



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

Salesforce Certified User Experience Designer

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### QUESTION 1

Cloud Kicks (CK) is planning its Einstein Bot implementation and has identified common issues the bot can resolve. CK has determined that extensive technical planning is needed for bot effectiveness and customer satisfaction.

Which additional element(s) would be essential?

- A. Training and support planning
- B. User interface planning
- C. Onboarding planning
- D. Voice and tone planning

Correct Answer: B

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### QUESTION 2

Cloud Kicks (CK) has already identified its user personas. The UX Designer wants to synthesize what CK knows about the users so that a shared understanding is created with the rest of the organization.

Which tool should be used to share this insight?

- A. A/B Testing
- B. Full Recorded Interviews
- C. Empathy Map
- D. Heuristic Review

Correct Answer: D

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### QUESTION 3

Cloud Kicks (CK) is planning to roll out a refreshed version of its mobile app with some new functionality for customers.

What are two reasons why CK's UX Designer would consider using an interactive prototype in this situation? Choose 2 answers.

- A. To increase the speed of design compared to paper prototyping
- B. To eliminate the need for journey mapping during discovery
- C. To avoid added long-term cost from oversight-driven rework
- D. To enable iterative feedback from the users

Correct Answer: AB

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#### QUESTION 4

A UX Designer is creating an experience to help organize content into collapsible sections.

Which Lightning component should be used?

- A. Einstein Next Best Action
- B. Lightning Toggle
- C. Accordion
- D. Highlights Panel

Correct Answer: C

The Lightning Accordion component is designed to help create an organized, collapsible display of content. It is composed of a header and a body, which can be used to display different sections of content in an organized way. The body of the Accordion is hidden until the header is clicked, allowing the user to quickly and easily access the content they need. Salesforce provides a detailed guide to using the Accordion component, including examples and code snippets, which can be found here: [https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use\\_accordion](https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_accordion).

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#### QUESTION 5

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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