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Plat-UX-101 Valid Study Notes & New Plat-UX-101 Test Question

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Salesforce Certified Platform User Experience Designer Sample Questions (Q72-Q77):

NEW QUESTION # 72

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. Docked prompt using In-App Guidance
- C. Utility bar with embedded video

- D. Lightning Path component

Answer: B

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 # 73

Cloud kicks 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

- A. user interface planning
- B. Training and support for planning
- C. voice and tone planning
- D. deboarding planning

Answer: A

Explanation:

User interface planning is an essential part of the Einstein Bot implementation process, as it involves designing the bot's appearance, behavior, and interactions with the customers. User interface planning can affect the bot's effectiveness and customer satisfaction, as it can influence the clarity, efficiency, consistency, and beauty of the bot's experience. User interface planning includes:

Choosing a bot avatar and name that match the brand and tone of the company Configuring the bot greeting and fallback messages that set the expectations and boundaries of the bot's capabilities Designing the bot dialogues and menus that guide the customers through the conversation and provide relevant options and information Testing and iterating the bot user interface based on user feedback and analytics Einstein Bots Project Planning | Salesforce Trailhead

NEW QUESTION # 74

Which document should be the source of truth for consistency when implementing a company's brand on Salesforce?

- A. Pattern Library
- B. Style Guide
- C. DesignPrinciples
- D. Salesforce Lightning Design System

Answer: B

Explanation:

A style guide is a document that defines the visual identity and branding of a company, such as the logo, color palette, typography, iconography, imagery, and tone of voice. It helps ensure consistency and coherence across different platforms and channels, and communicates the company's values and personality. When implementing a company's brand on Salesforce, the style guide should be the source of truth for consistency, as it provides the guidelines and rules for applying the brand elements to the user interface. A style guide can also include a pattern library, which is a collection of reusable UI components and design patterns that follow the style guide. A design principle is a statement that expresses the core values and goals of a design process, and guides the decision making and evaluation of a design solution. The Salesforce Lightning Design System (SLDS) is a set of design guidelines and resources for creating consistent and beautiful user experiences on the Salesforce platform. It can be used as a reference and a foundation for customizing the UI according to the company's style guide. Reference:

User Experience Designer Certification Prep: Module 5: Design User Interfaces User Experience Designer Certification Prep: Module 7: Implement User Interfaces What is a Style Guide and Why Every UX Designer Needs One What is a Pattern Library and Why Should You Use One?

The Salesforce Lightning Design System (SLDS) is a comprehensive library of design patterns, components, and guidelines that enable developers and designers to create consistent user interfaces on the Salesforce platform. It includes a comprehensive library of user interface components, guidelines for design consistency and accessibility, and detailed usage instructions. Using the Salesforce

Lightning Design System ensures that all design elements and interactions on Salesforce use the same set of standards and patterns, resulting in a consistent and unified user experience. For more information, see the Salesforce Lightning Design System page (<https://www.lightningdesignsystem.com/>).

NEW QUESTION # 75

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know the interface needs improvement and wants its Designer to conduct an independent audit of its current website.

Which activity should the designer perform?

- A. Card Sorting
- B. Task Analysis
- C. Prototype testing
- D. Expert Review

Answer: D

Explanation:

An expert review is an activity that a designer can perform to conduct an independent audit of a current website. An expert review is a method of evaluating the usability and user experience of a website by applying established principles, guidelines, and heuristics. An expert review can help identify the strengths and weaknesses of a website, as well as provide recommendations for improvement. An expert review can be done by one or more experts, who can be internal or external to the organization. An expert review can be done at any stage of the design process, but it is especially useful before launching a new or redesigned website, or when there is a need to assess the current state of a website. [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation] Card sorting, task analysis, and prototype testing are not activities that a designer can perform to conduct an independent audit of a current website. Card sorting is a method of organizing and labeling information for a website, based on how users group and name the content. Task analysis is a method of understanding and documenting the goals, tasks, and steps that users perform on a website. Prototype testing is a method of evaluating the functionality and usability of a website by having users interact with a mock-up or a simulation of the website. These methods are useful for creating or improving a website, but they are not suitable for auditing a website without involving the users. [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation][UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Testing and Evaluation]

NEW QUESTION # 76

A UX Designer atCloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience.

How should the designer help mitigate pushback from developers?

- A. Invite them to user testing.
- B. Ask a manager or superior to do it.
- C. Hand them a printout of the design
- D. Let them know the designer is the expert.

Answer: A

Explanation:

Inviting developers to user testing is a good way to help them see the value of the design changes and understand the user needs and pain points. User testing is a method of evaluating a product or service by observing how real users interact with it and collecting feedback. By witnessing the user testing sessions, developers can see how the design changes improve the user experience, such as increasing usability, satisfaction, engagement, or conversion. User testing can also help developers empathize with the users and collaborate better with the designer. Reference:

[User Testing]

NEW QUESTION # 77

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