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Salesforce Certified User Experience Designer (SP24)

Salesforce User-Experience-Designer

Version Demo

Total Demo Questions: 10

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Topic Break Down

Topic	No. of Questions
Topic 1, A UX Designer is analyzing their Experience Cloud site, enabled for Knowledge articles, and is using the Featured Topic component to display content.	53
Topic 2, Mixed Questions	75
Total	128

QUESTION NO: 1

An organization must be digitally accessible to enable social opportunity.

What are three core principles of Web Content Accessibility Guidelines (WCAG)?

Choose 3 answers

- A. Delightful
- B. Robust
- C. Abundant
- D. Operable
- E. Understandable

ANSWER: A C D

QUESTION NO: 2

Cloud Kicks (UC) has begun a new project to update its Experience Cloud site. CK know the interface needs improvement and wants its Designer to conduct an independent audit of its current website.

Which activity should the designer perform?

- A. Card Sorting
- B. Task Analysis
- C. Prototype testing
- D. Expert Review

ANSWER: A

QUESTION NO: 3

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers needed salesforce lightning design systems(SLDS) resources for their designs and prototypes such as base components tokens and designs patterns

Which tool or installation should best support their needs?

- A. Lighting design systems zip
- B. sketch plugin

- C. lighting design systems unmanaged package
- D. SLDS validator

ANSWER: B

QUESTION NO: 4

Which two steps should a UX Designer take to create and deliver responsible and transparent AI technology? Choose 2 answers

- A. Collect as much data from the user as possible for a catered experience.
- B. Design AI that is seamless enough so the user does not notice.
- C. Document model cards to clarify intended context and use cases.
Document model cards to clarify intended context and use cases.
Model cards are documents that describe the intended use, performance, and limitations of AI models. They help ensure that the AI technology is being used responsibly and transparently, as they provide clear information about the model's context, data, and assumptions. This can help reduce the risk of unintended consequences and build trust with users.
- D. Provide clear explanations of AI predictions or recommendations.
Provide clear explanations of AI predictions or recommendations.
Clear explanations of AI predictions or recommendations help build trust with users and increase understanding of how the AI technology works. By providing an understandable explanation of how a prediction or recommendation was made, users can gain a better understanding of the technology and how it is intended to be used. This can also help reduce the risk of unintended consequences and improve accountability.

ANSWER: C D

Explanation:

- C. Document model cards to clarify intended context and use cases.

Model cards are documents that describe the intended use, performance, and limitations of AI models. They help ensure that the AI technology is being used responsibly and transparently, as they provide clear information about the model's context, data, and assumptions. This can help reduce the risk of unintended consequences and build trust with users.

- D. Provide clear explanations of AI predictions or recommendations.

Clear explanations of AI predictions or recommendations help build trust with users and increase understanding of how the AI technology works. By providing an understandable explanation of how a prediction or recommendation was made, users can gain a better understanding of the technology and how it is intended to be used. This can also help reduce the risk of unintended consequences and improve accountability.

QUESTION NO: 5

Cloud Kicks (CK) wants to integrate learning in the flow of work and is considering using In-App Learning functionality. CK wants to assign learning content to employees as part of its onboarding process.

Which two features could be assigned to learners? Choose 2 answers

- A. Trailmixes
- B. Trails
- C. Modules/Badges
- D. External LMS Content

ANSWER: A B

QUESTION NO: 6

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

- A. Tabs within the apps's navigation bar
- B. Relationship between standard objects
- C. Page layouts of the records
- D. Details to be shown in the records highlights panels
- E. Opportunity lead scoring

ANSWER: A C E

QUESTION NO: 7

Cloud Kicks hired a UX Designer to help create a form for a wide group of users. After receiving that final requirement, the designer realizes there are too many fields.

What could improve form readability?

- A. Improve form security by adding a challenge-response test.
- B. Create a three-column grid to reduce the form length.
- C. Replace field labels with placeholder text.
- D. Add section headers to visually separate fields into groups.

ANSWER: D

Explanation:

This allows users to quickly scan the form and identify the relevant fields, reducing the cognitive load and improving the overall user experience. Salesforce documentation states that "by grouping related fields into sections, you can make your forms easier to read and understand" [1].

[1] https://help.salesforce.com/articleView?id=forms_design_best_practices.htm&type=5

QUESTION NO: 8

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

ANSWER: A

QUESTION NO: 9

A UX Designer has recently released a feature on experience Cloud and wants to know if the feature was successful and track usability over time.

Which research methodology should be used?

- A. Qualification
- B. Quantitative
- C. Qualitative
- D. Quantizing

ANSWER: C

QUESTION NO: 10

A UX designer is creating a customer support site in experience builder that will internationalized across the 12 different countries

Which two designs considerations should be made when planning for the site

- A. Country may read text is a different direction (right to left) vs (left to right) and layouts will need to be adjusted
- B. Country flags used as links to adjust languages provide an ideal way to switch between locals or languages for users

- C. colors may have different contrast ratios in some countries and need adjusted contrast for proper visibility by users
- D. colors may have different cultural meanings in different countries, changing the intent of UI elements

ANSWER: A D