



Free Questions for User-Experience-Designer

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Question 1

Question Type: MultipleChoice

Cloud Kicks is displaying Knowledge articles on a site with a colored background. A UX Designer is asked to evaluate Web Content Accessibility Guidelines (WCAG) level AA for normal text.

What is the minimum color contrast ratio that would pass these guidelines?

Options:

- A- At least 7.0:1
- B- At least 3.0:1
- C- At least 4.5:1



Answer:

C

Explanation:

According to the Web Content Accessibility Guidelines (WCAG) 2.1, the minimum color contrast ratio for normal text is 4.5:1. This means that the difference in brightness (luminance) between the text color and the background color should be at least 4.5 times. This ensures that the text is readable by people with moderately low vision, color deficiencies, or contrast sensitivity. The contrast ratio can be calculated using the formula:

$$\frac{L_2 + 0.05}{L_1 + 0.05}$$

where L_1 is the relative luminance of the lighter color and L_2 is the relative luminance of the darker color. The relative luminance is a value between 0 and 1, where 0 is black and 1 is white. The contrast ratio can range from 1:1 (white on white) to 21:1 (black on white).

The contrast ratio requirement for normal text is lower for larger text or bold text, as they are easier to read at lower contrast. For large text (18 point or 14 point bold), the minimum contrast ratio is 3:1. For graphics and user interface components, such as form input borders, the minimum contrast ratio is also 3:1. For level AAA conformance, the minimum contrast ratio for normal text is 7:1 and for large text is 4.5:1.

To evaluate the color contrast ratio of a site, there are various tools available, such as the Contrast Checker or the Contrast Ratio tool. These tools allow users to enter the text color and the background color and see the contrast ratio and whether it meets the WCAG guidelines. They also provide suggestions for improving the contrast ratio if needed.

[Understanding Success Criterion 1.4.3: Contrast \(Minimum\)](#)

[Contrast Ratio - WCAG Color Contrast Checker](#)

[WebAIM: Contrast Checker](#)

[WCAG: Accessible colour and contrast ratios](#)

[Contrast ratio - WCAG WG](#)

Question 2

Question Type: MultipleChoice

A UX Designer wants to conduct customer interviews as part of discovery research.

Which best practice should be followed while conducting these interviews?

Options:

- A- Ignore vague or general answers.
- B- Engage in a friendly and informal way.
- C- Analyze findings in the moment.

Answer:

B

Explanation:

Customer interviews are a qualitative research method that allows the UX Designer to understand the needs, goals, pain points, and behaviors of the target users. To conduct effective customer interviews, the UX Designer should follow some best practices, such as:

[Engage in a friendly and informal way:](#) The UX Designer should try to establish rapport and trust with the interviewee, and make them feel comfortable and relaxed. This can help elicit honest and candid responses, and encourage the interviewee to share more details and stories. The UX Designer should use a conversational tone, smile, and show interest and empathy¹²

[Ask open-ended questions:](#) The UX Designer should avoid asking yes/no questions, or questions that lead or suggest a specific answer. Instead, the UX Designer should ask open-ended questions that allow the interviewee to express their thoughts and feelings in their own words. The UX Designer should also probe deeper by asking follow-up questions, such as "why?", "how?", or "can you tell me more about that?"¹²

Listen actively and attentively: The UX Designer should focus on listening to the interviewee, and avoid interrupting, judging, or correcting them. The UX Designer should also use verbal and non-verbal cues, such as nodding, eye contact, and paraphrasing, to show that they are paying attention and understanding the interviewee. The UX Designer should also take notes or record the interview, with the interviewee's permission, for later analysis¹²

Ignore vague or general answers: This is not a best practice, because vague or general answers can indicate that the interviewee is not comfortable, engaged, or clear about the question. The UX Designer should try to clarify the question, or ask more specific or concrete questions, to elicit more meaningful and relevant responses¹²

Analyze findings in the moment: This is not a best practice, because analyzing findings in the moment can distract the UX Designer from listening to the interviewee, and bias their interpretation of the data. The UX Designer should wait until the interview is over, and review the notes or recordings, before analyzing the findings and identifying patterns, insights, and opportunities¹²

[Customer Interviews: The Ultimate Guide - User Interviews](#)

[How to Conduct User Interviews - Interaction Design Foundation](#)

Question 3

Question Type: MultipleChoice

A UX Designer is limited to one standard Order record page layout in Sales Cloud. It is shared between internal and external users.

Which page layout feature should be used to control the visibility between users?

Options:

- A- Audience Targeting
- B- Field-Level Security
- C- Dynamic Forms

Answer:

A

Explanation:

Audience targeting is a page layout feature that allows admins to create different versions of a Lightning page for different audiences, such as user profiles, roles, or permissions. Audience targeting can be used to control the visibility of the entire page or specific components on the page, such as tabs, fields, or sections. Audience targeting can help create personalized and relevant experiences for different types of users, and reduce the need for multiple page layouts¹.

Audience targeting is the most suitable feature for the UX Designer to use in this case, because it can help them customize the Order record page layout for internal and external users, without creating separate page layouts. For example, the UX Designer can use audience targeting to show or hide certain fields, sections, or tabs based on the user's profile or permission set. This way, the UX Designer can ensure that each user sees only the information that is relevant and appropriate for them.

Field-level security is a feature that allows admins to restrict the access and editability of fields for different users, based on their profiles or permission sets. Field-level security can help protect sensitive or confidential data, and enforce data quality and integrity. However, field-level security does not affect the visibility of fields on the page layout, only the access and editability. Field-level security also does not apply to other components on the page, such as tabs or sections².

Dynamic forms is a feature that allows admins to add, group, and reorder fields and sections on a Lightning page using the Lightning App Builder. Dynamic forms can help create flexible and dynamic page layouts that can adapt to different contexts and scenarios. Dynamic forms also support visibility rules, which can be used to show or hide fields or sections based on filters or conditions. However, dynamic forms are not available for all standard objects, and they do not support audience targeting. Dynamic forms also do not affect the visibility of other components on the page, such as tabs³⁴.

Question 4

Question Type: MultipleChoice

Cloud Kicks is considering whether it should implement the Standard Salesforce Navigation or use the Console for its Sales team.

What is one requirement that could lead to recommending the Console?

Options:

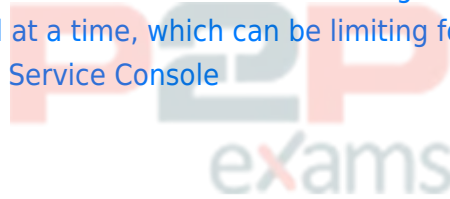
- A- Need for viewing multiple list views at the same time
- B- Ability to toggle between multiple records
- C- Work that is mostly in the field

Answer:

B

Explanation:

The Console is a tab-based workspace that allows users to access multiple records and related information on a single screen. This can help users who need to switch between different records quickly and easily, without losing context or wasting time. For example, a salesperson who needs to compare different opportunities, check account details, or update contact information can benefit from using the Console. The Standard Salesforce Navigation, on the other hand, only allows users to open one record at a time, which can be limiting for some use cases. Reference: [Salesforce Console: Explore the Service Console](#)



Question 5

Question Type: MultipleChoice

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 6

Question Type: MultipleChoice

Cloud Kicks is planning to build a custom Lightning Web Component (LWC) that needs to be implemented quickly.

Where should the team go to explore Lightning component code, documentation, and specifications?

Options:

- A- Salesforce Extensions for V5 Code
- B- Design Tokens on SLDS website
- C- A Components Library on developer.salesforce.com is item for later review.

Answer:

C

Explanation:

The best place for the team to explore Lightning component code, documentation, and specifications is the Components Library on developer.salesforce.com¹. The Components Library is the Lightning components developer reference, where the team can find code samples, SDKs, tools, metadata coverage information, and a developer guide for Lightning Web Components¹. The team can also use the live code environment to code their first Lightning web component and see the results in real time². Salesforce Extensions for VS Code (A) is a powerful tool for developing Lightning components, but it is not a source of code, documentation, and specifications. Design Tokens on SLDS website (B) are a way to store and maintain consistent design attributes across different platforms, but they are not specific to Lightning Web Components. Reference:

[Components Library on developer.salesforce.com](https://developer.salesforce.com)

[Get Started Coding | Lightning Web Components Developer Guide](#)

Question 7

Question Type: MultipleChoice

A UX Designer needs to restyle a Lightning Web Component (LWC) to meet brand guidelines.

Which key consideration about that LWC should the UX designer be aware of?

Options:

- A- Only the main Lightning Modal component can be styled using styling hooks.
- B- Only the body, footer, and header helper components can be styled using styling hooks.
- C- The model cannot be styled using styling hooks

Answer:

A

Explanation:

When restyling a `<lightning-modal />` Lightning Web Component (LWC) to meet brand guidelines, it's important to know that styling customization options may be limited. Specifically, only the main Lightning Modal component can be styled using styling hooks. This limitation means that while you can apply brand-specific styles to the overall modal component using styling hooks, the finer control over the modal's internal sections (like the body, footer, and header) might not be

directly accessible through these hooks. This constraint necessitates a strategic approach to styling, focusing on the aspects of the modal that can be customized to align with brand guidelines while understanding the inherent limitations.

Reference: For more information on styling Lightning Web Components and the use of styling hooks, the Salesforce Developer Documentation on Lightning Web Components and the Salesforce Lightning Design System (SLDS) offers detailed guidance and best practices.



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