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## Salesforce Certified Platform Strategy Designer Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Cloud Kicks (CK) is a company of operational excellence. However, CK has a hard time bringing innovative ideas to market, because investing in unproven tactics seems risky to its leaders who are used to making decisions based on metrics.

Which approach should a strategy designer take when presenting a new product vision to this group?

- A. Identify the biggest questions about the product vision and collect data on prototypes.
- B. Conduct a competitive analysis of other products in the same market as the product vision.
- C. Run qualitative user research on the product vision and share key feedback with stakeholders.

**Answer: A**

Explanation:

The best approach to presenting a new product vision to a group of leaders who are used to making decisions based on metrics is to identify the biggest questions about the product vision and collect data on prototypes, as this helps validate or invalidate the assumptions and hypotheses behind the vision, and provide evidence-based arguments for its feasibility and viability. Running qualitative user research or conducting a competitive analysis may not be persuasive or relevant enough for this group.

#### NEW QUESTION # 21

Cloud Kicks learns that some website visitors, especially those who can't see high-contrast color palettes, do not convert into customers.

What should the strategy designer do to solve for this accessibility challenge'?"

- A. Ideate marketing concepts to reach new audiences.
- B. Conduct an empathy workshop to understand the audience.
- C. Invite users to co-create as accessibility experts.

**Answer: C**

Explanation:

Inviting users to co-create as accessibility experts means involving users who have accessibility needs or challenges in the design process as collaborators and consultants. This helps solve for the accessibility challenge by ensuring that the design meets the standards and expectations of the target audience. <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/invite-users-to-co-create-as-accessibility-experts>

#### NEW QUESTION # 22

A cross disciplinary team is starting a new design initiative for Cloud Kicks, and the strategy designer is leading the effort.

What is one way to increase the team's psychological safety to encourage productive collaboration?

- A. Ask everyone to introduce themselves via title and greatest success
- B. Ask everyone their expected level of project involvement.
- C. Ask everyone to share a personal experience.

**Answer: C**

Explanation:

One way to increase the team's psychological safety to encourage productive collaboration is to ask everyone to share a personal experience, as this helps build trust, empathy, and rapport among team members. Asking everyone their expected level of project involvement or introducing themselves via title and greatest success may not foster psychological safety, as they may create hierarchy, pressure, or competition.

#### NEW QUESTION # 23

Cloud Kicks (CK) is going through a digital transformation exercise around its customer support capabilities. CK's strategy designer suggests to include Omni-Channel as a part of the company's transformation discovery.

Which channel is included in Salesforce Omni-Channel capabilities?

- A. Self-Service
- B. Onsite Visit
- C. Messaging

**Answer: C**

Explanation:

The channel that is included in Salesforce Omni-Channel capabilities is messaging, which allows customers to communicate with agents via SMS, Facebook Messenger, WhatsApp, or other messaging platforms. Onsite visit or self-service are not channels that are supported by Omni-Channel.

#### NEW QUESTION # 24

A project team at Cloud Kicks have this challenge statement: How might we increase the adaptability?  
What information is missing that belongs for well written challenge statement?

- A. The persona being designed for
- **B. The desired outcome**
- C. The hypothesis of the solution

**Answer: B**

Explanation:

The information that is missing from this challenge statement is the desired outcome. A well-written challenge statement should include three elements: who (the persona being designed for), what (the need or problem to be solved), and why (the desired outcome or benefit). For example, a better challenge statement could be: How might we increase the adaptability of our sales team to generate more revenue in a changing market? The hypothesis of the solution is not part of the challenge statement, as it is a proposed answer that needs to be tested and validated.

#### NEW QUESTION # 25

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