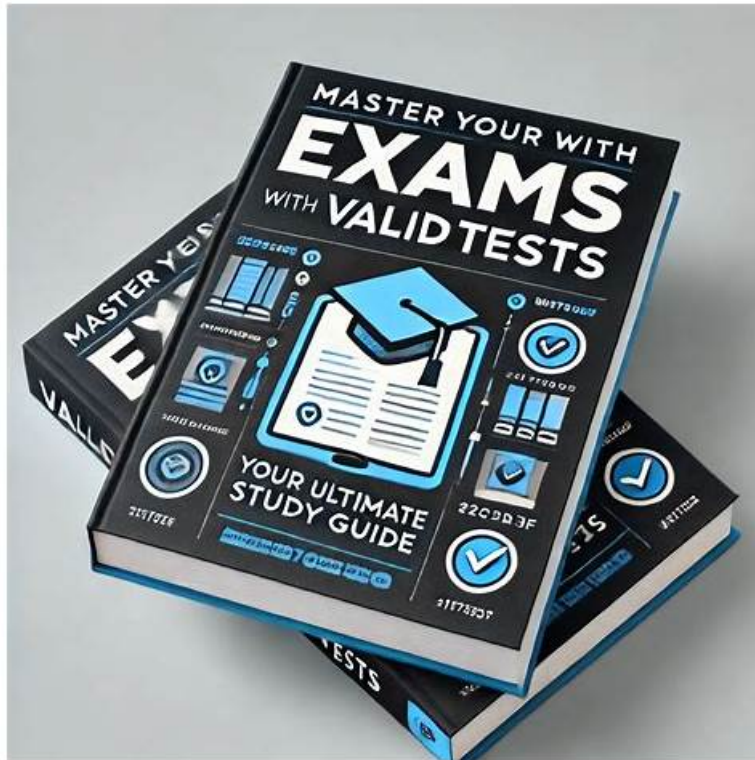


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Salesforce Certified Platform Strategy Designer Sample Questions (Q48-Q53):

NEW QUESTION # 48

A strategy designer is hired to help service agents pool their shared knowledge, see the bigger picture, and understand what may be causing poor and disjointed support experiences, and where other pain points and opportunities may lie. Which method of co-design workshop should be used?

- A. Prototyping
- B. Ideation
- C. Journey mapping

Answer: C

Explanation:

Journey mapping is the most effective co-design workshop method for helping service agents understand the customer support experience comprehensively. It visually represents the customer's end-to-end journey, highlighting pain points, opportunities for improvement, and areas causing disjointed experiences, fostering a shared understanding among agents.

NEW QUESTION # 49

Cloud Kicks (CK) is launching a new online store and wants to get a better understanding of its market wants and needs to create compelling customer experience. CK's strategy designer recommends utilizing the Jobs to Be Done framework.

What are the core principles of the Jobs to Be Done framework?

- A. Customer-centric, Effective Communication, Organizational Strategy, Success Criteria
- B. Customer-centric, Solution Agnostic, Stable Over Time, Measurable Outcomes
- C. Customer-centric, Values driven, Flexible, Revenue focused

Answer: B

Explanation:

The core principles of the Jobs to Be Done framework are customer-centric, solution agnostic, stable over time, and measurable outcomes, as this framework helps understand the customer's specific goal or job, and the thought processes that would lead them to hire a product or service to complete the job. Customer-centric means focusing on the customer's needs and desires, solution agnostic means not prescribing or implying any specific solution, stable over time means not changing with customer attributes or preferences, and measurable outcomes means having clear and quantifiable indicators of success.

NEW QUESTION # 50

A design team is working on the challenge: "How might we provide tools to enable customers to resolve service issues by themselves rather than escalating to human representatives?" Which bot metrics should the strategy designer suggest to assess the impact of their work?

- A. Customer satisfaction rate
- B. Total conversations
- C. Human takeover rate

Answer: A

Explanation:

The customer satisfaction rate is a critical metric for assessing the effectiveness of self-service tools in resolving issues. It measures users' satisfaction with their interactions and outcomes, providing insight into the bot's impact on improving the self-service experience and reducing the need for escalation.

NEW QUESTION # 51

Cloud Kicks (CK) has noticed that users struggle to find the information they are looking for via the company's website navigation menu. CK's strategy designer asks the design team to revise the menu by co-designing it with end users.

Which technique should be used to do this?

- A. Card sorting
- B. Heuristic review
- C. Consequence scanning

Answer: A

Explanation:

Card sorting is a technique that should be used to co-design the website navigation menu with end users. Card sorting is a method

that involves asking users to organize items into groups or categories, and label them according to their preferences. It helps understand how users think about the information architecture and structure of a website, and design a menu that is intuitive and user-friendly. <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-strategy-designer-certification-prep/conduct-a-card-sorting-session>

NEW QUESTION # 52

Cloud Kicks would like to use a business model canvas to evaluate the desirability, viability, and feasibility of a new service and identify a business model that will justify pursuing the idea.

Which part of the business model canvas represents desirability?

- A. Value proposition
- B. Customer segments
- C. Key activities

Answer: A

Explanation:

The value proposition is the part of the business model canvas that represents desirability. It describes the value that the product or service offers to the customer segments, and how it solves their problems or satisfies their needs.

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

NEW QUESTION # 53

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