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Salesforce Certified Platform User Experience Designer Sample Questions (Q198-Q203):

NEW QUESTION # 198

A UX Designer has been asked to improve Salesforce adoption among salesrepresentatives at Cloud Kicks. After conducting stakeholder and user interviews, the designer finds there is no clear, consistent sales process. What should the designer do next?

- **A. Conduct a workshop with stakeholders to align on the current state and build consensus.**
- B. Tell the customer they need to improve operations before any work can be done.
- C. Recommend Field Level Validation to ensure users are entering the correct data.
- D. Log the findings and move forward with presenting possible solutions.

Answer: A

Explanation:

A UX designer's role is not only to design solutions, but also to facilitate collaboration and communication among stakeholders and users. A clear, consistent sales process is essential for Salesforce adoption, as it defines the steps and actions that sales representatives need to take to close deals. Without a common understanding of the sales process, the UX designer cannot design a Salesforce solution that meets the needs and expectations of the users and the business. Therefore, the designer should conduct a workshop with stakeholders to align on the current state and build consensus on the desired future state. A workshop is an interactive session where the designer can use various techniques, such as journey mapping, persona creation, user stories, and prioritization, to elicit the pain points, goals, and requirements of the stakeholders and users. A workshop can also help the designer to establish trust and rapport with the participants, and to gain their buy-in and feedback for the proposed solution¹². Salesforce Adoption Strategies | Salesforce Trailhead, 6 Guiding Principles to Maximize Your Salesforce Adoption | Salesforce Admins

NEW QUESTION # 199

A Development team is not valuing the results of a usability testing session. How should acceptance of the results be increased?

- **A. Invite team members to observe usability sessions.**
- B. Include links to best practice articles for each finding.
- C. The Development team can perform script testing.
- D. Create a new prototype to demonstrate improvement.

Answer: A

Explanation:

One of the best ways to increase the acceptance of the results of a usability testing session is to invite the development team members to observe the usability sessions. By observing the sessions, the developers can see how the users interact with the product, what difficulties they face, what feedback they provide, and how they react emotionally. This can help the developers to empathize with the users, understand their needs and expectations, and appreciate the value of usability testing. Observing the sessions can also help the developers to identify and prioritize the issues that need to be fixed, and to collaborate with the UX designer on finding the best solutions. [How to Get Stakeholders to Buy into User Research] (<https://ux.stackexchange.com/questions/31222/what-is-the-difference-between-usability-testing-and-user-acceptance-testing>), [How to Involve Developers in User Research] (<https://bing.com/search?q=usability+testing+acceptance>)

NEW QUESTION # 200

Which two would be considered responsive design best practices?
Choose 2 answers

- **A. Specify breakpoint sizes.**
- B. Utilize pop-up windows.
- **C. Minimize page weight.**
- D. Use separate URLs per device.

Answer: A,C

Explanation:

Responsive design is a web design approach that aims to make web pages adapt to different screen sizes and resolutions, ensuring good usability and user experience across all devices. Some of the best practices for responsive design are:

Specify breakpoint sizes: Breakpoints are the points at which the layout of a web page changes based on the width of the viewport. For example, a web page may have a two-column layout on a desktop, a single-column layout on a tablet, and a stacked layout on a mobile phone. Specifying breakpoint sizes helps to create a fluid and flexible layout that responds to the device capabilities and user preferences. Breakpoints can be specified using media queries in CSS, which allow applying different styles depending on the media features, such as width, height, orientation, resolution, etc. For example:

```
@media (max-width: 600px) { /* Styles for screens that are 600px or smaller */ }
```

```
@media (min-width: 601px) and (max-width: 900px) { /* Styles for screens that are between 601px and 900px */ }
```

```
@media (min-width: 901px) { /* Styles for screens that are 901px or larger */ }
```

Minimize page weight: Page weight is the amount of data that a web page transfers to load on a browser. It includes the size of the HTML, CSS, JavaScript, images, fonts, and other resources that make up the web page. Minimizing page weight helps to improve the performance, speed, and user satisfaction of a web page, especially on mobile devices that may have limited bandwidth, battery, and processing power. Some of the ways to minimize page weight are:

Optimize images: Images are often the largest contributors to page weight, so it is important to optimize them for the web. This means choosing the right format, size, resolution, and compression level for each image, as well as using responsive images techniques, such as the `srcset` and `sizes` attributes, to deliver the most appropriate image for each device and screen size.

Implement caching: Caching is a technique that stores a copy of a web page or its resources on the browser or the server, so that they can be reused without having to be downloaded again. This reduces the amount of data that needs to be transferred and improves the loading time of a web page. Caching can be implemented using HTTP headers, such as `Cache-Control` and `Expires`, or using service workers, which are scripts that run in the background and intercept network requests.

Minify and concatenate files: Minification is a process that removes unnecessary characters, such as whitespace, comments, and formatting, from the code files, such as HTML, CSS, and JavaScript, to reduce their size. Concatenation is a process that combines multiple code files into one, to reduce the number of HTTP requests that the browser needs to make. Both minification and concatenation can help to reduce the page weight and improve the performance of a web page.

Use a content delivery network (CDN): A CDN is a network of servers that are distributed across different locations and regions, and that store and deliver copies of a web page or its resources to the users. A CDN can help to reduce the page weight and improve the speed of a web page by serving the content from the nearest server to the user, reducing the latency and bandwidth consumption.

The other two options, using separate URLs per device and utilizing pop-up windows, are not considered responsive design best practices, as they can create usability and accessibility issues for the users. Using separate URLs per device means creating different versions of a web page for different devices, such as `example.com` for desktop, `m.example.com` for mobile, and `t.example.com` for tablet. This approach can lead to inconsistent and fragmented user experiences, as well as duplicate content and SEO problems. Utilizing pop-up windows means creating new browser windows that open on top of the current web page, usually to display advertisements, notifications, or forms. This approach can be annoying and intrusive for the users, as well as difficult to close or navigate on small screens.

NEW QUESTION # 201

A UX Designer has been tasked with designing a custom Lightning Web Component (LWC) that uses the Salesforce Lightning Design System (SLDS).

Where on the SLDS website should the designer find accessible HTML and CSS used to create components along with implementation guidelines?

- **A. Component Blueprints**
- B. Development Tools
- C. Design Tokens

Answer: A

Explanation:

The best place on the SLDS website for the designer to find accessible HTML and CSS used to create components along with implementation guidelines is the Component Blueprints¹. Component Blueprints are framework-agnostic, accessible HTML and CSS that provide the basic structure and style for Lightning components¹. The designer can use the Component Blueprints to create custom Lightning Web Components that are consistent with the Lightning Design System. Design Tokens (B) are not the best place to find HTML and CSS, as they are variables that store design attributes, such as colors, fonts, and spacing². Development Tools are not the best place to find implementation guidelines, as they are tools and resources that help developers build and test Lightning components, such as VS Code extensions, LWC recipes, and Playground³. Reference:

Component Blueprints | Salesforce Lightning Design System

Design Tokens | Salesforce Lightning Design System

Development Tools | Salesforce Lightning Design System

NEW QUESTION # 202

Cloud Kicks (CK) wants to provide employees with quick access to apps, objects, and other items in the Salesforce mobile app. Which navigational feature should CK use?

- A. Personalized Navigation Tabs
- B. Utility Bar
- C. Console Navigation

Answer: A

Explanation:

Personalized Navigation Tabs are a navigational feature that allows the users to customize the navigation bar of the Salesforce mobile app with the items that they use most frequently. Users can add, remove, and reorder the tabs in the navigation bar, and access them with a single tap. Users can also mark their favorite items with a star icon, and access them from the Favorites tab. Personalized Navigation Tabs can help Cloud Kicks (CK) employees to quickly access the apps, objects, and other items that they need in the Salesforce mobile app.² Console Navigation is a navigational feature that allows the users to work with multiple records and objects on a single screen in the Salesforce desktop app. Console Navigation is not available in the Salesforce mobile app, and it is not suitable for providing quick access to apps, objects, and other items.³ Utility Bar is a navigational feature that allows the users to access common productivity tools, such as notes, history, or macros, from a fixed footer at the bottom of the Salesforce desktop app. Utility Bar is not available in the Salesforce mobile app, and it is not suitable for providing quick access to apps, objects, and other items.⁴ Personalize Your Navigation Bar in the Salesforce Mobile App - Salesforce Help Personalize Your Navigation Bar in the Salesforce Mobile App Unit | Salesforce Trailhead Console Navigation - Salesforce Help Utility Bar - Salesforce Help

NEW QUESTION # 203

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