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Question No :1

An insight is NOT just reporting what you heard in the conversation, but instead is a _____ that identifies a customer need and explains why.

Note: There are 1 correct answers to this question.

A Expertise

B Statement

C Confidence

YOUR ANSWER IS CORRECT!
ANSWER: ✓ B
CORRECT ANSWER IS: B

Question No :2

_____ is also relevant to the implementation phase, as it involves acting in order to learn, trying something new, learning from the attempt, and building that learning into the next iteration.

https://www.mytestengine.com/full-summary?e=C_THINK1_02 1/38

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Note: There are 1 correct answers to this question.

A Implementation

B Experimentation

C Exportation

D Refreshment

YOUR ANSWER IS CORRECT!
ANSWER: ✓ B
CORRECT ANSWER IS: B

Question No :3

Working with sticky notes is a key activity in many Design Thinking workshops. What rules would you set when using sticky notes?

Note: There are 3 correct answers to this question.

A Go for bold statements and be visual.

B Keep workshop results unstructured to foster creativity.

C Use one defined color per exercise.

D Aim for one thought per sticky note.

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SAP Certified Associate - Design Thinking Sample Questions (Q35-Q40):

NEW QUESTION # 35

What software is a good practice to support virtual workshops? Note: There are 2 correct Answers to this question.

- A. MS PowerPoint
- B. Mural
- C. MS Excel
- D. MS Teams

Answer: B,D

NEW QUESTION # 36

What are key techniques for collecting data during empathic field research? Note: There are 3 correct answers to this question.

- A. Performing market analysis
- B. Studying analyst reports
- C. Trying out the user experience
- D. Asking people
- E. Observing.

Answer: C,D,E

Explanation:

Empathic field research is a cornerstone of the Empathy phase in Design Thinking. It involves gathering qualitative data to deeply understand users' behaviors, emotions, and challenges. Effective techniques include direct engagement with users and immersive observation.

* Option A: Performing market analysis This is incorrect. Market analysis is a quantitative approach typically used in traditional market research, not empathic field research. Design Thinking focuses on qualitative, human-centered data collection methods.

* Option B: Asking people This is correct. Conducting interviews and asking open-ended questions allows researchers to gain insights into users' thoughts, feelings, and motivations. This is a key technique in empathic research.

* Option C: Trying out the user experience This is correct. Immersing oneself in the user's environment or trying out their tasks firsthand provides valuable experiential insights. This technique helps researchers understand the context and challenges users face.

* Option D: Observing This is correct. Observing users in their natural environment reveals behaviors and pain points that users may not explicitly articulate. Observation is a fundamental technique in empathic research.

* Option E: Studying analyst reports This is incorrect. Analyst reports provide secondary data and are not part of empathic field research. Design Thinking relies on primary data collected directly from users.

NEW QUESTION # 37

What type of thinking does Design Thinking combine with analytical thinking?

- A. Innovative
- B. Intuitive
- C. Intellectual
- D. Inspired

Answer: B

NEW QUESTION # 38

The environment must facilitate collaboration and encourage risk taking with a 'fail early & fail often' mentality.

Note: There are 1 correct answers to this question.

- A. Client
- **B. Place**
- C. People
- D. Process

Answer: B

NEW QUESTION # 39

What do you brainstorm during charretting? Note: There are 3 correct Answers to this question.

- A. Scoping techniques
- B. Ideas for prototyping
- **C. Most relevant users**
- **D. Potential issues**
- **E. Potential insights**

Answer: C,D,E

NEW QUESTION # 40

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