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Salesforce Certified Platform User Experience Designer Sample Questions (Q129-Q134):

NEW QUESTION # 129

Cloud Kicks has asked its UX Designer to optimize its Salesforce instance to help the IT help desk team quickly resolve queued Case. The requirements include:

- * The ability to view their Case queue while working a particular Case.
- * A persistent place to create Notes.

Which two Salesforce configuration features should be recommended?

Choose 2 answers

- **A. Docked Utility Bar**
- B. Activity Timeline
- **C. List View - Split View**
- D. Dynamic Forms

Answer: A,C

Explanation:

A docked utility bar is a Salesforce configuration feature that allows users to access common productivity tools, such as notes, history, or macros, from a fixed footer at the bottom of the screen¹. A list view - split view is a Salesforce configuration feature that allows users to see a list view and a record side by side in a split-screen layout². These two features can help the IT help desk team quickly resolve queued cases by providing them with a persistent place to create notes and the ability to view their case queue while working a particular case. Dynamic forms and activity timeline are not relevant for this scenario, as they do not address the requirements of the IT help desk team.

NEW QUESTION # 130

Cloud Kicks (CK) wants to build a custom component for a complex opportunity process. CK's UX Designer is creating a three-step flow with modals and needs to select the main buttons for the "Continue", "Cancel", and "Back" actions.

Which set should be chosen to adhere to the Salesforce Design System guidelines for button usage?

- A. Brand button for "Continue", "Cancel", and "Back"
- B. Brand button for "Cancel" and "Continue"; Neutral button for 'Back'
- **C. A Neutral button for "Cancel" and "Back"; Brand button for "Continue"**

Answer: C

Explanation:

According to the Salesforce Design System guidelines for button usage, the brand button should be used for the primary action on a page or modal, such as "Save" or "Continue". The neutral button should be used for secondary or tertiary actions, such as "Cancel" or "Back". The brand button should have more visual weight and contrast than the neutral button, to indicate its importance and guide the user's attention. Therefore, the best option for the Cloud Kicks custom component is to use a brand button for "Continue" and neutral buttons for "Cancel" and "Back". Trailhead: Systems Design with SLDS, Salesforce Developers: Buttons, Lightning Design System: Buttons

NEW QUESTION # 131

Cloud kicks wants to hire a deal closer.

Which three activities would someone in this role do each day?

Choose 3 answers

- **A. Log activities such as calls, emails, and notes.**
- B. Create cases from issues.
- **C. Review and work through their list of leads or opportunities.**
- **D. Update existing prospect and customer records.**
- E. Customize and administer Salesforce.

Answer: A,C,D

Explanation:

A deal closer is someone who is responsible for closing sales deals with prospects and customers. They need to update existing prospect and customer records to keep track of their interactions and status. They also need to log activities such as calls, emails, and notes to document their communication and follow-ups. They also need to review and work through their list of leads or

opportunities to prioritize their tasks and identify the best prospects to focus on. These activities are essential for a deal closer to manage their pipeline and achieve their sales goals. Creating cases from issues and customizing and administering Salesforce are not activities that a deal closer would do each day. These are more likely to be done by a customer service agent or a Salesforce administrator, respectively. [Salesforce Certified User Experience Designer Exam Guide], [UX Designer Certification Prep: User Research], [UX Designer Certification Prep: User Roles and Personas]

NEW QUESTION # 132

A UX Designer wants to understand the mental model of employees who have requested a new internal community. The brief specifies what the employees should be able to do on the site, but the designer needs to suggest a suitable architecture. Which technique should be used?

- A. Cognitive Walkthrough
- B. User Test
- C. Tree Testing
- D. Card Sorting

Answer: D

Explanation:

Card sorting is a technique that helps UX designers understand the mental model of users and how they organize information into categories. Card sorting involves giving users a set of cards, each with a piece of information or a feature, and asking them to sort them into groups that make sense to them. The designer can then analyze the results and identify patterns, similarities, and differences among the users' categorizations. Card sorting can help the designer suggest a suitable architecture for the new internal community, based on how the employees think about the site's content and functionality. Card sorting can be done in person or online, using tools like OptimalSort or UserZoom1. Reference:

[Salesforce Certified User Experience Designer Exam Guide], Section 2.1: Conduct user research

[UX Designer Certification Prep: User Research], Unit 3: User Research Methods

[Prepare for Your UX Designer Credential], Trailmix: User Research

[Card Sorting: A Definitive Guide]1

NEW QUESTION # 133

A branding and marketing team wants to customize the theme in the external customer support site to match the style guide requirements?

What should be the recommended next step?

- A. Create a custom-scoped CSS style sheet.
- B. Configure the Experience Builder Theme panel.
- C. Link a company style sheet.
- D. Override conflicting Salesforce Lightning Design System (SLDS) styles.

Answer: B

Explanation:

To customize the theme in the external customer support site to match the style guide requirements, the recommended next step is to configure the Experience Builder Theme panel. The Theme panel allows the designer to customize the look and feel of the site by setting the logo, colors, fonts, and other branding elements. The designer can also create custom themes and assign them to different pages or audiences. The Theme panel is the preferred way to apply consistent branding across the site without writing any code or overriding any styles.: Theme Panel | Salesforce Help : UX Designer Certification Prep: Designing with Experience Builder | Trailhead

NEW QUESTION # 134

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