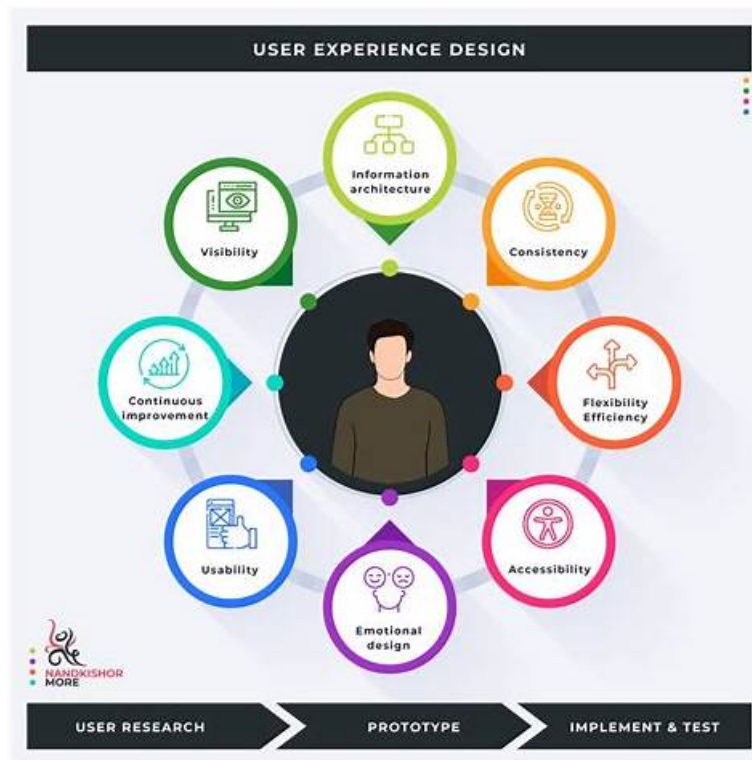


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The certification is necessary to get a job in your desired Salesforce company. Success in the test gives you an edge over the others because you will have certified skills that will make a good impression on the interviewer. Most people preparing for the Salesforce Certified User Experience Designer (User-Experience-Designer) exam are confused about preparation. How will they get real and updated Salesforce Certified User Experience Designer (User-Experience-Designer) exam questions? In the case of studying with outdated Salesforce Certified User Experience Designer (User-Experience-Designer) practice questions, you will fail and lose your resources.

To be eligible for the certification exam, you must have experience in designing user interfaces for Salesforce applications and be familiar with user research, design thinking, and design principles. User-Experience-Designer Exam consists of 60 multiple-choice questions which must be completed within a time frame of 105 minutes. The passing score for the exam is 68%, and the certification is valid for two years.

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Salesforce Certified User Experience Designer Sample Questions (Q211-Q216):

NEW QUESTION # 211

A UX Design team is doing a review of a new Lightning Web Component (LWC). They are following the Salesforce Lightning Design System (SLDS) block, element, modifier (BEM) naming conventions.

Which class does NOT follow this convention?

- A. .slds-avatar_circle
- B. .slds-box
- C. .slds--size-l-of-2

Answer: C

Explanation:

Explanation

The SLDS BEM naming convention consists of three parts: block, element, and modifier. A block is a standalone component that can be reused across projects, such as a button, a card, or a modal. An element is a part of a block that has no standalone meaning, such as a label, an icon, or a header. A modifier is a flag that changes the appearance or behavior of a block or an element, such as size, color, or state. The modifier is separated from the block or element by two hyphens (-), and can have a value separated by a single hyphen (-), such as .slds-button-brand or .slds-button-neutral. The class .slds-size-l-of-2 does not follow this convention because it has no block or element name before the modifier. It should be something like

.slds-grid-size-l-of-2 or .slds-col-size-l-of-2. References:

[1]: Salesforce Lightning Design System - Introduction

[2]: Salesforce Lightning Design System - Naming Con

NEW QUESTION # 212

Following a human-centered design process approach, Cloud Kicks is preparing a user feedback session for an app that is not performing as anticipated.

In what way could confirmation bias be avoided?

- A. Allow the user to explore the application without specific questions regarding which tasks to perform.
- B. Ask open-ended questions staying away from questions regarding feelings.
- C. Ask specific questions about known pain points to confirm your hypothesis.

Answer: B

Explanation:

Explanation

A docked prompt is a type of In-App Guidance that can be used to provide contextual help and guidance to the users in the Salesforce app. A docked prompt is a small pop-up window that appears at the bottom of the screen, and can contain text, images, links, or videos. A docked prompt can be triggered by various events, such as opening a page, clicking a button, or completing an action. A docked prompt can also be dismissed by the user, or set to expire after a certain time or date¹² A UX Designer can customize the Salesforce Help Menu to meet the request of Cloud Kicks' Sales team by creating a docked prompt based on new feature rollouts. This way, the UX Designer can:

Inform the users about the new features and how they can benefit from them. For example, the UX Designer can create a docked prompt that introduces the new Einstein Opportunity Scoring feature, and explains how it can help the users prioritize their opportunities and close more deals³ Guide the users through the steps and best practices to use the new features. For example, the UX Designer can create a docked prompt that shows the users how to access and configure the new Einstein Opportunity Scoring feature, and how to interpret and act on the scores³ Engage the users and encourage them to explore and adopt the new features. For example, the UX Designer can create a docked prompt that includes a link to a video tutorial, a Trailhead module, or a feedback survey about the new Einstein Opportunity Scoring feature³ Show a site map of all the content: This is not a way to customize the Salesforce Help Menu to meet the request of Cloud Kicks' Sales team, because a site map of all the content is not a type of In-App Guidance, and it does not provide specific and timely help and guidance for the users. A site map of all the content is a visual representation of the structure and hierarchy of a website or app, and it can be useful for planning and designing the user interface, but not for providing In-App Guidance⁴ Provide links to external resources, such as training videos or a company dictionary: This is not a way to customize the Salesforce Help Menu to meet the request of Cloud Kicks' Sales team, because providing links to external resources is not a type of In-App Guidance, and it does not provide contextual and interactive help and guidance for the users. Providing links to external resources is a way to supplement the Salesforce Help Menu with additional information and resources, but not to create In-App Guidance⁵ References:

Create In-App Guidance Unit | Salesforce Trailhead

In-App Guidance - Salesforce Help

Create a Docked Prompt for New Feature Rollouts Unit | Salesforce Trailhead What is a Sitemap? - Interaction Design Foundation

NEW QUESTION # 213

Cloud Kicks hired a UX Designer to help create a form for a wide group of users. After receiving that final requirement, the designer realizes there are too many fields.

What could improve form readability?

- A. Replace field labels with placeholder text.
- B. Improve form security by adding a challenge-response test.
- C. Create a three-column grid to reduce the form length.
- D. Add section headers to visually separate fields into groups.

Answer: D

Explanation:

Explanation

This allows users to quickly scan the form and identify the relevant fields, reducing the cognitive load and improving the overall user experience. Salesforce documentation states that "by grouping related fields into sections, you can make your forms easier to read and understand" [1].

[1] https://help.salesforce.com/articleView?id=forms_design_best_practices.htm&type=5

NEW QUESTION # 214

A UX Designer is creating a customer support site in Experience Builder that will be internationalized across 12 different countries.

Which two design considerations should be made when planning for this site?

- A. Countries may read text in a different (right to left vs. left to right) and layouts will be to be adjusted.
- B. Colors may have different culture meanings in different countries, changing the intent of UI elements.
- C. Country flags used as links to adjust languages provide an ideal way to switch between locales or languages for users.
- D. Colors may have different contrast ratios in some countries and need adjust contrast for proper visibility by users.

Answer: A,B

NEW QUESTION # 215

Universal Containers (UC) operates worldwide with offices in more than 100 regions in 10 different countries role hierarchy to control data visibility. In the new fiscal year, UC is planned to reorganize the roles and reassign accounts owners. Which two points should an architect consider in this situation?

Which two point should an Architect consider in this situation?

Choose 2 answers

- A. Restricting the organization-sharing configurations to private.
- B. Replacing Account records ownerships massively can cause data skew.
- C. Using a temporary parking lot account to improve performance.
- D. Changing complex role hierarchy can cause a high level of sharing recalculation.

Answer: B,D

Explanation:

Explanation

Changing the role hierarchy and reassigning account owners can have a significant impact on the data visibility and performance of Salesforce. An architect should consider the following points in this situation:

Changing complex role hierarchy can cause a high level of sharing recalculation. Depending on the sharing settings, roles can control the level of visibility that users have into the Salesforce data. Users at any given role level can view, edit, and report on all data owned by or shared with users below them in the role hierarchy, unless the sharing model for an object specifies otherwise. When the role hierarchy is changed, Salesforce must recalculate the sharing rules and group membership for all the affected users and records, which can take a long time and consume a lot of system resources. Therefore, changing a complex role hierarchy should be done carefully and preferably during off-peak hours¹.

Replacing account records ownerships massively can cause data skew. Data skew occurs when more than 10,000 child records are

related to the same parent record, or more than 10,000 records of any object are owned by a single user. This can cause performance issues, such as locking, timeouts, and failures, when updating or sharing those records. When account owners are reassigned massively, it can create or worsen data skew, especially if the accounts have many child records, such as contacts and opportunities. Therefore, replacing account records ownerships massively should be avoided or minimized²³.

References:

1: [Design Your Data Model Unit | Salesforce Trailhead]

2: [Data Skew in Salesforce - Why it Matters | Salesforce Ben]

3: [Ownership Data Skew | Designing Record Access for Enterprise Scale | Salesforce Developers]

NEW QUESTION # 216

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