DUMPSARENA

Salesforce Certified User Experience Designer

Salesforce User-Experience-Designer

Version Demo

Total Demo Questions: 30

Total Premium Questions: 306

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Topic Break Down

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Topic 1, Discovery	75
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QUESTION NO: 1

In which two ways could the usability of accordion elements be improved in a mobile environment?

Choose 2 answers

A. Include persistent headings.

B. Nest an accordion inside of another

C. Use the ‘‘back’’ browser button to collapse content

D. Only allow users to open one selection at a time.

ANSWER: A D

Explanation:

Include persistent headings because mobile users need to retain the context and purpose of each section while scanning or after expanding content. A visible, consistently presented heading creates a clear tap target, supports quick recognition of what content is available, and helps people reorient themselves when moving through a long page. This is especially valuable on small screens, where only a limited amount of content is visible at once. Salesforce Lightning Design System guidance describes an accordion as a set of expandable sections with section labels that users can select to reveal or hide content.

Only allow users to open one selection at a time improves usability when the accordion is used to conserve vertical screen space and guide focused review of section content. Closing the previously expanded section keeps the page compact, reduces scrolling, and makes the currently active content easier to identify. This behavior is appropriate for related sections where users generally need to inspect one area before moving to the next. Salesforce’s Lightning accordion component supports this pattern through its single-open-section behavior and active-section configuration. See the Salesforce Lightning Accordion documentation and the Lightning Design System accordion guidance.

QUESTION NO: 2

Cloud Kicks is developing a custom Lightning Web Component that opens a modal for creating service requests.

Which three accessibility requirements should be included in the component design?

Choose 3 answers

A. Move focus into the modal when it opens.

B. Return focus to the triggering control when it closes.

C. Provide an accessible name for the modal.

D. Require users to use a mouse to close the modal.

E. Use color alone to identify required fields.

ANSWER: A B C

Explanation:

Move focus into the modal when it opens, **return focus to the triggering control when it closes**, and **provide an accessible name for the modal** are essential accessibility requirements. A user navigating by keyboard or screen reader needs to know that a dialog has opened and must be able to interact with its contents without losing their place in the page.

When the modal opens, focus should move to an appropriate element in the dialog. When it closes, focus should return to the control that opened it so the user can continue the original task. The dialog must also have an accessible name, normally through a visible heading that is programmatically associated with the dialog. These patterns support keyboard operation and understandable interaction for assistive-technology users. See the Salesforce Lightning Design System modal guidance and the W3C modal dialog pattern.

QUESTION NO: 3

A UX Designer presents a creativedesign approach to solving end-user problems, beginning with identifying their needs and ending with creating solutions that meet those needs.

Which approach is being followed?

A. Salesforce Declarative Design

B. Digital Declarative Design

C. Human-Centered Design

D. User Interface Design

ANSWER: C

Explanation:

Human-Centered Design is the appropriate approach because it begins with a deep understanding of the people who will use a product or service, including their goals, behaviors, pain points, and the context in which they work. Rather than starting from a feature, technology, or preselected solution, the designer first investigates real user needs through activities such as interviews, observation, and journey mapping. Those insights are then used to define the problem clearly, generate ideas, prototype possible solutions, and test them with users. This iterative cycle keeps the solution grounded in evidence about what end users actually need and enables the team to refine the experience based on feedback. In Salesforce UX work, this people-first mindset helps ensure that workflows and interfaces support users in completing meaningful tasks efficiently and confidently. Salesforce's design guidance emphasizes designing with empathy and validating assumptions with the people affected by the experience. The Salesforce Design Method describes this type of collaborative, iterative, user-focused problem solving, while the Lightning Design System design principles reinforce creating experiences that are clear, efficient, and centered on customer needs. See Salesforce Trailhead: Get Started with the Salesforce Design Method and Salesforce Lightning Design System Guidelines.

QUESTION NO: 4

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive. CK's UX Designer is going to conduct a usability study.

What shouldbe one of the first steps when planning this study?

A. Define the goals of the study.

B. Design changes to the site.

C. Design the information architecture.

D. Analyze the results of the study.

ANSWER: A

Explanation:

Define the goals of the study. Usability testing should begin with a clear statement of what the team needs to learn about the Experience Cloud site. Goals turn a broad concern such as whether the site is intuitive into focused research questions, for example, whether users can locate a support resource, complete registration, or understand the navigation labels without assistance. These goals establish the scope of the study and provide a sound basis for selecting representative participants, creating realistic task scenarios, choosing an appropriate test format, and identifying success measures such as task-completion rate, time on task, errors, and participant feedback.

Well-defined goals also ensure the UX Designer gathers evidence that can support practical decisions before or during launch. For an Experience Cloud site, goals should reflect important user journeys and the needs of the intended audience, rather than merely asking users whether they like the interface. Salesforce's UX Design guidance emphasizes validating interfaces with users and using research findings to inform design decisions. The Salesforce UX Designer certification

preparation module on validating user interfaces and the Nielsen Norman Group overview of usability testing both describe defining objectives and tasks as foundational planning activities.

QUESTION NO: 5

Cloud kicks wants to incorporate human-centered design across its organization.

Which two practices should be adopted?

A. Including Innovative ideas to showcase technology

B. Observing user behavior

C. Putting oneself in the situation of the end user

D. Creating requirements based business leaders' priorities

ANSWER: B C

Explanation:

Human-centered design starts with a deep understanding of the people who will use a product, service, or process. **Observing user behavior** is essential because it provides direct evidence of users' real contexts, workflows, needs, and pain points. Observation helps teams move beyond assumptions or secondhand reports and identify opportunities grounded in actual user experience.

Putting oneself in the situation of the end user reflects the empathy mindset at the core of human-centered design. Teams should seek to understand users' goals, emotions, constraints, and environments, then use that understanding to shape and test solutions. Combining observation with empathy enables an organization to define meaningful problems and design experiences that are useful, usable, and aligned with user needs. Salesforce's Design Thinking approach emphasizes listening to and empathizing with people before developing solutions, and iterating based on what is learned from them. See Salesforce Trailhead's Salesforce Design Thinking module and the Salesforce Design resources for guidance on designing customer-centered experiences.

QUESTION NO: 6

Which two UX design principles are key to creating excellent mobile user experiences?

Choose 2 answers

A. Removal of all images for faster load times

B. Increase the need for typing with the onscreen keyboard

C. Consistency across device experiences

D. Prioritization of content and UI elements on the screen

ANSWER: C D

Explanation:

Consistency across device experiences is essential because people often move between desktop, tablet, and mobile contexts while completing the same business processes. A consistent experience uses familiar terminology, visual patterns, interaction behaviors, and information structure so users can recognize how to proceed without relearning the product on a smaller screen. Salesforce Lightning Design System guidance emphasizes using established design patterns to create coherent, predictable experiences across Salesforce products and form factors.

Prioritization of content and UI elements on the screen is equally important on mobile because screen space is limited and users are frequently completing focused tasks in time-constrained or distracting environments. Designers should identify the most important user goals and expose the highest-value information and actions first, while placing secondary details or

actions behind progressive disclosure when appropriate. This creates a clear visual hierarchy, reduces cognitive load, and supports efficient task completion. Salesforce's mobile design guidance similarly recommends designing for the user's immediate task and presenting information in a focused, scannable way. See the Salesforce Lightning Design System guidelines and Salesforce mobile development guidance.

QUESTION NO: 7

Universal Containers (UC) operates worldwide with offices in more than 100 regions in 10 different countries role hierarchy to control data visibility. In the new fiscal year, UC is planned to reorganize the roles and reassign accounts owners. Which two points should an architect consider in this situation?

Which two point should an Architect consider in this situation?

Choose 2 answers

A. Using a temporary parking lot account to improve performance.

B. Changing complex role hierarchy can cause a high level of sharing recalculation.

C. Restricting the organization-sharing configurations to private.

D. Replacing Account records ownerships massively can cause data skew.

ANSWER: B D

Explanation:

Changing complex role hierarchy can cause a high level of sharing recalculation. Salesforce uses the role hierarchy to extend record access upward, so changing roles, reporting relationships, or users' role assignments can require Salesforce to recalculate sharing for records affected by those changes. In a large global organization with extensive account ownership and role-based access, this can be a substantial asynchronous operation. An architect should therefore plan the sequencing and timing of the reorganization carefully, monitor relevant background processing, and avoid combining broad hierarchy changes with other access-model changes when possible. Salesforce describes the impact of role and sharing changes in its sharing recalculation documentation.

Replacing Account records ownerships massively can cause data skew. Large-scale ownership consolidation can result in a single user owning very large numbers of records, creating ownership skew. Ownership skew can increase the cost of sharing maintenance and can contribute to contention and performance issues, particularly when bulk updates, automation, or related-record operations occur. The reassignment plan should distribute ownership appropriately, execute changes in controlled batches, and account for sharing recalculation workloads. Salesforce's data skew best-practices guidance recommends avoiding excessive record concentration under a single owner.

QUESTION NO: 8

A UX Designer determines that the usability of their company's Salesforce org could be improved if there was a tight relationship between the objects Container and Container Bids. For example, Container Bids should be deleted automatically whenever its associated Container is deleted.

Which type of relationship should be used to optimize the link between Container and Container Bids?

A. Master-Detail

B. Hierarchical Lookup

C. Many-to-one-Lookup

ANSWER: A

Explanation:

Master-Detail is the appropriate relationship because it establishes a dependent parent-child data model between Container and Container Bids. In a master-detail relationship, Container is the master record and each Container Bid is a detail record. The detail record is intrinsically associated with its master: it cannot exist independently in the intended data model. Crucially for this requirement, deleting a Container automatically deletes its related Container Bid records through cascade deletion. This prevents orphaned bid records and preserves data integrity without requiring users or automation to find and remove related bids separately.

Master-detail relationships are designed for tightly coupled objects whose lifecycle, ownership, and access are tied to the parent. Detail records also inherit ownership and sharing behavior from the master record, reinforcing the close relationship required between a container and the bids associated with it. Salesforce documents that deleting a master record deletes its detail records, making this relationship type the direct fit for the stated automatic-deletion requirement. See Salesforce Help: Custom Object Relationships and Salesforce Developer Documentation: Relationships Among Objects.

QUESTION NO: 9

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

ANSWER: A

Explanation:

Inviting developers to user testing is the most effective way to mitigate pushback because it creates shared, direct evidence about the experience rather than framing the discussion as a disagreement between design and engineering. When developers observe representative users attempting realistic tasks, they can see where users hesitate, make errors, misunderstand labels, or abandon a workflow. This firsthand exposure makes the user impact of a proposed design change concrete and helps the team build empathy for the people using the product.

Including developers also supports cross-functional ownership of the outcome. They can ask follow-up questions, understand the context behind user behavior, and contribute implementation-aware ideas while the team evaluates findings. The resulting conversation is grounded in observed user needs and task success, which is more likely to establish alignment on priorities than relying solely on a designer's recommendation. Salesforce's UX learning materials emphasize user-centered design and validating assumptions through research and testing; see Salesforce Trailhead: UX Design Basics. The Salesforce Lightning Design System guidelines likewise promote creating consistent, human-centered product experiences. Observing testing together turns feedback into evidence the full delivery team can act on.

QUESTION NO: 10

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Whichtwo resources should help accomplish this?

Choose 2 answers

A. Lightning Design System Website

B. Local Development Server

C. Lightning Web Component Recipes App

D. Developer Center's Lightning Component Library

ANSWER: A B

Explanation:

Lightning Design System Website and **Local Development Server** best meet this need because they support rapid exploration of Lightning UI implementation without requiring deployment to a Salesforce org. The Lightning Design System website provides Lightning Experience design guidance, component blueprints, and associated HTML/CSS markup. A UX Designer can use these resources to understand how approved Salesforce patterns are structured and to experiment with the supplied code in a browser-based context while comparing the resulting interface to the SLDS guidance. Salesforce describes SLDS as the design system used to create consistent Salesforce experiences, including its component blueprints and implementation resources.

The Local Development Server supports a local development workflow for Lightning web components. It lets a developer serve components from a local Salesforce DX project, open them in a browser, and iteratively edit source files while immediately reviewing the visual result locally. This short feedback loop is particularly useful when validating layout, styling, component states, responsiveness, and interaction details before an org-based deployment is needed. Together, these resources combine design-system reference material and hands-on local previewing, allowing the UX Designer to explore sample implementations and assess visual changes efficiently.

See the Salesforce Lightning Design System and Salesforce's Lightning Web Components testing and local development guidance.

QUESTION NO: 11

Cloud Kicks has already identified its user personas and is working with a UX Designer who wants to synthesize what the company knows about its users to create a shared understanding with the rest of the organization.

Which tool should the designer use?

A. Executive Summary

B. Empathy Map

C. Prioritize Backlog

ANSWER: B

Explanation:

Empathy Map is the appropriate tool because it translates existing knowledge about a persona into a concise, collaborative visual artifact that stakeholders can use to develop a common view of the user. Typically organized around what a person says, thinks, does, and feels, an empathy map brings together research observations, quotes, behaviors, motivations, and pain points. This synthesis helps the team move beyond a demographic or role-based persona description and consider the user's perspective when discussing journeys, requirements, content, and interface decisions.

For Cloud Kicks, the personas are already identified, so the next need is not to define a new audience but to make the organization's current user knowledge visible, memorable, and actionable. Creating the map with cross-functional participants can also expose assumptions and highlight areas where more research is needed. It provides a shared reference point that keeps discussions centered on real user needs throughout design and delivery. Nielsen Norman Group describes empathy mapping as a collaborative visualization used to articulate what teams know about a particular type of user, while Salesforce Trailhead emphasizes empathizing with users as a core human-centered design activity. See Nielsen Norman Group: Empathy Mapping and Salesforce Trailhead: Human-Centered Design.

QUESTION NO: 12

A UX Designer wants to ensurenew Salesforce users are given the appropriate onboarding experience.

Which two on-App Guidance customizations should be used?

A. Specify prompt scheduling

B. Customize prompt theme

C. Set prompt permissions

D. Configure minimum three steps

ANSWER: A C

Explanation:

Specify prompt scheduling and **Set prompt permissions** are the appropriate In-App Guidance customizations for a targeted new-user onboarding experience. Prompt scheduling lets a UX Designer define when a prompt is available, including start and end dates and frequency behavior. This helps sequence onboarding guidance so that users receive instructions at relevant points in their adoption journey rather than encountering all guidance at once. Scheduling can also prevent outdated onboarding messages from continuing to display after a rollout or training period ends.

Setting prompt permissions enables the designer to control which users can see a prompt by targeting profiles and permission sets. New users often have different roles, access levels, and tasks, so this targeting ensures each audience receives guidance that matches the features and business processes available to them. Together, timing controls and audience targeting make onboarding contextual, manageable, and relevant while supporting consistent adoption across distinct user groups. Salesforce documents these controls as part of configuring and managing In-App Guidance prompts. See Salesforce Help: In-App Guidance and Salesforce Help: Create In-App Guidance Prompts.

QUESTION NO: 13

Cloud Kicks wants to plan out the strategy for an upcoming discovery phase.

Which three practices should be considered?

Choose 3 answers

A. Consider platform-based before custom solutions.

B. Gather insight from end users.

C. Establish the research plan and timeline.

D. Understand the problem before moving tosolutions.

E. Determine user acceptance criteria.

ANSWER: B C D

Explanation:

“Gather insight from end users,” “Establish the research plan and timeline,” and “Understand the problem before moving tosolutions” are essential practices for a UX discovery strategy. Discovery creates a shared, evidence-based understanding of the people being served, their current workflows, pain points, goals, and the business context before a team commits to a particular design direction. Direct insight from end users helps the team replace assumptions with research findings and identify the outcomes that matter most to users.

A research plan and timeline make discovery purposeful and manageable. They establish the research objectives, key questions, methods, participant approach, responsibilities, milestones, and intended outputs. This enables appropriate coordination with stakeholders and ensures research can inform subsequent design decisions at the right time. Beginning with a clear understanding of the problem is equally important: the team should frame the challenge, investigate its causes and impacts, and align on desired outcomes before exploring solutions. This problem-first approach supports user-centered decision-making and helps ensure later concepts address validated needs. These practices align with Salesforce’s emphasis on designing around user needs and using research to inform experiences. See the Salesforce Lightning Design System and Salesforce Trailhead for UX design and research learning resources.

QUESTION NO: 14

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: A C E

Explanation:

User Engagement Dashboard and Report, **Salesforce Surveys for user Satisfaction**, and **Chatter polls** provide complementary measures of process adoption after launch. The User Engagement Dashboard and Report supplies quantitative evidence of usage, helping CK observe whether representatives are actively using Salesforce features and identify adoption trends that may need follow-up. Salesforce Surveys for user Satisfaction provides structured, scalable feedback from representatives about their experience with the new process, including perceived ease of use, confidence, and areas for improvement. Chatter polls offer a quick, low-friction way to collect pulse feedback directly in the collaboration environment where employees already communicate. Together, these tools let CK assess both behavioral adoption—whether the process is being used—and representative sentiment—whether the process is working well in day-to-day customer service work. This combination supports iterative UX improvement by pairing usage data with direct user feedback. Salesforce provides adoption dashboards to monitor engagement and usage patterns, and Salesforce Surveys to collect feedback in Salesforce. See Salesforce Adoption Dashboards and Get Started with Salesforce Surveys.

QUESTION NO: 15

A UX Designer is creating a custom To-Do List component to replace the standard Salesforce one. Their developer is using a parent-child Lightning Web Component (LWC) structure to build the component, creating a parent component for the list and a single repeated child component for each To-Do Item within the list.

Which two impacts of the LWC's Shadow DOM should be considered when designing or developing the stylesheets for these components?

Choose 2 answers

A. Any needed Saleforce Lightning Design System (SLDS) classes and styles must be imported into both the parent list and child items.

B. The CSS styles defined in the parent list component are not shared with the child items.

C. Any custom shared between the list and child items should be imported from a shared CSS file.

D. The CSS style defined in the parent list component are inherited by the child items

ANSWER: B C

Explanation:

The CSS styles defined in the parent list component are not shared with the child items because LWC CSS is scoped to the component that owns the stylesheet. In a parent-child design, the parent list's stylesheet applies to the parent component's rendered DOM, while each repeated To-Do Item is rendered by its own child component and has its own styling boundary. This encapsulation helps keep a child component reusable and prevents its appearance from depending implicitly on where it is placed.

Any custom shared between the list and child items should be imported from a shared CSS file. LWC supports CSS modules, which let developers place common design rules in a shared stylesheet and import that module into every component that needs those rules. This provides intentional consistency for shared visual treatments—such as item spacing, status colors, or common typography—while retaining component-level style encapsulation. A UX designer should account for this structure by identifying which styles are local to the list container, which belong to an individual item, and which must be maintained as a shared design asset.

See Salesforce's guidance on CSS styling in Lightning Web Components and sharing CSS in Lightning Web Components.

QUESTION NO: 16

Cloud Kicks wants to implement its company colors in all UIcomponents, 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 Hexcolors

D. Builder panels

ANSWER: A

Explanation:

Design tokens prefixed with "brand" are the correct mechanism because design tokens provide reusable, centrally defined style values for the Salesforce Lightning Design System. A theme can assign the organization's brand color values to tokens such as `$brand-primary`, `$brand-secondary`, and related accessible color tokens. SLDS components then consume those semantic values rather than requiring a designer or developer to set color values separately on each button, icon, or other interface element. This token-based approach keeps the visual system consistent: when a brand token is updated, every component that relies on that token can reflect the updated theme value. It also supports maintainability and accessibility because the design system defines color roles according to their intended UI purpose, instead of treating colors as isolated visual overrides. In modern SLDS implementations, Salesforce also exposes component-level styling hooks, which are CSS custom properties used to customize supported component attributes while preserving the component's standard structure and behavior. The underlying principle remains the same: use the design system's supported theming variables rather than modifying component markup or applying one-off styles. See Salesforce's SLDS Design Tokens documentation and Lightning Web Components CSS Custom Properties documentation.

QUESTION NO: 17

Cloud Kicks is building an Experience Cloud site for customers, partners, and prospective customers. The UX Designer wants different audiences to see content and page experiences relevant to their relationship with Cloud Kicks.

Which two Experience Builder capabilities should be used?

Choose 2 answers

A. Audiences

B. Page variations

C. Compact layouts

D. Validation rules

ANSWER: A B

Explanation:

Audiences and **page variations** work together to create targeted Experience Cloud experiences. An audience defines a group of site users based on criteria such as profile, user attributes, or other available criteria. For example, Cloud Kicks can define an audience for authenticated partners or an audience for customers with active support entitlements.

Page variations allow the designer to create alternative versions of a page and assign them to the appropriate audience. This supports a more relevant experience while keeping shared site navigation and architecture manageable. The designer can use these capabilities to prioritize partner resources for partners, self-service support for customers, and general product information for prospective customers. See Salesforce Help: Audiences in Experience Builder.

QUESTION NO: 18

What are three benefits of asking the user to think aloud during a user task? Choose 3 answers

A. No special equipment needed

B. Natural process

C. Unbiased behavior

D. Flexibility

E. Raw stream of thought

ANSWER: A D E

Explanation:

“No special equipment needed,” “Flexibility,” and “Raw stream of thought” are benefits of the think-aloud method in usability testing. Think-aloud sessions can be conducted with minimal setup: a facilitator observes a participant doing representative tasks and records notes or a basic audio/video capture if available. This makes the technique practical for early design feedback as well as iterative testing. It is also flexible because the facilitator can use it with prototypes, live products, remote or in-person sessions, and a range of task scenarios. The participant’s spoken comments provide a contemporaneous stream of their expectations, interpretations, uncertainty, and decision-making while interacting with the interface. That verbal context helps a UX team understand not only that a participant encountered a problem, but what they expected to happen and why the interface led them in another direction. Facilitators should use neutral reminders to keep participants talking and avoid leading them, while recognizing that verbalizing can slightly affect task behavior. Nielsen Norman Group describes thinking aloud as a highly useful usability method for revealing users’ reasoning during interaction: Thinking Aloud: The #1 Usability Tool. Additional guidance on usability testing methods is available from Usability.gov.

QUESTION NO: 19

Following a human-centered design process approach, Cloud Kicks is preparing a user feedback session for an app that is not performing as anticipated.

In what way could confirmation bias be avoided?

A. Allow the user to explore the application without specific questions regarding which tasks to perform.

B. Ask open-ended questions staying away from questions regarding feelings.

C. Ask specific questions about known pain points to confirm your hypothesis.

ANSWER: B

Explanation:

“Ask open-ended questions staying away from questions regarding feelings.” helps the research team avoid confirmation bias because it invites participants to describe what they actually do, observe, need, and experience in their own words rather than steering them toward a preselected conclusion. In a feedback session, neutral, open prompts such as “Walk me through how you completed this task” or “What happened when you tried to do that?” can reveal unexpected behaviors and barriers. The facilitator can then probe for concrete examples, task context, and observable outcomes.

Focusing discussion on participants' actions and experiences rather than asking them to validate an assumed pain point reduces the risk that the team will selectively seek evidence supporting its existing hypothesis. It also produces more reliable qualitative insights: users may not always accurately predict or articulate preferences, but observing and discussing their workflow can expose where the app breaks down. This approach aligns with human-centered design, which emphasizes empathy, unbiased discovery, and learning from users before deciding what to change. Salesforce's UX Designer credential emphasizes user research as a core capability, and NN/g provides additional guidance on recognizing confirmation bias in UX research. See Salesforce Certified User Experience Designer and NN/g: Confirmation Bias in UX.

QUESTION NO: 20

A UX Designer needs to create a visual representation of a user's series of steps to achieve a meaningful goal.

Which UX design method should be used?

A. User Persona

B. Site Map

C. Lightning Flow

D. User Flow

ANSWER: D

Explanation:

User Flow is the appropriate method because it maps the sequence of actions a person takes to complete a specific, meaningful goal. A UX designer can use this visual representation to show the user's starting point, the screens or touchpoints encountered, actions taken, decision points, and the successful end state. Mapping the path in this way makes the intended experience easier for stakeholders and delivery teams to understand, review, and improve before detailed interface design or development begins. It also helps identify where a user may need guidance, where alternate paths occur, and whether the steps support an efficient and understandable journey. In Salesforce work, a user flow can clarify how someone moves through an experience—for example, from locating a customer record through completing an approved business task—while keeping the design centered on the user's goal and context. Salesforce's UX learning materials emphasize understanding users and designing goal-oriented experiences; see UX Basics on Trailhead. For broader Salesforce design patterns and experience guidance, consult the Salesforce Lightning Design System.

QUESTION NO: 21

Cloud Kicks has identified that users are getting anxious over a multiple-step custom Screen Flow with no way of visualizing its completeness.

What should be done to improve the user experience?

A. Replace multiple-step Screen Flowwith a static vertical form.

B. Set up a Salesforce Path with Guidance for Success.

C. Configure cascading accordions to condense the experience.

D. Create a Progress Indicator component that displays the flow ' s stages.

ANSWER: D

Explanation:

Create a Progress Indicator component that displays the flow's stages. A multistep experience should make users aware of their current position, the steps already completed, and the amount of work that remains. This visibility reduces uncertainty and helps users feel confident that they understand the process and can finish it. Salesforce's Lightning Design System describes a progress indicator as a component for communicating a user's progress through a process, with variants that can represent sequential stages. For a custom Screen Flow, a custom Lightning component can maintain the current stage

as the user moves between screens and render the appropriate progress state. The component should use clear, meaningful stage labels and visually distinguish the current stage from completed and upcoming stages. It should also communicate progress accessibly rather than relying only on color. This directly addresses the identified usability issue without changing the underlying task flow or concealing required information. See the Salesforce Lightning Design System progress indicator guidance and the Lightning Component Library for implementation resources.

QUESTION NO: 22

Users from a small group within a Sales team have complained about an object that is often used only by 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 feature 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.

ANSWER: A C

Explanation:

"Favorite the often-used object" and "Personalize the navigation bar" provide lightweight, user-focused access to an object without requiring the administrator to create and maintain a separate Lightning app for a small audience. A user can open the object through a route such as the App Launcher, then add its page to Favorites. Favorites give users a persistent shortcut that is available from the global Favorites menu, helping them return quickly to frequently used Salesforce pages. Salesforce supports favoriting many Lightning Experience pages, including object-related pages, so this is appropriate for an infrequently surfaced but regularly needed object.

Navigation bar personalization is also suitable because it lets an individual user tailor the items and order in their navigation bar to match their work. Users who need the object can make it readily accessible in their own navigation experience, while other Sales users retain the standard app navigation. This approach limits administrative overhead and improves findability for the specific group without changing the experience for everyone. For implementation details, see Salesforce's documentation on customizing the navigation bar in Lightning Experience and the overview of Favorites in Salesforce.

QUESTION NO: 23

Which two UX design principles are key to creating excellent mobile user experiences?

Choose 2 answers

A. Removal of all images for faster load times

B. Increase the need fortyping with the onscreen keyboard

C. Consistency. across device experiences

D. Prioritization of content and UI elements on the screen

ANSWER: C D

Explanation:

Consistency. across device experiences and Prioritization of content and UI elements on the screen are core principles for effective mobile experiences. Consistency helps people transfer what they already know when moving among desktop,

tablet, and phone contexts. Familiar navigation patterns, terminology, visual styling, and interaction behavior reduce the effort needed to understand the interface, while still allowing layouts to adapt appropriately to smaller screens and touch interaction. This supports Salesforce's design-system goal of providing predictable, cohesive experiences across products and devices.

Prioritization is equally important because mobile screens provide limited space and people often need to complete tasks quickly. A UX designer should identify the primary user goal for each mobile context, surface the most relevant information and actions first, and use progressive disclosure for secondary details. Clear hierarchy, focused flows, and touch-friendly controls make content easier to scan and actions easier to complete without overwhelming the user. Together, cross-device consistency and intentional content hierarchy create a responsive experience that feels familiar, efficient, and purposeful. See the Salesforce Lightning Design System guidelines overview and Salesforce's Lightning Web Components developer guidance for design-system and responsive implementation context.

QUESTION NO: 24

The UX team at Cloud Kicks is examining the user interface of the company's customer-facing portal that runs on Experience Cloud. They want to determine the portal's compliance with recognized standard usability principles.

How should this be accomplished?

A. Intuitive Review

B. A Heuristic Evaluation

C. User Testing

ANSWER: B

Explanation:

A Heuristic Evaluation is the appropriate method because it is a structured usability-inspection technique specifically intended to assess an interface against recognized usability principles, commonly called heuristics. Evaluators independently review key portal journeys, screens, content, navigation, forms, feedback, and error states, then document instances where the experience does not align with established principles. This makes the method well suited to assessing a customer-facing Experience Cloud portal for consistency, clarity, system feedback, error prevention and recovery, user control, and efficient task completion.

A widely used set of standards is Jakob Nielsen's usability heuristics, which includes principles such as visibility of system status, match between the system and the real world, consistency and standards, recognition rather than recall, and helpful error recovery. The team can consolidate findings, rate their severity, and prioritize design changes according to user impact and implementation effort. Because the objective is explicit compliance with established usability principles—not solely observing task behavior or gathering subjective reactions—a heuristic evaluation provides the direct, repeatable assessment needed. See Nielsen Norman Group's 10 Usability Heuristics for User Interface Design and its guidance on conducting heuristic evaluations.

QUESTION NO: 25

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 dosest 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: B D

Explanation:

Finding the closest Salesforce Lightning Design System (SLDS) Blueprint should be an early step when a custom Lightning component is needed. SLDS blueprints provide the established structural markup, styling patterns, accessibility considerations, and interaction conventions for Salesforce experiences. Starting from the closest applicable blueprint helps the custom component look and behave consistently with the rest of Lightning Experience while reducing unnecessary design and implementation effort. The SLDS component library and blueprint guidance are available at Salesforce Lightning Design System Components.

Exhausting the available base Lightning components in the Component Library is also a best practice before building custom UI. Base components are Salesforce-maintained, reusable building blocks that already implement common Lightning patterns and receive platform improvements over time. Reviewing them first can reveal that the business requirement can be met through configuration or composition of supported components rather than entirely custom code. This approach promotes a more consistent user experience, improves maintainability, and helps ensure accessibility and platform alignment. Salesforce documents the available base components at Base Lightning Components.

QUESTION NO: 26

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive. CK's UX Designer is going to conduct a usability study.

What should be one of the first steps when planning this study?

A. Define the goals of the study.

B. Design changes to the site.

C. Design the information architecture.

D. Analyze the results of the study.

ANSWER: A

Explanation:

Define the goals of the study. is a first step because usability research must begin with a clear statement of what the team needs to learn. For an Experience Cloud site, the goal might be to determine whether intended users can find key content, complete registration, submit a support case, or navigate to a community resource without assistance. Explicit goals establish the scope of the study, identify the target participants, and guide the selection of realistic tasks and success measures. For example, the designer can decide in advance whether success means task completion, time on task, error rate, confidence, or qualitative observations about points of confusion. These decisions ensure the sessions produce evidence that can answer the team's question about intuitiveness and support prioritization after testing. Salesforce's user-centered design guidance emphasizes understanding users and validating experiences through research, while usability testing practice starts by identifying research objectives before recruiting participants or conducting sessions. See Salesforce's user-centered design overview and the U.S. Department of Health and Human Services' usability testing guidance.

QUESTION NO: 27

Sales managers want their team members to help each other close Opportunities. The Opportunity and Account organization-wide defaults are private. To grant Opportunity access tosales reps on the same team, owner ship-based sharing rules were created for each team.

What is the side effect of this approach?

A. All sales reps will have Read access to Accounts for all Opportunities.

B. Sales Reps on the same team will have Edit access to the Accounts for Opportunities owned by then team members.

C. Sales reps on the same team will have Read access to the Accounts for Opportunities owned by their team members.

D. All sales reps will have Read access to all Accounts.

ANSWER: C

Explanation:

Sales reps on the same team will have Read access to the Accounts for Opportunities owned by their team members. Salesforce uses implicit sharing to preserve the relationship between child records and their parent Account. When an owner-based sharing rule gives a teammate access to an Opportunity, that user must be able to identify and view the Account to which the Opportunity belongs. As a result, Salesforce provides implicit, read-only access to the parent Account when necessary, even though the Account organization-wide default is Private and the user was not separately included in an Account sharing rule.

This access is limited to the specific parent Accounts associated with Opportunities shared through the team's rules. It is a side effect of granting Opportunity access, not a broad change to Account visibility. The resulting Account access supports normal sales workflows, such as viewing the customer context, related account details, and the Opportunity's relationship to that customer, while preserving the private sharing model for unrelated Accounts. Salesforce documents this parent access behavior as implicit sharing in its record-access model and explains that sharing rules can extend access to records owned by members of defined groups. See Salesforce: Implicit Sharing and Salesforce: Sharing Rules.

QUESTION NO: 28

Cloud Kicks loan specialists need a guided process that collects information across several screens, displays different questions based on prior answers, and creates related records when complete.

Which Salesforce feature should be recommended?

A. Screen Flow

B. Approval Process

C. Validation Rule

D. Autolaunched Flow

ANSWER: A

Explanation:

Screen Flow is the appropriate feature because it provides a guided, multi-step user interface for collecting information and performing business logic. A Screen Flow can present input screens, use decisions to branch based on user responses, create or update records, and provide a confirmation after the process is complete.

This approach gives loan specialists a focused task experience instead of requiring them to navigate through a long record layout or manually create multiple related records. The designer can organize each screen around the information needed at that point in the process and use conditional visibility to reduce unnecessary fields.

See Salesforce Trailhead guidance on Flow Builder and Salesforce Help on Flows.

QUESTION NO: 29

A UX Designer wants to plan and communicate the intended page layouts of a community portal.

Which tool should they use?

A. Journey Mapping

B. Wireframes

C. Personas

D. Process Flows

ANSWER: B

Explanation:

Wireframes are the appropriate tool for planning and communicating the intended layouts of pages in a community portal. A wireframe is a simplified, low-fidelity visual representation of a screen or webpage. It establishes the structural hierarchy of content and interface elements, such as headers, navigation, search, content regions, calls to action, forms, and footers, without requiring final branding, visual styling, or production-ready code. This lets stakeholders, designers, and developers align early on what each page should contain and where users will find key functionality.

For an Experience Cloud community portal, wireframes are particularly useful to define reusable page templates and to show how Lightning components, branded content, and navigation can be arranged to support member tasks. Because they are quick to revise, wireframes enable feedback and iteration before investing effort in detailed mockups or implementation. Salesforce's design guidance emphasizes creating clear page structures and patterns that make experiences usable and consistent. See the Salesforce Lightning Design System guidelines and Salesforce Trailhead's UX Design Basics for further UX design context.

QUESTION NO: 30

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

ANSWER: C

Explanation:

`title` is the appropriate attribute when an SLDS icon has no visible descriptive label. A meaningful title supplies the icon's text description, helping communicate its purpose rather than leaving users to infer meaning from a visual symbol alone. For example, an icon used to open additional actions can use a title such as "Show More," and an icon that represents editing can use "Edit." This description also provides a tooltip for pointer users and supports the semantic intent expected by the SLDS component blueprint.

Accessible icon design requires that nondecorative icons have an understandable text equivalent. The title should describe the action or information conveyed by the icon, not its shape or appearance. In a complete interactive control, SLDS patterns can additionally use assistive text or an ARIA label where needed so that the control has a reliable accessible name. However, for the attribute identified in this question's icon-blueprint context, `title` is the intended way to provide the missing descriptive label. See the Salesforce Lightning Design System Icons documentation and the SLDS accessibility guidance.