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QUESTION 1

During our interview, a UX designer discovers that the most common daily task for the user is to view and commonly view reports using the global search bar for:

A. Make the global search bar bigger on every page

B. Update the homepage with access to commonly used reports

C. Add the daily task component to the homepage

D. Create the mind board to communicate the visual style of the UI

Correct Answer: B

Updating the homepage with access to commonly used reports is the best way to make sure the user can quickly access the reports they need. This could include making the global search bar bigger on every page, adding the daily task component to the homepage, or creating a mind board to communicate the visual style of the UI. Additionally, Salesforce has some great resources on designing for search, such as their Search Design Guide

[1]

 and their Search Best Practices [2].

[1]

 https://www.salesforce.com/content/dam/web/en_us/www/documents/salesforce- search-design-guide.pdf

[2] https://developer.salesforce.com/docs/atlas.en-us.salesforce_search_best_practices.meta/salesforce_search_best_practices/search_best _practices_intro.htm

QUESTION 2

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Which two resources should help accomplish this?

Choose 2 answers

A. Lightning Design System Website

B. Local Development Server

C. Lightning Web Component Recipes App

D. Develop Center\'s Lightning Component Library

Correct Answer: CD

QUESTION 3

Users from a small group within a salesteams have complained about an object that is often used only by them that has
not been a edit to their lighting app due to small volume of users the administrator is not considering a new app for
them

Which two salesforce features should be suggested to improve the end-user experience ?

A. Favorite the often used object

B. add the objects related list to the home page

C. personalized the navigation bar

D. create a custom component on a dashboard

Correct Answer: CD

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 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

Correct Answer: D

QUESTION 5

What are two benefits of inclusive design? Choose 2 answers

A. Removing the need for 508 compliance

B. Extending access to more users

C. Reducing friction for users in achieving their goals

D. Tailoring a solution to one type of user

Correct Answer: BC

Inclusive design is a practice of designing products, services, and experiences that are accessible and usable for as
many people as possible, regardless of ability, age, gender, race, language, or culture. By incorporating inclusive design
practices, you can extend access to more users and reduce friction for users in achieving their goals. Salesforce
provides more information on the benefits of inclusive design here: https://www.salesforce.com/blog/2020/11/what-is-
inclusivedesign.html.

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