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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:

Options:

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

Answer:

A

Question 2

A Ux designer has been asked to improve salesforce adoption among sales representatives at cloud kicks after conducting stakeholder and user interviews the designers finds there is no clear consistent sale process

What should the designer do next

Options:

A) Tell the customer they need to improve operations before anywork can be done

B) lock the findings and move forward with presenting possible solutions

C) recommend field level validation to ensure users are entering the correct data

D) conduct a workshop with stakeholders to align on correct state and build consenses

Answer:

D

Question 3

Question Type: MultipleChoice

How should a UX designer differentiate between a voice and a tone?

Options:

A) Voice reflects the expression and the tone is the way one designs

B) Voice reflects the character and tone is one's strength

C) Voice reflects the frequency and tone is one's pitch

D) Voice reflects the personality and tone is the way ones speaks

Answer:

A

Question 4

Question Type: MultipleChoice

A UX designer want to understand the mental model of employees who have requested a new internal community the brief specifies what the employees should be able to do on the site but the designer need to suggest and suitable architecture

Which technique should be used

A) User test

B) cognitive walkthrough

C) tree testing

D) card sorting

Answer:

D

Question 5

Question Type: **MultipleChoice**

Users from a small group within a sales teams 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 ?

Options:

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

Answer:

C, D

Question 6

Question Type: **MultipleChoice**

A UX designer is creating a customer support site in experience builder that will internationalized across the 12 different countries

Which two designs considerations should be made when planning for the site

Options:

A) Country may read text is a different direction (right to left) vs (left to right) and layouts will need to be adjusted

B) Country flags used as links to adjust languages provide an ideal way to switch between locals or languages for users

C) colors may have different contrast ratios in some countries and need adjusted contrast for proper visibility by users

D) colors may have different cultural meanings in different countries, changing the intent of UI elements

Answer:

A, D

Question 7

Question Type: MultipleChoice

Cloud kicks wants to incorporates human-centered design across its organization

Which two practices should be adopted

Options:

A) Including innovative ideas to showcase technology

B) observing user behavior

C) putting oneself in the situation of the end-user

D) creating requirements based on business leaders priorities

Answer:

B, D