



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

Salesforce Certified User Experience Designer

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### QUESTION 1

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

- A. Countries may read text in a different (right to left vs. left to right) and layouts will be to be adjusted.
- B. Country flags used as links to adjust languages provide an ideal way to switch between locales or languages for users.
- C. Colors may have different contrast ratios in some countries and need adjust contrast for proper visibility by users.
- D. Colors may have different culture meanings in different countries, changing the intent of UI elements.

Correct Answer: AD

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### QUESTION 2

A UX Designer has recently released a feature on experience Cloud and wants to know if the feature was successful and track usability over time.

Which research methodology should be used?

- A. Qualification
- B. Quantitative
- C. Qualitative
- D. Quantizing

Correct Answer: C

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### QUESTION 3

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.

What should be recommended?

- A. Lightning Path component
- B. Docked prompt using In-App Guidance
- C. Custom video component
- D. Utility bar with embedded video

Correct Answer: A

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#### QUESTION 4

A UX Designer has recently released a feature on experience Cloud and wants to know if the feature was successful and track usability over time. Which research methodology should be used?

- A. Qualification
- B. Quantitative
- C. Qualitative
- D. Quantizing

Correct Answer: C

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#### QUESTION 5

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

Correct Answer: CDE

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