



**Salesforce**

## **Exam Questions User-Experience-Designer**

Salesforce Certified User Experience Designer

#### NEW QUESTION 1

Cloud Kicks (CK) is going to conduct some interviews surveys with users to better understand their Purchasing habits. CK's UX Designer wants to get the most accurate view of customers' purchasing behaviors using these research methods.

Which two response biases should the designer be aware of when interviewing or surveying users? Choose 2 answers

- A. Social Desirability Bias
- B. Randomized Bias
- C. Objectivity Bias
- D. Recency Bias

**Answer:** CD

#### NEW QUESTION 2

Financial advisor should be able to access a customer's record in Sales Cloud and see all potential business opportunities related to each individual customer. The bank does not have any corporate or business customers at this time.

How should a UX Designer suggest the bank represent its customers within its Salesforce instance?

- A. Standard Person Account Object
- B. Standard Lead Object
- C. Standard Opportunity object.
- D. Standard Account object.

**Answer:** B

#### NEW QUESTION 3

Cloud Kicks' Sales team needs in-App Guidance for key functions and processes so they can maximize their time.

In which three ways should a UX Designer customize the Salesforce Help Menu to meet this request? Choose 3 answers

- A. Provide the user with a site map of all the content.
- B. Add links to printable tipsheets or training videos.
- C. Create a just-in-time pop-up content based on new feature rollouts.
- D. Provide access to specific Trailhead or MyTrailhead content.
- E. Add links to a company dictionary or glossary of key terms.

**Answer:** ACE

#### NEW QUESTION 4

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

**Answer:** B

#### NEW QUESTION 5

A UX Designer is in the process of designing a new page layout for a custom object in Salesforce. How should the designer ensure the best end-user experience?

- A. Include all potentially useful fields.
- B. Make field labels and API names identical.
- C. Mark all fields as required.
- D. Group similar fields using sections.

**Answer:** D

#### NEW QUESTION 6

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. Prioritize Aura markup even if there is a Lightning Web Component (LWC) available.
- 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. Exhaust the list of available base Lightning component in the component Library.

**Answer:** CD

#### NEW QUESTION 7

A UX Designer is asked to design a new application built on Salesforce. What should be their first step?

- A. Create branding sets for each audience using Experience Builder.
- B. Find and review relevant AppExchange packages.
- C. Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.

D. Design a series of custom web component for the app.

**Answer:** C

#### NEW QUESTION 8

Users from a small group within a sales teams have complained about an object that is often used only by them that has not been a edit to their lighting app due to small volume of users the administrator is not considering a new app for them  
Which two salesforce featuresshould be suggested to improve the end-user experience ?

- A. Favorite the often used object
- B. add the objects related list to the home page
- C. personalized the navigation bar
- D. create a custom component on a dashboard

**Answer:** CD

#### NEW QUESTION 9

A UX Designer has created two different user interface designs for a new marketing landing expected to have several visitors. The landing page has a contact form on it, and the designer wants to know which design products the most from completions.  
Which testing method should be used?

- A. Card Sorting
- B. User Acceptance testing
- C. Diary Studies
- D. A/B testing

**Answer:** D

#### NEW QUESTION 10

Which two resource of the Salesforce Lightning Design System (SLDS) could be used to make custom application look, act, and sound like Salesforce?  
Choose 2 answers

- A. Full functional components
- B. Blueprints and tokens
- C. In-App Guidance
- D. Guidelines for voice and tone

**Answer:** AB

#### NEW QUESTION 10

Universal Containers' organizationwide-defaults model is private for the Account object. A sales rep wants to opportunity records.  
Which level of access will the sales rep have to the related account record?

- A. No access
- B. Read/Create/Edit access
- C. Read/Create access
- D. Read-only access

**Answer:** B

#### NEW QUESTION 11

Cloud Kicks (CK) is going to launch a new Salesforce process for its Customer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.

Which three Salesforce tools should be used to track and measure the adoption of the new process? Choose 3 answers

- A. User Engagement Dashboard and Report
- B. Custom Permission Sets
- C. Salesforce Surveys for user Satisfaction
- D. Visualforce App
- E. Chatter polls

**Answer:** ACD

#### NEW QUESTION 16

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

**Answer:** B

#### NEW QUESTION 21

A UX Designer wants to communicate the value of diversity, inclusion, and equality in design. Which three business outcomes represent these values?  
Choose 3 answers

- A. Less employee turnover
- B. Greater market share
- C. Economic growth
- D. Critical investing
- E. Fewer workplace debates

**Answer:** BCD

#### NEW QUESTION 25

A UX designer want 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 need to suggest and suitable architecture  
Which technique should be used

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

**Answer:** D

#### NEW QUESTION 30

A UX Designer is creating a customer support site in Experience Builder that will be internationalized across 12 different countries.  
Which two design considerations should be made when planning for this site?

- A. Countries may read text in a different (right to left v
- B. left to right) and layouts will be to be adjusted.
- C. Country flags used as links to adjust languages provide an ideal way to switch between locales or languages for users.
- D. Colors may have different contrast ratios in some countries and need adjust contrast for proper visibility by users.
- E. Colors may have different culture meanings in different countries, changing the intent of UI elements.

**Answer:** AD

#### NEW QUESTION 34

A UX Designer has created a new form for a call center that takes special delivery information from its customers.  
The designer wants to ensure the call center staff finds the form easy and intuitive to use. Which kind of testing should be conducted to validate this?

- A. Usability Testing
- B. Surver
- C. Focus Groups
- D. Qualitative

**Answer:** B

#### NEW QUESTION 37

.....

## Thank You for Trying Our Product

### We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

### User-Experience-Designer Practice Exam Features:

- \* User-Experience-Designer Questions and Answers Updated Frequently
- \* User-Experience-Designer Practice Questions Verified by Expert Senior Certified Staff
- \* User-Experience-Designer Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- \* User-Experience-Designer Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

**100% Actual & Verified — Instant Download, Please Click**  
**[Order The User-Experience-Designer Practice Test Here](#)**