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# USER-EXPERIENCE-DESIGNER<sup>Q&As</sup>

Salesforce Certified User Experience Designer

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### QUESTION 1

A UX Designer is designing a Service Cloud implementation for service representatives who should be able to view the history of cases that a specific customer has submitted. Which hierarchy of information should the representative go through to view that list?

- A. All Contacts > Contact Detail > Account Detail > Case Related List
- B. All Contacts > Contact Detail > Case Related List > Account Detail
- C. All Cases > Case Detail > Contact Detail > Account Related List
- D. All Accounts > Account Detail > Contact Detail > Case Related List

Correct Answer: C

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### QUESTION 2

Cloud Kicks wants to create an external facing site where users can:

1.  
Manage and submit cases via the web.
2.  
Browse and search Knowledge Base articles.
3.  
Contact Support via live chat.

Which cloud should be used to design an appropriate solution for CK's users?

- A. Experience Cloud
- B. Sales Cloud
- C. Marketing Cloud
- D. Service Cloud

Correct Answer: D

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### QUESTION 3

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.

Correct Answer: D

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

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#### QUESTION 4

A UX designer is creating a customer support site in experience builder that will be internationalized across the 12 different countries. Which two design considerations should be made when planning for the site?

- A. Country may read text in 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.

Correct Answer: AD

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#### QUESTION 5

Users from a small group within a Sales team have complained about an object that is often used only by that team that has not been added to their Lightning app. Due to the small volume of users, the administrator is not considering creating a new app for them.

Which two Salesforce features should be suggested to improve the end-user experience?

Choose 2 answers

- A. Favorite the often-used object.
- B. Add the object's related list to the Home page.
- C. Personalize the navigation bar.
- D. Create a custom component on a Dashboard.

Correct Answer: CD

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