Free Questions for User-Experience-Designer by dumpshq

Shared by Snow on 12-12-2023

For More Free Questions and Preparation Resources

Question 1

Cloud kicks research team provides its UX Designer with a readout stating the audience for the design solution has a high number of visually impaired people.

How should the design be approached?

Options:

A- Ensure all text is black to maximize readability.

B- Optimize for color contrast-ratio and screen-reading technology.

C- Ensure Health Insurance Portability and Accountability Act (HIPAA) standards and guidelines are followed.

D- Design a mobile-responsive solution to be used with Mobile Publisher.

Answer:

B

Explanation:

The design should be optimized for color contrast-ratio and screen-reading technology, as these are the best practices for designing for visually impaired people12.Color contrast-ratio is the difference in brightness and color between the foreground and the background of a text or an image3.A high color contrast-ratio makes the text or the image more visible and readable for people with low vision or color blindness4. Screen-reading technology is a software that converts text and images on a screen into speech or braille output for people who are blind or have severe vision loss. A design that is compatible with screen-reading technology ensures that the content and functionality of the product are accessible and understandable for these users.Reference:Accessibility Standards - Salesforce Help,How to Configure Salesforce for your Blind and Low Vision Users - Salesforce Admins,Color Contrast Ratio - WebAIM,Color Contrast Checker - WebAIM, [Screen Readers - WebAIM], [Screen Reader User Survey #8 Results - WebAIM]

The correct answer is B. When designing for a visually impaired audience, it is important to optimize for color contrast-ratio and screen-reading technology. This will ensure that the design is accessible to those with visual impairments. Color contrast-ratio ensures that the text is easily readable, while screen-reading technology allows people with visual impairments to access the content on the website using a screen reader. Additionally, Salesforce has some great resources on designing for accessibility, such as their Accessibility Design Guide [1] and their Accessibility Best Practices [2].

[1]https://www.salesforce.com/content/dam/web/en_us/www/documents/salesforce-accessibility-design-guide.pdf[2]https://developer.salesforce.com/docs/atlas.en-us.salesforce_accessibility_best_practices.meta/salesforce_accessibility_best_practices/accessibility_best_practices_intro.htm

Question 2

Question Type: **MultipleChoice**

When designing a custom component that includes this clickable icon in a Lookup field:

What should be used as the alternative (alt) text?

Options:

A- Image of a search button

B- Search

C- Search button

D- Image of a magnifying glass

Answer:

C

Explanation:

The alternative (alt) text is a short block of text that describes the content and function of an image or other non-text element on a web page. The alt text is read aloud by screen readers and other assistive technologies to provide access to people who cannot see the image.The alt text also helps with search engine optimization and displays on the page if the image fails to load1.

When designing a custom component that includes a clickable icon in a Lookup field, the alt text should be concise, descriptive, and meaningful. The alt text should convey the purpose and action of the icon, rather than its appearance or format. Therefore, the best

option for the alt text of the icon is "Search button", as it describes what the icon does and how the user can interact with it. The other options are not suitable for the alt text, as they either include unnecessary words, such as "image of" or "photo of", or omit important information, such as "button". For example, the option "Image of a search button" is redundant, as the screen reader will already announce that the element is an image. The option "Search" is incomplete, as it does not indicate that the element is a button that can be clicked. The option "Image of a magnifying glass" is irrelevant, as it describes the appearance of the icon, rather than its function.

Question 3

Question Type: **MultipleChoice**

Cloud Kicks' website serves two primary authenticated audiences: suppliers and installers. Their overall experience is the same, but the presentations for the audience should have a unique look and feel. Experience Builder will used to create a unique for each audience that includes colors, image, and typography.

Which out-of-the-box design approach should be recommended?

Options:

A- Use custom CSS to override the default template and Theme panel styles.

B- Create branding sets and assign them to each audience using audience targeting.

C- Use unique sites under digital experiences for each audience and tailor the look and feel of each.

D- Create a custom theme for each audience and apply it to the same site.

Answer:

B

Explanation:

To create a unique experience for each audience that includes colors, images, and typography, the recommended out-of-the-box design approach is to use branding sets and assign them to each audience using audience targeting. Branding sets are collections of branding attributes, such as logos, fonts, colors, and images, that can be applied to a site or a page to customize its look and feel. Audience targeting is a feature that allows the designer to deliver different content and experiences to different groups of users based on criteria such as profile, location, or behavior. By creating branding sets and assigning them to each audience using audience targeting, the designer can easily create a unique and consistent experience for each audience without creating separate sites or custom themes.Reference: : Branding Sets | Salesforce Help : Audience Targeting | Salesforce Help : UX Designer Certification Prep: Designing with Experience Builder | Trailhead

The best approach for Cloud Kicks to create a unique look and feel for each audience is to create branding sets and assign them to each audience using audience targeting. With this approach, the same website can be used for both audiences, whilethe look and feel of each page can be tailored to each audience.

Branding sets allow you to create unique designs and apply them to specific audiences. You can create unique colors, images, and typography for each audience and then target them to the appropriate audiences using the audience targeting feature. This will ensure that each audience has a unique look and feel that meets their needs.

Question 4

Cloud Kicks wants to implement its company colors in all UIcomponents, like buttons and icons, using a custom themes.

How does the Salesforce Lightning Design System (SLDS) ensure the UI components align with the theme?

Options:

A- Design tokens prefixed with 'brand'

B- JS libraries loaded from a static resource

C- CSS Hexcolors

D- Builder panels

Answer:

A

Explanation:

The Salesforce Lightning Design System (SLDS) is a set of design guidelines and resources for creating consistent and beautiful user experiences on the Salesforce platform. It provides UI components, icons, fonts, colors, and more that follow the best practices and accessibility standards of Salesforce. One of the features of SLDS is the ability to create custom themes that reflect the brand identity and personality of a company or an app. Custom themes can be implemented using design tokens, which are variables that store the values of the UI elements, such as colors, sizes, spacing, fonts, etc. Design tokens can be overridden or customized to change the appearance of the UI components without modifying the CSS or HTML code. To implement the company colors in all UI components, such as buttons and icons, using a custom theme, the UX designer should use the design tokens prefixed with "brand", such as$brand-primary,$brand-secondary,$brand-accessible, etc. These design tokens control the color scheme of the UI components and can be assigned the values of the company colors. For example, to change the color of the primary button to the company's blue color, the UX designer can use the following design token:

$brand-primary: #0070d2;

: User Experience Designer Certification Prep: Module 7: Implement User Interfaces

: Salesforce Lightning Design System: Customization

: Salesforce Lightning Design System: Design Tokens

Question 5

Question Type: **MultipleChoice**

The service team at Cloud Kicks has complained about the quantity of list views available, ,making it hard find the relevant ones.

In which two ways should their experience be improved? Choose 2 answers

Options:

A- Request users to create and share their list views.

B- Share list views to Public Groups and only add relevant users.

C- Remove irrelevant public list views.

D- Recommend using related lists instead of list views.

Answer:

B, C

Explanation:

To improve the experience of the service team at Cloud Kicks, their UX Designer should do the following12:

B) Share list views to Public Groups and only add relevant users. This will help to organize and manage the list views based on the roles and responsibilities of the service team members, and to avoid cluttering their list view menu with unnecessary or irrelevant list views.Public Groups are collections of users, roles, or other groups that can be used to share list views, reports, dashboards, and other

C) Remove irrelevant public list views. This will help to reduce the number of list views available, and to make it easier for the service team members to find the relevant ones. Irrelevant public list views are those that are outdated, duplicated, unused, or not applicable to the service team's needs or goals.

Question 6

Question Type: **MultipleChoice**

Cloud Kicks has identified that users are getting anxious over a multiple-step custom Screen Flow with no way of visualizing its completeness.

What should be done to improve the user experience?

Options:

A- Replace multiple-step Screen Flowwith a static vertical form.

B- Set up a Salesforce Path with Guidance for Success.

C- Configure cascading accordions to condense the experience.

D- Create a Progress Indicator component that displays the flow's stages.

Answer:

D

Explanation:

The best way to improve the user experience of a multiple-step custom Screen Flow is to create a Progress Indicator component that displays the flow's stages. A Progress Indicator component provides a visual indication of the progress of a particular process, showing the number of steps, the current step, and the prior steps completed. This helps to reduce the user's anxiety and uncertainty by letting them know where they are in the flow and how much is left to complete. A Progress Indicator component can be created using the lightning:progressIndicator or lightning-progress-indicator tags in Aura or Lightning Web Components, respectively. The component can be customized to match the branding and styling of Cloud Kicks, and can be integrated with the Screen Flow using attributes and events.Reference:

:lightning:progressIndicator - documentation - Salesforce Lightning Component Library

:lightning-progress-indicator - documentation - Salesforce Lightning Component Library

:How to Add a Progress Bar to a Screen Flow

Question 7

Cloud Kicks wants to plan out the strategy for an upcoming discovery phase.

Which three practices should be considered?

Choose 3 answers

Options:

A- Consider platform-based before custom solutions.

B- Gather insight from end users.

C- Establish the research plan and timeline.

D- Understand the problem before moving tosolutions.

E- Determine user acceptance criteria.

Answer:

B, C, D

Explanation:

The discovery phase is a crucial stage in any UX design project, as it helps to understand the user needs, business goals, and technical constraints of the problem1.The discovery phase typically involves various research methods, such as interviews, surveys, observations, and analytics, to gather data and insights about the users and the context of use2. The outputs of the discovery phase are artifacts that synthesize and communicate the findings and insights from the research. Some of the practices that should be considered for planning out the strategy for an upcoming discovery phase are:

Gather insight from end users: One of the main objectives of the discovery phase is to empathize with the end users and understand their goals, motivations, pain points, behaviors, and preferences.This can be done by conducting user research, such as interviews, surveys, focus groups, or usability tests, to collect qualitative and quantitative data from the target audience3. Gathering insight from end users helps to validate the assumptions and hypotheses about the problem and the solution, as well as to identify the user requirements and expectations for the design.

Establish the research plan and timeline: Before conducting any user research, it is important to establish a clear and realistic research plan and timeline. The research plan should define the research objectives, questions, methods, participants, and deliverables.The research timeline should specify the duration, frequency, and sequence of the research activities, as well as the deadlines and milestones for the deliverables4. Establishing the research plan and timeline helps to ensure that the discovery phase is well-organized, efficient, and effective, as well as to communicate the expectations and responsibilities to the stakeholders and the team members.

Understand the problem before moving to solutions: Another key practice for the discovery phase is to focus on understanding the problem before jumping to solutions. This means defining the problem statement, the scope, and the constraints of the project, as well as identifying the root causes, the symptoms, and the impacts of the problem. Understanding the problem before moving to solutions helps to avoid wasting time and resources on creating solutions that do not address the real needs and pain points of the users, or that are not feasible or viable for the business or the technology.

The other two options, considering platform-based before custom solutions and determining user acceptance criteria, are not practices that should be considered for planning out the strategy for an upcoming discovery phase.Considering platform-based before custom

solutions is a practice that belongs to the design phase, not the discovery phase, as it involves choosing the best solution option based on the user research findings and the design principles5.Determining user acceptance criteria is a practice that belongs to the testing phase, not the discovery phase, as it involves defining the criteria that the solution must meet to be accepted by the users and the stakeholders6.

For Cloud Kicks' upcoming discovery phase, the three practices that should be considered are:

A) Understand the Problem Before Moving to Solutions: Establishing a clear understanding of theproblem and what the desired outcomes are before beginning the discovery phase is essential for successful project planning. This can be done by gathering data and insights from end users, conducting research, and understanding how the problem is currentlybeing addressed.

B) Gather Insight from End Users: Gathering insights from end users is a crucial step in the discovery phase. End users provide valuable feedback and insights into the problem and how a potential solution may work. This feedback can helpshape the overall project plan and help identify potential solutions.

C) Establish the Research Plan and Timeline: The research plan and timeline should be established before beginning the discovery phase. This should include a list of tasks to be completed, the resources needed, and a timeline for completion. This plan should be communicated to all stakeholders so everyone is aware of the project goals and timeline.

Question 8

Question Type: **MultipleChoice**

What are two benefits of inclusive design?

Choose 2 answers

Options:

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

Answer:

B, C

Explanation:

Inclusive design is a design approach that aims to create products and services that are accessible and usable by as many people as possible, regardless of their abilities, preferences, or circumstances. Some of the benefits of inclusive design are :

Extending access to more users: By considering the diverse needs and situations of users, inclusive design can expand the reach and impact of the product or service. For example, designing a website that is compatible with screen readers can benefit not only users who are blind or visually impaired, but also users who are in low-light environments or have low bandwidth.

Reducing friction for users in achieving their goals: By removing unnecessary barriers and providing multiple ways of interaction, inclusive design can enhance the user experience and satisfaction. For example, designing a mobile app that supports voice input and output can benefit not only users who have difficulty typing or reading, but also users who are multitasking or have their hands busy.Reference: : [UX Designer Certification Prep: Designing for Accessibility and Inclusion | Trailhead] : [Inclusive Design | Salesforce Developer Guide]

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-inclusive-design.html.

Question 9

Question Type: **MultipleChoice**

A UX Designer wants tobuild on a human-centered design by focusing on more than just an individual person and is considering engaging, connected, and social value-driven solutions.

What is the designer practicing?

Options:

A- Compassionate Design

B- Relationship Design

C- Service Design

D- User Experience Design

Answer:

C

Explanation:

Service design is a practice that aims to design and deliver holistic, human-centered, and value-driven solutions that consider the needs and expectations of not only the individual users, but also the stakeholders, the employees, the partners, and the society involved in the service. Service design focuses on more than just the user interface or the user experience, but also on the processes, systems, interactions, touchpoints, and channels that enable the service to be delivered and consumed. Service design can help create engaging, connected, and social value-driven solutions that improve the quality, efficiency, and sustainability of the service .Reference:

: User Experience Designer Certification Prep: Module 1: Understand User Experience Design

: What is Service Design?

Service Design is a design practice that focuses on providing better experiences to users by understanding the context of their needs and how they interact with systems, services, and products. Service Design goes beyond User Experience Design by focusing on more than just individual people, and instead considers the entire ecosystem, including connected and social value-driven solutions. Salesforce provides more information on Service Design here:https://www.salesforce.com/resources/service-design/.

Question 10

Which two steps should a UX Designer take to create and deliver responsible andtransparent AI technology? Choose 2 answers

Options:

A- Collect as much data from the user as possible for a catered experience.

B- Design AI that is seamless enough so the user does not notice.

C- Document model cards to clarify intended context and use cases.

D- Provide clear explanations of AI predictions or recommendations.

Answer:

C, D

Explanation:

: A UX Designer should take the following steps to create and deliver responsible and transparent AI technology12:

C) Document model cards to clarify intended context and use cases.Model cards are standardized documents that provide essential information about a machine learning model, such as its purpose, performance, limitations, and ethical considerations3.Model cards can help UX Designers to communicate the design choices and trade-offs of their AI systems, and to ensure that they are aligned with the user needs and expectations4.

D) Provide clear explanations of AI predictions or recommendations.Explanations are user-facing descriptions of how and why an AI system produces a certain output, such as a prediction, a recommendation, or a decision5.Explanations can help UX Designers to increase the transparency and trustworthiness of their AI systems, and to empower users to understand, control, and evaluate the AI outcomes6.

C) Document model cards to clarify intended context and use cases.

Model cards are documents that describe the intended use, performance, and limitations of AI models. They help ensure that the AI technology is being used responsibly and transparently, as they provide clear information about the model's context, data, and assumptions. This can help reduce the risk of unintended consequences and build trust with users.

D) Provide clear explanations of AI predictions or recommendations.

Clear explanations of AI predictions or recommendations help build trust with users and increase understanding of how the AI technology works. By providing an understandable explanation of how a prediction or recommendation was made, users can gain a better understanding of the technology and how it is intended to be used. This can also help reduce the risk of unintended consequences and improve accountability.

Question 11

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

Which Lightning component should be used?

Options:

A- Einstein Next Best Action

B- Lightning Toggle

C- Accordion

D- Highlights Panel

Answer:

C

Explanation:

The Lightning component that should be used to organize content into collapsible sections is theAccordioncomponent. The Accordion component displays vertically stacked sections of content that can be expanded and collapsed by clicking on the section headers. Users can control how much content is visible at once, and don't need to scroll as much to see the content of a page. The Accordion component can also be configured to allow multiple sections to be open at the same time. The Accordion component implements the accordion blueprint in the Salesforce Lightning Design System (SLDS).Reference:

:lightning-accordion - documentation - Salesforce Lightning Component Library

:Collapsible Related List in Lightning Experience

:How To Create Expand/Collapse Sections In SFDC Lightning Component

The Lightning Accordion component isdesigned 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.

Question 12

Question Type: **MultipleChoice**

Which two would be considered responsive design best practices?

Choose 2 answers

A- Specify breakpoint sizes.

B- Use separate URLs per device.

C- Utilize pop-up windows.

D- Minimize page weight.

Answer:

A, D

Explanation:

Responsive design is a web design approach that aims to make web pages adapt to different screen sizes and resolutions, ensuring good usability and user experience across all devices. Some of the best practices for responsive design are:

Specify breakpoint sizes: Breakpoints are the points at which the layout of a web page changes based on the width of the viewport. For example, a web page may have a two-column layout on a desktop, a single-column layout on a tablet, and a stacked layout on a mobile phone. Specifying breakpoint sizes helps to create a fluid and flexible layout that responds to the device capabilities and user preferences. Breakpoints can be specified using media queries in CSS, which allow applying different styles depending on the media features, such as width, height, orientation, resolution, etc. For example:

@media (max-width: 600px) { /* Styles for screens that are 600px or smaller */ }

@media (min-width: 601px) and (max-width: 900px) { /* Styles for screens that are between 601px and 900px */ }

@media (min-width: 901px) { /* Styles for screens that are 901px or larger */ }

Minimize page weight: Page weight is the amount of data that a web page transfers to load on a browser. It includes the size of the HTML, CSS, JavaScript, images, fonts, and other resources that make up the web page. Minimizing page weight helps to improve the performance, speed, and user satisfaction of a web page, especially on mobile devices that may have limited bandwidth, battery, and processing power. Some of the ways to minimize page weight are:

Optimize images: Images are often the largest contributors to page weight, so it is important to optimize them for the web. This means choosing the right format, size, resolution, and compression level for each image, as well as using responsive images techniques, such as the srcset and sizes attributes, to deliver the most appropriate image for each device and screen size.

Implement caching: Caching is a technique that stores a copy of a web page or its resources on the browser or the server, so that they can be reused without having to be downloaded again. This reduces the amount of data that needs to be transferred and improves the loading time of a web page. Caching can be implemented using HTTP headers, such as Cache-Control and Expires, or using service workers, which are scripts that run in the background and intercept network requests.

Minify and concatenate files: Minification is a process that removes unnecessary characters, such as whitespace, comments, and formatting, from the code files, such as HTML, CSS, and JavaScript, to reduce their size. Concatenation is a process that combines multiple code files into one, to reduce the number of HTTP requests that the browser needs to make. Both minification and concatenation can help to reduce the page weight and improve the performance of a web page.

Use a content delivery network (CDN): A CDN is a network of servers that are distributed across different locations and regions, and that store and deliver copies of a web page or its resources to the users. A CDN can help to reduce the page weight and improve the speed

of a web page by serving the content from the nearest server to the user, reducing the latency and bandwidth consumption.

The other two options, using separate URLs per device and utilizing pop-up windows, are not considered responsive design best practices, as they can create usability and accessibility issues for the users. Using separate URLs per device means creating different versions of a web page for different devices, such as example.com for desktop, m.example.com for mobile, and t.example.com for tablet. This approach can lead to inconsistent and fragmented user experiences, as well as duplicate content and SEO problems. Utilizing pop-up windows means creating new browser windows that open on top of the current web page, usually to display advertisements, notifications, or forms. This approach can be annoying and intrusive for the users, as well as difficult to close or navigate on small screens.

To Get Premium Files for User-Experience-Designer Visit

https://www.p2pexams.com/products/user-experience-designer

For More Free Questions Visit

https://www.p2pexams.com/salesforce/pdf/user-experience-designer

20% DISCOUNT