



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

Salesforce Certified User Experience Designer

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### QUESTION 1

During user interviews, a UX Designer discovers that the most common daily task for users is to lookfor and view commonly used reports using the global search bar.

What should be done to improve their experience?

- A. Make the global search bar bigger on every page.
- B. Update the Home page with access to commonly used reports.
- C. Add the Daily Task component to the Home page.
- D. Create a mood board to communicate the visual style of the UI.

Correct Answer: A

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### QUESTION 2

Cloud Kicks has requested feature enhancements as a result of user acceptance testing.

In which three ways could the changes be effectively analyzed and implemented? Choose 3 answers

- A. Determine the change in scope and impact of each enhancement request.
- B. Develop and deploy all enhancement requests before going live.
- C. Reduce unexpected results by configuring and testing in and sandbox.
- D. Deploy enhancements with the feature and adjust scope accordingly.
- E. Create a prioritization list and perform a feasibility analysis.

Correct Answer: ABE

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### QUESTION 3

What are Salesforce core design principles when making design decisions?

- A. Emphasis, Alignment, Consistency, Beauty
- B. Clarity, Efficiency, Consistency, Beauty
- C. Emphasis, Efficiency, Repetition, Proportion
- D. Clarity, Efficiency, Balance, Proportion

Correct Answer: B

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#### QUESTION 4

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

Correct Answer: D

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#### QUESTION 5

A UX Designer at Cloud Kicks (CK) is going to conduct discovery phase research to understand more about the customers' purchasing habits. They are interested in remotely observing customers' buying patterns over the course of a 2 month period.

Which research methodology should be used?

- A. Usability Study
- B. Focus Group
- C. Diary Study
- D. Survey

Correct Answer: A

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