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Vendor:Salesforce

Exam Code:USER-EXPERIENCE-DESIGNER

Exam Name:Salesforce Certified User Experience
Designer

Version:Demo

QUESTION 1

What are two benefits of inclusive design? Choose 2 answers

- A. Removing the need for 508 compliance
- B. Extending access to more users
- C. Reducing friction for users in achieving their goals
- D. Tailoring a solution to one type of user

Correct Answer: BC

Inclusive design is a practice of designing products, services, and experiences that are accessible and usable for as many people as possible, regardless of ability, age, gender, race, language, or culture. By incorporating inclusive design practices, you can extend access to more users and reduce friction for users in achieving their goals. Salesforce provides more information on the benefits of inclusive design here: <https://www.salesforce.com/blog/2020/11/what-is-inclusivedesign.html>.

QUESTION 2

A Ux designer has been asked to improve salesforce adoption among sales representatives at cloud kicks after conducting stakeholder and user interviews the designers finds there is no clear consistent sale process What should the designer do next

- A. Tell the customer they need to improve operations before anywork can be done
- B. lock the findings and move forward with presenting possible solutions
- C. recommend field level validation to ensure users are entering the correct data
- D. conduct aworkshop with stakeholders to align on correct state and build consenses

Correct Answer: D

QUESTION 3

Cloud Kicks (CK) has already identified its user personas. The UX Designer wants to synthesize what CK knows about the users so that a shared understanding is created with the rest of the organization.

Which tool should be used to share this insight?

- A. A/B Testing
- B. Full Recorded Interviews
- C. Empathy Map
- D. Heuristic Review

Correct Answer: D

QUESTION 4

Cloud Kicks is planning its Einstein Bot implementation and has identified common issues the Bot can resolve. CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction

- A. Training and support for planning
- B. user interface planning
- C. deboarding planning
- D. voice and tone planning

Correct Answer: B

QUESTION 5

A UX designer wants to understand the mental model of employees who have requested a new internal community. The brief specifies what the employees should be able to do on the site but the designer needs to suggest a suitable architecture

Which technique should be used

- A. User test
- B. cognitive walkthrough
- C. tree testing
- D. card sorting

Correct Answer: D

QUESTION 6

Cloud Kicks wants its Discovery team to help explain the relationships between process steps and business teams. Which types of process map should they produce?

- A. SIPOC Map
- B. High-Level Process Map
- C. Cross-Functional Flowchart
- D. Value Stream Map

Correct Answer: C

QUESTION 7

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.

What should be recommended?

- A. Lightning Path component
- B. Docked prompt using In-App Guidance
- C. Custom video component
- D. Utility bar with embedded video

Correct Answer: A

QUESTION 8

In which two ways could the usability of accordion elements be improved in a mobile environment? Choose 2 answers

- A. Include persistent headings.
- B. Nest an accordion inside of another
- C. Use the back browser button to collapse content
- D. Only allow users to open one selection at a time.

Correct Answer: BD

QUESTION 9

Cloud Kicks (CK) is planning its Einstein Bot implementation and has identified common issues the bot can resolve. CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction.

Which additional element(s) would be essential?

- A. Training and support planning
- B. User interface planning
- C. Onboarding planning
- D. Voice and tone planning

Correct Answer: B

QUESTION 10

Cloud Kicks wants to implement its company colors in all UI components, like buttons and icons, using a custom

themes.

How does the Salesforce Lightning Design System (SLDS) ensure the UI components align with the theme?

- A. Design tokens prefixed with "brand"
- B. JS libraries loaded from a static resource
- C. CSS Hex colors
- D. Builder panels

Correct Answer: A

QUESTION 11

A UX Designer wants to understand the mental model of employees who have requested a new internal community, The brief specifies what the employees should be able to do on the site, but the designer needs to suggest a suitable architecture.

Which technique should be used?

- A. User Test
- B. Cognitive Walkthrough
- C. Tree Testing
- D. Card Sorting

Correct Answer: D

QUESTION 12

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

Correct Answer: D