

Free Nov-2023 UPDATED Salesforce User-Experience-Designer Certification Exam Dumps is Online [Q39-Q53]



Free Nov-2023 UPDATED Salesforce User-Experience-Designer Certification Exam Dumps is Online Salesforce Exam 2023 User-Experience-Designer Dumps Updated Questions QUESTION 39

A UX Designer presents a creative design approach to solving end-user problems, beginning with identifying their needs and ending with creating solutions that meet those needs.

Which approach is being followed?

- * Salesforce Declarative Design
- * Digital Declarative Design
- * Human-Centered Design
- * User Interface Design

QUESTION 40

Cloud Kicks wants to drive engagement on its website.

Which two Salesforce features should boost engagement?

Choose 2 answers

- * Einstein Bots
- * Automated Invitations
- * MyTrailhead
- * Salesforce Connect

QUESTION 41

A UX Designer wants to ensure new Salesforce users are given the appropriate onboarding experience.

Which two on-App Guidance customizations should be used?

- * Specify prompt scheduling
- * Customize prompt theme
- * Set prompt permissions
- * Configure minimum three steps

QUESTION 42

Cloud Kicks wants to create a new service experience, increasing user satisfaction for internal and external users. Both a customer community and a service console will be created.

Which tool should a UX Designer use to document user goals, common tasks, and pain points?

- * Storyboards
- * Wireframes
- * User Personas
- * User Journeys

QUESTION 43

A UX Designer is creating an experience to help organize content into collapsible sections.

Which Lightning component should be used?

- * Einstein Next Best Action
- * Lightning Toggle
- * Accordion
- * Highlights Panel

Explanation

The Lightning Accordion component is designed to help create an organized, collapsible display of content. It is composed of a header and a body, which can be used to display different sections of content in an organized way. The body of the Accordion is hidden until the header is clicked, allowing the user to quickly and easily access the content they need. Salesforce provides a detailed guide to using the Accordion component, including examples and code snippets, which can be found here:

https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_accordion.

QUESTION 44

A UX designer is creating a customer support site in experience builder that will be internationalized across the 12 different countries. Which two design considerations should be made when planning for the site?

- * Country may read text in a different direction (right to left) vs (left to right) and layouts will need to be adjusted

- * Country flags used as links to adjust languages provide an ideal way to switch between locals or languages for users
- * colors may have different contrast ratios in some countries and need adjusted contrast for proper visibility by users
- * colors may have different cultural meanings in different countries, changing the intent of UI elements

QUESTION 45

A UX Designer is going to create a custom app for a new team of service agents.

Which three parts of the user interface could be customized?

Choose 3 answers

- * Tabs within the app's navigation bar
- * Relationship between standard objects
- * Page layouts of the records
- * Details to be shown in the records highlights panels
- * Opportunity lead scoring

QUESTION 46

What are Salesforce core design principles when making design decisions?

- * Emphasis, Alignment, Consistency, Beauty
- * Clarity, Efficiency, Consistency, Beauty
- * Emphasis, Efficiency, Repetition, Proportion
- * Clarity, Efficiency, Balance, Proportion

QUESTION 47

Which visual design elements should be used in corporate style and branding guidelines?

- * Typography, Color, Imagery
- * A/B Testing, Heuristics, Dairy Studies
- * Sketching, Wireframes, Storyboards
- * User Stories, Scenario, UX Reviews

QUESTION 48

Cloud Kicks (CK) wants to adopt a human-centered design process in the redesign of its Salesforce journeys and processes.

In which order should CK's UX Designer undertake the steps of this process to achieve maximum impact?

- * Ideation > Iteration > Prototyping > Implementation > User Feedback > Observation
- * Observation > Ideation > Prototyping > User Feedback > Iteration > implementation
- * Prototyping > Iteration > Observation > Ideation > Implementation > User Feedback
- * Implementation > Observation > User Feedback > Prototyping > Ideation > Iteration

Explanation

The order in which CK's UX Designer should undertake the steps of the human-centered design process to achieve maximum impact is Observation > Ideation > Prototyping > User Feedback > Iteration > Implementation. This allows the designer to take into account the user's preferences and needs from the very beginning, as well as provide the user with feedback throughout the entire process. The order of steps for a human-centered design process is as follows:

- * Observation: Observing user behaviour and interactions to gain insights into their needs and preferences.

- * Ideation: Coming up with ideas for potential solutions based on the insights from the observation phase.
- * Prototyping: Creating a prototype of the potential solution to test out with users.
- * User Feedback: Gathering feedback from users on the prototype and making changes based on their feedback.
- * Iteration: Iterating on the prototype based on the feedback from users.
- * Implementation: Implementing the final solution.

For more information on the human-centered design process, please see the following Salesforce documentation:
https://trailhead.salesforce.com/en/content/learn/modules/ux_design_process

QUESTION 49

How would a UX Designer Differentiate between voice and tone?

- * Voice reflects the expression and tone is the way one designs.
- * Voice reflects the character and tone is one's strength.
- * Voice reflects the frequency and tone is one's pitch.
- * Voice reflects the personality and tone is the way one speaks.

QUESTION 50

Universal Containers (UC) has implemented Service Cloud. There is a flag field on the case object that marks a case as (Sensitive). UC requested that this flag can be viewed by all users who have access to the case but only be edited by the assigned case assessor. The case assessor is a lookup field on the case object. How can an architect achieve this requirement?

- * Permission Set.
- * Object Permissions.
- * Custom Lightning Component.
- * Field-level security

QUESTION 51

Cloud Kicks wants to represent stages for opportunities within the sales process.

Which Salesforce Lightning Designing System (SLDS) component should be recommended?

- * Scoped Tabs
- * Activity Timeline
- * Progress indicator
- * Path

QUESTION 52

Which criteria should the designer consider when selecting users for testing?

- * Traits dissimilar to customer personas
- * Traits similar to friends and family
- * Traits similar to customer personas
- * traits of the most common demographic and ability

QUESTION 53

Cloud Kicks wants to modify one of its custom Lightning Web Components so that its administrators can change the look and feel depending on what type of Lightning page is used in.

Which feature should be recommended?

- * Styling hooks
- * CSS loaded as a static resource
- * App Builder styling property
- * SLDS utility classes

Salesforce User-Experience-Designer Exam covers various topics related to UI and UX design, including user research, information architecture, prototyping, usability testing, and visual design. User-Experience-Designer exam is designed to evaluate the candidate's ability to design user interfaces that meet the needs of Salesforce users. Salesforce Certified User Experience Designer certification also emphasizes the importance of understanding the user's needs and preferences when designing Salesforce applications.

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<https://www.actualtests4sure.com/User-Experience-Designer-test-questions.html>