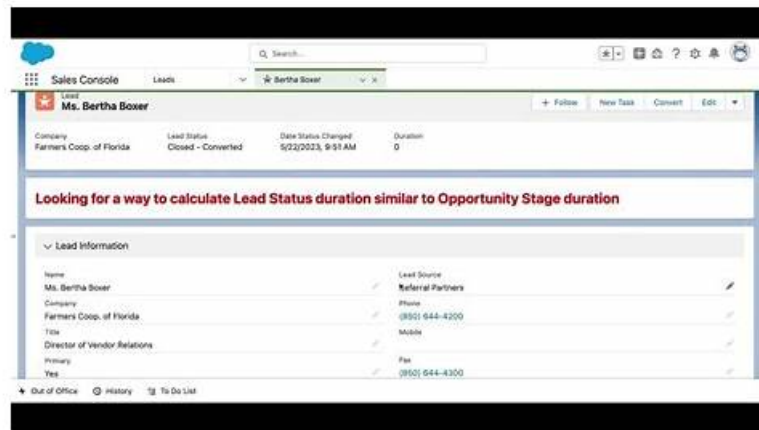


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Salesforce Certified Platform User Experience Designer Sample Questions (Q47-Q52):

NEW QUESTION # 47

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive. CK's UX Designer is going to conduct a usability study.

What should be one of the first steps when planning this study?

- A. Analyze the results of the study.
- B. Design changes to the site.
- C. Design the information architecture.
- D. Define the goals of the study.

Answer: D

Explanation:

A usability study is a method of evaluating how easy and intuitive a product or service is to use by observing real users performing specific tasks. It can help identify usability issues, user needs, and user satisfaction. One of the first steps when planning a usability study is to define the goals of the study, which are the questions that the UX designer wants to answer or the hypotheses that they want to test. The goals of the study will guide the selection of the participants, the tasks, the metrics, and the methods of the study. For example, if the goal of the study is to find out how users navigate the Experience Cloud site, the UX designer might choose to use a task-based usability test with eye-tracking and think-aloud techniques. Reference:

NEW QUESTION # 48

A UX Designer interviews a user who spends most of their time moderating forums, enforcing community standards, and providing member support.

Which Salesforce persona does this user align with?

- A. Support Manager
- B. Site Admin
- C. Community Manager

Answer: C

Explanation:

A Community Manager is a Salesforce persona who is responsible for creating, managing, and moderating online communities that connect customers, partners, and employees. They spend most of their time engaging with community members, enforcing community standards, and providing member support. A Community Manager aligns with the user who performs similar tasks in moderating forums. : Salesforce Personas : Community Manager Roles and Responsibilities

NEW QUESTION # 49

Cloud Kicks has an existing customer Experience Cloud portal that is performing well.

Which has the highest probability of increasing customer engagement?

- A. Choosing personalized branding
- B. Recognizing peers with badges
- C. Customizing page layouts

Answer: B

Explanation:

In the context of an existing Customer Experience Cloud portal that is already performing well, the goal is to further increase customer engagement by adding elements that encourage interaction and participation. Recognizing peers with badges is a highly effective way to achieve this because:

Personalization and Gamification: Badges introduce an element of gamification and personalization, which can significantly increase engagement. Users are motivated to participate and contribute to the community when they see a tangible recognition of their efforts and achievements.

Community Building: Recognizing contributions with badges helps in building a stronger community by highlighting active members and encouraging others to contribute. It fosters a sense of belonging and appreciation among users.

While personalized branding (option A) and customizing page layouts (option B) can enhance the user experience, they do not directly incentivize user interaction and contribution as effectively as recognizing contributions through badges does.

Reference:For insights on implementing badges and gamification strategies in Salesforce Experience Cloud portals, Salesforce's official documentation and community resources offer guidelines and best practices. These resources discuss various ways to enhance user engagement and community building within the Salesforce ecosystem.

NEW QUESTION # 50

What is a benefit of inclusive design?

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

Answer: B

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 # 51

Users from a small group within a Sales team have complained about an object that is often used only by team that has not been added to their Lightning app. Due to the small volume of users, the administrator is not considering creating a new app for them. Which two Salesforce features should be suggested to improve the end-user experience?

Choose 2 answers

- A. Add the object's related list to the Home page.
- B. Personalize the navigation bar.
- C. Create a custom component on a Dashboard.
- D. Favorite the often-used object.

Answer: B,D

Explanation:

The two Salesforce features that should be suggested to improve the end-user experience are:

Favorite the often-used object. This feature allows the users to bookmark the object's tab and access it quickly from the Favorites menu in the header. This way, the users do not have to search for the object in the App Launcher or switch to a different app to use it.

Personalize the navigation bar. This feature allows the users to customize the navigation bar in their Lightning app by adding, removing, or reordering the items. This way, the users can add the object they often use to their navigation bar and access it easily from any page in the app.

1: Favorites in Lightning Experience

2: Personalize Your Navigation Bar

NEW QUESTION # 52

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