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>> New Plat-UX-101 Exam Test <<

100% Pass Quiz Salesforce - Plat-UX-101 - Useful New Salesforce Certified Platform User Experience Designer Exam Test

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Salesforce Certified Platform User Experience Designer Sample Questions (Q139-Q144):

NEW QUESTION # 139

A group of sales users needs to be guided step by step through a new process using Floating or Decked Prompts. Their administrative team wants to the ability to see the adoption of this assistance via Reports and Dashboards.

- A. Basic In-App Guidance Prompts
- B. Custom build using Salesforce Flow
- **C. Use the Walkthrough App from AppExchange**
- D. in-App Guidance Prompts using myTrailhead

Answer: C

Explanation:

The best option for guiding sales users through a new process using floating or docked prompts is to use the Walkthrough App from AppExchange. This app allows admins to create and manage in-app guidance walkthroughs using clicks, not code. Walkthroughs are interactive tutorials that guide users through a series of steps on a Lightning page. Users can see the prompts, click the action buttons, and follow the instructions to complete the process. Admins can also track the engagement and completion of the walkthroughs using reports and dashboards. The Walkthrough App is compatible with the standard in-app guidance feature, and does not require a subscription to myTrailhead¹.

The other options are not suitable for this scenario because:

In-App Guidance Prompts using myTrailhead: This option requires a subscription to myTrailhead, which is a customizable learning platform that allows admins to create their own content and branding. In-app guidance prompts are one of the features of myTrailhead, but they are not the same as walkthroughs. Prompts are single-step messages that appear on a Lightning page, while walkthroughs are multi-step tutorials that guide users through a process. Prompts can be used to provide tips, announcements, or links, but they cannot show users how to perform a task²³⁴.

Custom build using Salesforce Flow: This option requires coding and development skills, which may not be available or feasible for the admin team. Salesforce Flow is a tool that allows admins to automate processes and tasks using clicks or code. Flows can be triggered by various events, such as buttons, actions, schedules, or record changes. Flows can also display screens to users, which can contain fields, text, images, or components. However, screens are not the same as prompts or walkthroughs. Screens are part of a flow logic, and they require user input to proceed to the next step. Screens cannot be customized to appear as floating or docked prompts, and they cannot guide users through a Lightning page⁵⁶.

Basic In-App Guidance Prompts: This option does not require a subscription to myTrailhead, but it also does not provide the functionality of walkthroughs. Basic in-app guidance prompts are the same as the ones mentioned in the first option, but without the customization and branding of myTrailhead. Basic prompts can be created and managed using clicks, not code, and they can be filtered by profiles and permissions. However, basic prompts are still single-step messages that appear on a Lightning page, and they cannot show users how to perform a task²³.

1: [In-App Guidance Walkthroughs: Getting Started for Sales Users]

2: [In-App Guidance Dashboard: Walkthrough Engagement]

3: [In-App Guidance in Lightning Experience]

4: [Salesforce Flow | Salesforce Developer Center]

5: [Salesforce Flow Workflow Automation Tools - Salesforce.com]

6: [The Complete Guide to Salesforce Flow | Salesforce Ben]

7: [Trailhead | The fun way to learn]

8: [Editions & Pricing - myTrailhead- Salesforce]

9: [Salesforce introduces myTrailhead, a personal learning platform...]

10: [Trailhead | The fun way to learn Salesforce]

11: [Getting Started with myTrailhead - Salesforce]

NEW QUESTION # 140

What is a benefit of inclusive design?

- A. Creating a lowest-common-denominator design
- B. Tailoring a solution to one type of user
- **C. Reducing friction for users in achieving their goals**

Answer: C

Explanation:

Inclusive design is a methodology aimed at creating products that are accessible to as many people as possible, regardless of their abilities or circumstances. The benefit of inclusive design is that it focuses on reducing friction for users in achieving their goals by: Considering a wide range of human diversity, including ability, language, culture, gender, age, and other forms of human difference.

Identifying and eliminating unnecessary barriers that might prevent people from effectively using a product or service.
Ensuring that products and services can be used by everyone, to the greatest extent possible, without the need for adaptation.
Inclusive design does not mean tailoring a solution to one type of user (B) or creating a lowest-common-denominator design that meets only the most basic needs of all users (C). Instead, it seeks to understand and address the needs of a broad audience to create more usable and accessible experiences for everyone.
Reference: The Interaction Design Foundation provides extensive resources on inclusive design, its principles, and how to apply them in the design process. These resources offer valuable insights into creating designs that are accessible and beneficial to a wide audience.

NEW QUESTION # 141

Cloud Kicks (CK) wants gamified learning content for its internal users and leadership. CK wants to create a custom product training as a part of the experience.
What should be recommended?

- A. Sandbox to experiment with the product
- **B. Enablement Site to build and assign custom modules**
- C. In-app prompts to provide access to video content

Answer: B

Explanation:

An Enablement Site is a custom-branded site that allows users to access learning content, such as modules, trails, and trailmixes, from Trailhead. It also allows admins to create and assign custom modules that are specific to their organization's needs and goals. An Enablement Site can be used to gamify the learning experience by adding badges, points, and leaderboards. An Enablement Site can also provide analytics and reports on the learners' progress and performance. Therefore, an Enablement Site is the best option for Cloud Kicks to create a gamified learning content for its internal users and leadership, as well as a custom product training.

Reference:

[Trailhead: Enablement Site Basics]

[Trailhead: Create Custom Modules for Your Enablement Site]

[Trailhead: Gamify Your Enablement Site]

NEW QUESTION # 142

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.
What should be recommended?

- A. Custom video component
- B. Lightning Path component
- **C. Docked prompt using In-App Guidance**
- D. Utility bar with embedded video

Answer: C

Explanation:

To let its users know when a new feature is enabled or available with a short video explaining the new feature, the recommended solution is to use a docked prompt using In-App Guidance. In-App Guidance is a feature that allows the designer to create prompts and walkthroughs that guide users through new or complex tasks in Salesforce. A docked prompt is a type of prompt that appears at the bottom of the screen and can contain text, images, or videos. A docked prompt can be used to announce a new feature and provide a short video tutorial on how to use it. The designer can also set the conditions for when and how often the prompt should appear, and track the user engagement with the prompt.: In-App Guidance | Salesforce Help : UX Designer Certification Prep: Designing with In-App Guidance | Trailhead

NEW QUESTION # 143

Cloud Kicks (CK) is building a new community portal using Experience Cloud. CK's Designer is asked to provide examples of out-of-box functionality that will make for great customer engagement.

In which three Ways Could CK's customers engage?

Choose 3 answers

- A. Endorsement of skills and expertise
- B. Choose personalized branding
- C. Customize page layouts
- D. Recognize peers with badges
- E. Join affinity groups

Answer: A,D,E

Explanation:

CK's customers can engage in the following three ways using the out-of-box functionality of Experience Cloud:

Endorsement of skills and expertise: Customers can endorse each other's skills and expertise on their profiles, which helps to build trust and credibility within the community.

Join affinity groups: Customers can join groups based on their interests, preferences, or needs, which allows them to connect with like-minded people and share relevant information.

Recognize peers with badges: Customers can recognize each other's contributions and achievements by awarding badges, which helps to motivate and appreciate the community members.

Reference:

Endorse Skills and Expertise

Create and Manage Groups

Award Badges to Recognize Members

NEW QUESTION # 144

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Actually, I was hoping you wouldn't ask that. Therefore, it is beneficial for the Plat-UX-101 troubleshooter to be familiar with a variety of structured approaches and select the best method or combination of methods to solve a particular problem.

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