforce product should CK invest in to efficiently enable the desired experience?

- A. Field Service
- B. Scheduler
- C. Service Goud

Answer: A

Explanation:

Field Service is a Salesforce product that CK should invest in to efficiently enable the desired experience of scheduling and managing appointments and seeing when the delivery vehicle is on the way. Field Service is a product that helps manage and optimize the entire field service operation, from scheduling and dispatching to tracking and reporting. It integrates with other Salesforce products, such as Service Cloud and Experience Cloud, to provide a seamless and connected experience for customers and field workers.

Reference: <https://www.salesforce.com/products/service-cloud/field-service/>

NEW QUESTION # 63

Cloud Kicks (CK) notices a significant customer churn due to a disconnect between product features and user needs.

Which course of action should CK's strategy designer propose to improve the situation?"

- A. Request product owners to envision future state and provide better requirements.
- B. Clarify requirements and enable quality assurance teams with better acceptance criteria.
- C. Facilitate a co-creation workshop to help generate ideas grounded in research insights.

Answer: C

Explanation:

Explanation

The strategy designer should propose facilitating a co-creation workshop to help generate ideas grounded in research insights, to improve the situation of customer churn due to a disconnect between product features and user needs. A co-creation workshop is a method that involves collaborating with stakeholders and users to ideate and prototype solutions based on research findings and user feedback. It helps create solutions that are aligned with user needs and expectations, and increase user engagement and satisfaction.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-p>

NEW QUESTION # 64

A start-up specializing in healthcare is beginning the research and development phases for an application intended for patients and doctors. The strategy designer wants to help both audiences evaluate and prioritize ideas, opportunities, and features toward a shared understanding of a new patient experience.

Which tool should be used to facilitate and share this vision"

- A. Cross-functional survey
- B. Creative brief
- C. Storyboard

Answer: C

Explanation:

Explanation

A storyboard is a tool that should be used to facilitate and share the vision of a new patient experience. A storyboard is a visual narrative that illustrates the user's journey with a product or service, using sketches, images, or text. It helps communicate the value

proposition and key features of the solution, and how it addresses the user's needs and goals.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-p>

NEW QUESTION # 65

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