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Salesforce Certified Platform User Experience Designer Sample Questions (Q174-Q179):

NEW QUESTION # 174

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Which two resources should help accomplish this?

Choose 2 answers

- **A. Lightning Design System Website**
- B. Lightning Web Component Recipes App
- **C. Local Development Server**
- D. Developer Center's Lightning Component Library

Answer: A,C

Explanation:

Two resources that can help a UX Designer to explore sample code for Lightning components and see how changing the code affects the visual appearance in real time, without deploying any code to a Salesforce org, are:

Lightning Design System Website. The Lightning Design System website is a resource that provides design guidelines, UI components, and code samples for building Lightning applications. The website also features a live code editor that allows the designer to edit and preview the code for Lightning web components and Aura components, and see the changes reflected in the browser instantly. The live code editor also provides syntax highlighting, auto-completion, and error checking features. The designer can use the Lightning Design System website to experiment with different code snippets and learn how to apply the design principles and best practices for Lightning components. Lightning Design System Website, [UX Designer Certification Prep: Salesforce Design System] Local Development Server. The Local Development Server is a resource that allows the designer to build, run, and test Lightning web components without deploying them to a Salesforce org. The Local Development Server is a CLI plug-in that creates a local web server that serves the Lightning web components from the local file system. The designer can use the Local Development Server to edit the code for Lightning web components in their preferred code editor, such as Visual Studio Code, and see the changes updated in the browser automatically. The Local Development Server also supports hot reloading, which preserves the component state and the browser session during code changes. The designer can use the Local Development Server to speed up the development and testing process and to debug the code for Lightning web components. Local Development Server, [UX Designer Certification Prep: User Testing and Evaluation] The Lightning Web Component Recipes App and the Developer Center's Lightning Component Library are not resources that can help a UX Designer to explore sample code for Lightning components and see how changing the code affects the visual appearance in real time, without deploying any code to a Salesforce org. The Lightning Web Component Recipes App is a sample application that showcases the functionality and best practices for Lightning web components. The Developer Center's Lightning Component Library is a reference guide that provides documentation and examples for Lightning web components and Aura components. However, neither of these resources allow the designer to edit and preview the code in real time, as they require the code to be deployed to a Salesforce org or a scratch org first. Lightning Web Component Recipes App, Developer Center's Lightning Component Library, [UX Designer Certification Prep: User Testing and Evaluation] Lightning Design System Website, Local Development Server, Lightning Web Component Recipes App, Developer Center's Lightning Component Library, [UX Designer Certification Prep: Salesforce Design System], [UX Designer Certification Prep: User Testing and Evaluation]

NEW QUESTION # 175

During our interview, a UX designer discovers that the most common daily task for the user is to view and commonly view reports using the global search bar for:

- A. Add the daily task component to the homepage
- **B. Update the homepage with access to commonly used reports**
- C. Create the mind board to communicate the visual style of the UI
- D. Make the global search bar bigger on every page

Answer: B

Explanation:

Updating the homepage with access to commonly used reports is the best way to make sure the user can quickly access the reports they need. This could include making the global search bar bigger on every page, adding the daily task component to the homepage, or creating a mind board to communicate the visual style of the UI. Additionally, Salesforce has some great resources on designing for search, such as their Search Design Guide [1] and their Search Best Practices [2].

[1] https://www.salesforce.com/content/dam/web/en_us/www/documents/salesforce-search-design-guide.pdf

[2] https://developer.salesforce.com/docs/atlas.en-us.salesforce_search_best_practices.meta/salesforce_search_best_practices/search_best_practices_intro.htm

NEW QUESTION # 176

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 problem¹. 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 use². 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 audience³. 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 deliverables⁴. 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 principles⁵. 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 stakeholders⁶.

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 # 177

Cloud Kicks (CK) is planning its Einstein Bot implementation and has identified common issues the bot can resolve. CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction.
Which additional element(s) would be essential?

- A. Training and support planning
- B. Voice and tone planning
- **C. User interface planning**
- D. Onboarding planning

Answer: C

NEW QUESTION # 178

A UX Designer wants to plan and communicate the intended page layouts of a community portal. Which tool should they use?

- **A. Wireframes**
- B. Process Flows
- C. Personas
- D. Journey Mapping

Answer: A

Explanation:

The tool that the UX Designer should use to plan and communicate the intended page layouts of a community portal is wireframes. Wireframes are low-fidelity sketches or diagrams that show the basic structure, content, and functionality of a web page or app screen. Wireframes help the UX Designer to visualize the layout of the portal, arrange the elements according to their importance and relevance, and communicate the design concept to the stakeholders and developers. Wireframes are one of the learning objectives for the Salesforce User Experience Designer certification. [Wireframes - Lightning Design System] <https://careerfoundry.com/en/blog/ux-design/website-app-wireframe-examples/>

NEW QUESTION # 179

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