# USER-EXPERIENCE-DESIGNER Q&As

Salesforce Certified User Experience Designer

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**QUESTION 1**

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

Correct Answer: AB

**QUESTION 2**

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 3**

Cloud Kicks wants to apply branding to its current Salesforce org, currently using Lightning Experience. The look and feel must follow company design guidelines.

Which declarative design properties should be used to achieve this?

A. Create a custom Theme in Themes and Branding, selecting logo, brand colors, and images.

B. Design a custom Branding set in use interface, selecting a logo, colors, and font type.

C. Develop a custom Layout in user interface, attaching a new stylesheet in static resources.

D. Choose one of the built-in Salesforce themes that closest matches the design guidelines

Correct Answer: B

**QUESTION 4**

A UX Designer has completed discovery, research analysis, and ideation.

How should they prepare for the next phase?

A. Build partnerships.

B. Create business model canvas.

C. Continue iterating.

D. Determine what to prototype.

Correct Answer: D

The next phase for a UX designer after completing discovery, research analysis, and ideation is to determine what to prototype. Prototyping is the process of creating a model, mock-up, or simulation of a user interface to test out ideas and gain feedback from users. Prototyping can be done in a variety of ways, from low-fidelity paper prototypes to high-fidelity digital prototypes. It is important to consider the purpose of the prototype and the amount of detail needed to accurately test out the user experience. To prepare for the prototyping phase, a UX designer should review the research data and user insights gathered during the discovery, research analysis, and ideation stages. They should determine what needs to be tested out and create a plan for creating the prototype, considering the level of fidelity needed, the resources available, and the timeline. Additionally, they should consider what metrics they want to measure when testing the prototype, such as user engagement, usability, and satisfaction.

References:

[1] https://www.salesforce.com/blog/2019/12/ux-design- prototyping.html

[2] https://uxplanet.org/the-importance-of-prototyping-in-ux-design-process-dd4b4a8f76e

[3] https://uxdesign.cc/prototyping-a-comprehensive-guide- e87f3d3fbb37

**QUESTION 5**

Cloud Kicks\\'s development team is working on the build of a new custom component using VS Code. They often have new CSS dasses and properties conflicting with the Salesforce Lightning Design System (SLDS).

What should simplify working with SLDS in Lightning Components?

A. Salesforce Developer Console should be used instead

B. SLDS Validator extension for VS Code

C. Install SLDS creator from AppExchange

D. Keep the SLDSStylesheet open for reference

Correct Answer: C

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