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Salesforce Certified Platform User Experience Designer Sample Questions (Q151-Q156):

NEW QUESTION # 151

The UX Designer at Cloud Kicks is considering using a custom Lightning component to fulfill a specific business requirement. Which two best practices should be considered?

Choose 2 answers

- A. Exhaust the list of available base Lightning component in the component Library.
- B. Find the closest Salesforce Lightning Design System (SLDS) Blueprint to help inform the custom Lightning component.
- C. Create HTML markup and link the SLDS stylesheet via static Resource.
- D. Prioritize Aura markup even if there is a Lightning Web Component (LWC) available.

Answer: A,B

Explanation:

Two best practices that should be considered when using a custom Lightning component to fulfill a specific business requirement are: Find the closest Salesforce Lightning Design System (SLDS) Blueprint to help inform the custom Lightning component. The SLDS is a collection of design guidelines, UI components, and code samples that help you create consistent and beautiful user interfaces for Lightning applications. The SLDS Blueprints are examples of common UI patterns and components that are built with the SLDS and follow the design principles and best practices. The Blueprints can help you inform the custom Lightning component by providing inspiration, guidance, and code snippets that you can modify and reuse. The Blueprints can also help you ensure that the custom Lightning component is compatible and consistent with the rest of the Lightning application and the Salesforce platform. [UX Designer Certification Prep: Salesforce Design System], Lightning Design System Website Exhaust the list of available base Lightning components in the Component Library. The base Lightning components are a set of pre-built UI components that you can use to create custom Lightning components. The base Lightning components are built with the SLDS and provide the functionality and interactivity that you need for common UI elements, such as buttons, icons, forms, tables, charts, and more. The base Lightning components also handle the accessibility, security, and performance aspects for you, so you don't have to worry about them. The Component Library is a reference guide that provides documentation and examples for the base Lightning components, as well as other Lightning web components and Aura components. The Component Library can help you explore the list of available base Lightning components and see how they work and how to use them. The Component Library can also help you avoid reinventing the wheel and save time and effort by using the base Lightning components as much as possible, and only creating custom Lightning components when there is no suitable base Lightning component for your requirement. [UX Designer Certification Prep: User Testing and Evaluation], Developer Center's Lightning Component Library Prioritizing Aura markup even if there is a Lightning Web Component (LWC) available, and creating HTML markup and linking the SLDS stylesheet via static resource are not best practices that should be considered when using a custom Lightning component to fulfill a specific business requirement. These practices can lead to suboptimal performance, maintainability, and compatibility issues for the custom Lightning component. Aura markup is the older syntax for creating Aura components, which are the predecessor of Lightning web components. Lightning web components are the newer and faster way of creating custom UI components for Lightning applications, using modern web standards and best practices. Lightning web components also have better interoperability and compatibility with Aura components and other web components, as well as with the base Lightning components and the SLDS. Therefore, it is recommended to use Lightning web components over Aura components whenever possible, and to use LWC markup instead of Aura markup for creating custom Lightning components. [UX Designer Certification Prep: User Testing and Evaluation], Lightning Web Components Developer Guide Creating HTML markup and linking the SLDS stylesheet via static resource is also not a recommended practice for creating custom Lightning components, because it can create unnecessary complexity and duplication for the custom Lightning component. A static resource is a file or a collection of files that can be referenced by a Lightning component, such as images, style sheets, JavaScript libraries, or fonts. However, linking the SLDS stylesheet via static resource means that you have to manually download and upload the SLDS files to your org. and update them whenever there is a new version of the SLDS. This can create maintenance and compatibility issues for the custom Lightning component, as

NEW QUESTION # 152

A UX Designer has completed usability testing on a newly designed case management system and has gathered many observations from the test participants.

What should the UX Designer consider while presenting the findings?

- A. Be specific about the issues testers encountered.
- B. Report only the new issues, and omit already known bugs.
- C. Include the names of participants in the report.

Answer: A

Explanation:

A usability testing report is a document that summarizes the findings and insights from a usability test, which is a method of evaluating a product or service by observing how real users interact with it. A usability testing report should provide clear and actionable recommendations for improving the user experience and usability of the product or service. One of the best practices for presenting the findings of a usability testing report is to be specific about the issues testers encountered. This means describing the problems in

detail, explaining how they affected the user's performance and satisfaction, and providing evidence from the data collected, such as quotes, screenshots, videos, or metrics. Being specific about the issues helps to illustrate the severity and impact of the problems, as well as to justify the need for improvement².

The other two options, reporting only the new issues and omitting already known bugs, and including the names of participants in the report, are not good practices for presenting the findings of a usability testing report. Reporting only the new issues and omitting already known bugs can create a biased and incomplete picture of the usability test results, as it can overlook the recurring and persistent problems that may still affect the user experience and usability of the product or service. Including the names of participants in the report can violate the ethical and legal principles of user research, such as confidentiality, anonymity, and informed consent, which require protecting the privacy and identity of the users who participate in the research³.

NEW QUESTION # 153

A sales representative wants to personalize their own user experience.

Which two recommendations should be made to provide more intuitive access regularly used content?

Choose 2 answers

- **A. Personalize the Navigation bar.**
- B. Set up Quick Links in the Utility bar.
- C. Customize the Home page experience.
- **D. Create shortcuts Favorites.**

Answer: A,D

Explanation:

To provide more intuitive access to regularly used content, a sales representative can use the following two recommendations:
Personalize the Navigation bar: The Navigation bar is the horizontal menu at the top of the Lightning Experience page that allows users to switch between different items, such as apps, objects, or utilities. Users can personalize the Navigation bar by adding, removing, or rearranging items according to their preferences and needs. For example, a sales representative can add the Accounts, Opportunities, and Reports items to the Navigation bar for quick access. To personalize the Navigation bar, users can click on the pencil icon next to the app name and use the Edit option.

Create shortcuts Favorites: Favorites are bookmarks that users can create to save links to frequently accessed pages, records, reports, dashboards, or groups in Salesforce. Users can create favorites by clicking on the star icon in the header of any page. Users can also organize their favorites into folders and access them from any device. To view or manage favorites, users can click on the Favorites icon in the header. Favorites can help users save time and navigate Salesforce more efficiently.

NEW QUESTION # 154

Cloud Kicks wants to drive engagement on its website.

Which two Salesforce features should boost engagement?

Choose 2 answers

- **A. Automated Invitations**
- B. MyTrailhead
- **C. Einstein Bots**
- D. Salesforce Connect

Answer: A,C

Explanation:

Einstein Bots and Automated Invitations are two Salesforce features that can boost engagement on Cloud Kicks' website. Einstein Bots are chatbots that can provide automated and personalized responses to customers' questions and requests on the website. They can also escalate complex cases to human agents, collect feedback, and provide recommendations. Einstein Bots can help Cloud Kicks to improve customer satisfaction, reduce wait times, and increase conversions¹. Automated Invitations are pop-up messages that invite website visitors to start a chat or video call with a service agent. They can be triggered by various criteria, such as time spent on the website, page visited, or customer profile. Automated Invitations can help Cloud Kicks to proactively engage with potential customers, offer assistance, and generate leads². [Einstein Bots Basics] (<https://ascendix.com/blog/salesforce-sales-engagement/>), [Set Up Automated Chat Invitations] (<https://bing.com/search?q=Salesforce+features+to+boost+engagement>)

NEW QUESTION # 155

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

Answer: C

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 # 156

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