Testpassport Q&A

La meilleure qualité le meilleur service

Service de mise à jour gratuit pendant un an

Exam   : **User Experience Designer**

Title   :   Salesforce Certified User
Experience Designer

Version : DEMO

1.An organization must be digitally accessible to enable social opportunity.

What are three core principles of Web Content Accessibility Guidelines (WCAG)? Choose 3 answers

A. Delightful

B. Robust

C. Abundant

D. Operable

E. Understandable

Answer: B,D,E

2.A company provides a way for customers to shop for homes and contact real estate agents online. The company's brokers use some of the Salesforce standard functionality to track home buyers.

Which three standard Salesforce objects should be used in this experience? Choose 3 answers

A. Property

B. Lead

C. Contact

D. Opportunity

E. Address

Answer: B,C,D

3.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 from 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

4.Cloud Kicks (CK) is incorporating Relationship Design principle into its business model and customer offerings wherever possible. Choose 3 answers

A. Prioritizing Innovation over copying the competition

B. Releasing Salesforce updates in managed packages over unmanaged packages

C. Reframing products in terms of user value over features and functions

D. Prioritize engagement number of impressions

E. Uncovering customer needs over broadcasting product benefits

Answer: C,D,E

5.Cloud Kicks (CK) is going to launch a new Salesforce process for its Customer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.

Which three Salesforce tools should be used to track and measure the adoption of the new process? Choose 3 answers

A. User Engagement Dashboard and Report

B. Custom Permission Sets

C. Salesforce Surveys for user Satisfaction

D. Visualforce App

E. Chatter polls

Answer: D,C,E