

# DUMPS ARENA

## Salesforce Certified User Experience Designer

Salesforce User-Experience-Designer

Version Demo

Total Demo Questions: 10

Total Premium Questions: 128

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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
<b>Total</b>	<b>128</b>

**QUESTION NO: 1**

A UX Designer has created two different user interface designs for a new marketing landing expected to have several visitors. The landing page has a contact form on it, and the designer wants to know which design products the most from completions.

Which testing method should be used?

- A. Card Sorting
- B. User Acceptance testing
- C. Diary Studies
- D. A/B testing

**ANSWER: D**

**QUESTION NO: 2**

A UX Designer at Cloud Kicks has the requirements and some user scenarios but wants to test how a new feature will be received by the user.

What should the designer create and show to the user to test the content and structure of the new feature?

- A. Wireframe Prototype
- B. Heuristic Review
- C. Dairy Study
- D. Task Analysis

**ANSWER: A**

**QUESTION NO: 3**

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**

#### QUESTION NO: 4

Cloud Kicks (CK) wants to display contact information, including avatar, name, and title, for people who are related to a customer on a Record page. However, title space is available.

Which standard component's design should be used given CK's constraints?

- A. Table
- B. Tree Grid
- C. Tiles
- D. Interactive Cards

**ANSWER: D**

#### Explanation:

Interactive cards are compact components that can display information such as avatars, names, and titles in an organized way. Additionally, Interactive Cards are designed to be responsive and can be used to display information on smaller screens, such as mobile devices, without taking up too much space. This makes them ideal for CK's use case, as they can display all of the required information within the limited title space. For more information, see the Salesforce Lightning Design System documentation (<https://lightningdesignsystem.com/components/cards/#interactive-cards>).

#### QUESTION NO: 5

Cloud Kicks' support agents need to interact with customer information stored in several different objects when handling cases submitted from their web form.

In which two ways could the agent experience be made more efficient? Choose 2 answers

- A. Open links in new windows when agents click on details from case widgets.
- B. Use Salesforce Flow to help complete fields required for case closure.
- C. Design custom Lightning Web Components for the customer to complete.
- D. Complete relevant information about the customer using Lightning Record Pages.

**ANSWER: A C**

#### QUESTION NO: 6

A UX Designer wants to quickly mock up Salesforce user Interface experiences using a collation of prebuilt components. The designer need sales lightning resources for their design and prototype such as based components, tokens, design patterns.

Which tool to install should need?

- A. Lightning Design system Zip
- B. Sketch plugin
- C. Lightning Design system Unmagaged Package
- D. SLDS Validator

**ANSWER: B**

#### QUESTION NO: 7

Which two resource of the Salesforce Lightning Design System (SLDS) could be used to make custom application look, act, and sound like Salesforce?

Choose 2 answers

- A. Full functional components
- B. Blueprints and tokens
- C. In-App Guidance
- D. Guidelines for voice and tone

**ANSWER: A B**

#### QUESTION NO: 8

A UX Designer wants to ensure new 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: B C**

#### QUESTION NO: 9

A UX designer is creating a customer 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 single repeated child component for each to do item with in list which to impact of the LWCs shadow DOM should be consider when designing or developing the style sheets for these components

- A.** Any needed salesforce lightning design system (SLDS) classes and styles must be imported into both the parents list and child items
- B.** the css styles defined in the parent list component are not shared with child items
- C.** any custom styles 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 child item

**ANSWER: A B**

### QUESTION NO: 10

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

- \* Manage and submit cases via the web.
- \* Browse and search Knowledge Base articles.
- \* 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

**ANSWER: D**