



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

Salesforce Certified User Experience Designer

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### QUESTION 1

Universal Containers (UC) has implemented Service Cloud. There is a flag field on the case object that marks a case as (Sensitive). UC requested that this flag can be viewed by all users who have access to the case but only be edited by the assigned case assessor. The case assessor is a lookup field on the case object.

How can an architect achieve this requirement?

- A. Permission Set.
- B. Object Permissions.
- C. Custom Lightning Component.
- D. Field-level security

Correct Answer: C

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### QUESTION 2

A UX Designer wants to build on a human-centered design by focusing on more than just an individual person and is considering engaging, connected, and social value-driven solutions.

What is the designer practicing?

- A. Compassionate Design
- B. Relationship Design
- C. Service Design
- D. User Experience Design

Correct Answer: C

Service Design is a design practice that focuses on providing better experiences to users by understanding the context of their needs and how they interact with systems, services, and products. Service Design goes beyond User Experience Design by focusing on more than just individual people, and instead considers the entire ecosystem, including connected and social value-driven solutions. Salesforce provides more information on Service Design here: [https:// www.salesforce.com/resources/service- design/](https://www.salesforce.com/resources/service-design/).

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### QUESTION 3

After conducting user interviews, a UX Designer finds an equal amount of users prefer to use the Comply density setting as the Compact density setting while viewing records details.

Which one token and one utility class should be suggested to the developers to ensure custom component respect these settings? Choose 2 answers



- A. varSpacingMedium
- B. specing Small
- C. slds-p-around\_medium
- D. slds ar-m-around\_small

Correct Answer: CD

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#### QUESTION 4

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 to sales reps on the same team, ownership-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 their 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.

Correct Answer: C

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#### QUESTION 5

Universal Containers (UC) uses a custom lightning component with an Apex class to display shipment information (custom object, private OWD). UC sales managers are complaining about two important points:

1.

Shipment records that belong to their teams can be seen by other users.

2.

Shipment amount should be visible only by managers, but sales reps are able to view it.

Which two features did the development team miss that is causing the problems?

Choose 2 answers.

- A. Use runAs in test class to enforce user permissions and field-level permissions.
- B. Use With Sharing keyword in Apex classes to enforce sharing rules evaluation.
- C. Use isSharable keyword in Apex classes to assure record visibility.



D. Use isAccessible() method in Apex classes to check field accessibility

Correct Answer: BD

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