



USER-EXPERIENCE-DESIGNER^{Q&As}

Salesforce Certified User Experience Designer





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QUESTION 1

A UX Designer is adding an icon without a visible, descriptive level to an interface using a salesforce Lightning Design System (SLDS) component Blueprint. Which attribute should be used to ensure the icon complies with accessibility requirements?

- A. href
- B. class
- C. title
- D. for

Correct Answer: B

QUESTION 2

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

Correct Answer: ACD

QUESTION 3

Cloud Kicks has asked its UX Designer to optimize its Salesforce instance to help the IT help desk team quickly resolve queued Case. The requirements include:

1.
The ability to view their Case queue while working a particular Case.
2.
A persistent place to create Notes.



Which two Salesforce configuration features should be recommended? Choose 2 answers

- A. Docked Utility Bar
- B. List View - Split View
- C. Dynamic Forms
- D. Activity Timeline

Correct Answer: CD

QUESTION 4

A UX Designer at Cloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience.

How should the designer help mitigate pushback from developers?

- A. Invite them to user testing.
- B. Ask a manager or superior to do it.
- C. Let them know the designer is the expert.
- D. Hand them a printout of the design

Correct Answer: A

QUESTION 5

W UX wants to customer the end user\'s Salesforce app experience.

Whichtwo administrator capabilities should be used for mobile navigation menu setup?

Choose 2 answers

- A. Tab visibility is dependent on the location of the user.
- B. Different menu configurations can be set for different types of users.
- C. Navigation items are configure in the Salesforce Navigation Setup mode.
- D. Visualforce pages and Lightning pages can be included

Correct Answer: AC



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