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Question 1

Question Type: MultipleChoice

Cloud Kicks is launching a new Salesforce org and wants to test its levels of accessibility, including keyboard navigation.

Which detail could be verified by testing keyboard navigation for accessibility?

Options:

- A- Tabbing order is logical.
- B- Keyboard actions provide audio feedback.
- C- Actionable items are highlighted in a specific color.

Answer:

A

Explanation:

Keyboard navigation is a way of interacting with a web application using only the keyboard, without a mouse or a touch screen. Keyboard navigation is essential for users who have visual impairments, motor disabilities, or other accessibility needs. Keyboard navigation also benefits users who prefer to use the keyboard for efficiency or convenience. One of the aspects of keyboard navigation

that can be tested for accessibility is the tabbing order, which is the order in which elements on a page receive focus when the user presses the Tab key. The tabbing order should be logical, meaning that it follows the natural reading order of the page and the expected user workflow. A logical tabbing order helps users navigate the page easily and intuitively, without skipping or repeating elements. A logical tabbing order also helps screen readers announce the elements in a meaningful sequence. Therefore, testing the tabbing order for logic is a way of verifying keyboard navigation for accessibility. The other options are not related to keyboard navigation. Keyboard actions do not provide audio feedback by default, although some screen readers may have this feature. Actionable items are not highlighted in a specific color, although they may have a visible focus indicator, such as a border or an outline, to show which element has focus. The color of the focus indicator is not a factor for keyboard navigation, as long as it is distinguishable from the background. Reference: Keyboard Shortcuts, Use Lightning Experience with a Screen Reader, Accessibility in LWR Sites

Question 2

Question Type: MultipleChoice

A UX Designer is tasked with ensuring Lightning App Builder apps are mobile-friendly, including interactive elements.

What should be the minimum touch screen target size for interactive elements on mobile devices?

Options:

A- 24 pixels wide x 24 pixels tall

B- 44 pixels wide x 44 pixels tall

C- 64 pixels wide x 64 pixels tall

Answer:

B

Explanation:

According to the Salesforce Lightning Design System, the minimum touch screen target size for interactive elements on mobile devices is 44 pixels wide x 44 pixels tall. This size ensures that users can easily tap the elements without accidentally hitting the wrong ones or missing them entirely. The touch target size also takes into account the average finger size and the device resolution. Smaller touch targets may cause frustration and errors for users, especially those with low vision, motor impairments, or large fingers. Reference: : Salesforce Lightning Design System - Sizing : Salesforce Lightning Design System - Accessibility

Question 3

Question Type: MultipleChoice

A UX Designer wants to remotely collect feedback from hundreds of users on tasks or activities that do not require much imagination or emotion.

Which testing approach should be used?

Options:

A- Online surveys

B- Usability study

C- A/B Testing

Answer:

A

Explanation:

Online surveys are a testing approach that allows a UX Designer to remotely collect feedback from hundreds of users on tasks or activities that do not require much imagination or emotion. Online surveys are useful for gathering quantitative data, such as ratings, rankings, preferences, and satisfaction levels. Online surveys are also relatively easy and inexpensive to administer and analyze. Usability studies and A/B testing are testing approaches that require more interaction and observation from the UX Designer and the users, and are more suitable for tasks or activities that involve more complexity, creativity, or emotion. Reference: [Online Surveys], [Usability Studies], [A/B Testing]

Question 4

Question Type: MultipleChoice

Cloud Kicks (CK) wants to build a custom component for a complex opportunity process. CK's UX Designer is creating a three-step flow with modals and needs to select the main buttons for the "Continue", "Cancel", and "Back" actions.

Which set should be chosen to adhere to the Salesforce Design System guidelines for button usage?

Options:

- A-** Brand button for 'Cancel' and 'Continue'; Neutral button for 'Back'
- B-** A Neutral button for 'Cancel' and 'Back'; Brand button for 'Continue'
- C-** Brand button for 'Continue', 'Cancel', and 'Back'

Answer:

B

Explanation:

According to the Salesforce Design System guidelines for button usage, the brand button should be used for the primary action on a page or modal, such as "Save" or "Continue". The neutral button should be used for secondary or tertiary actions, such as "Cancel" or "Back". The brand button should have more visual weight and contrast than the neutral button, to indicate its importance and guide the user's attention. Therefore, the best option for the Cloud Kicks custom component is to use a brand button for "Continue" and neutral buttons for "Cancel" and "Back". Reference: Trailhead: Systems Design with SLDS, Salesforce Developers: Buttons, Lightning Design System: Buttons

Question 5

Question Type: MultipleChoice

A UX Designer is creating a one-to-many or many-to-one relationship between two objects.

Which kind of relationship should the designer use to link the two objects?

Options:

A- Master-Detail

B- Hierarchical

C- Lookup

Answer:

C

Explanation:

: A lookup relationship is a type of relationship that links two objects together, but the relationship is not required. This means that the child object can exist independently of the parent object. A lookup relationship can be either one-to-many or many-to-one, depending on the cardinality of the objects involved. For example, a contact can have a lookup relationship to an account, which means that a contact can belong to one account, but an account can have many contacts. Alternatively, a custom object can have a lookup relationship to a user, which means that a custom object can belong to many users, but a user can have only one custom object record. Reference: [Trailhead: Data Modeling](#), [Trailhead: Salesforce User Experience Designer Certification Prep](#), [Salesforce Help: Define Lookup Relationships](#)

Question 6

Question Type: MultipleChoice

Cloud Kicks wants to prevent its sales agents from being able to save a new account unless they have entered the phone number in the correct format and with the correct number of digits. A validation rule would then prevent the new account from saving.

Which method should be used to improve the user experience in the simplest way while preventing errors?

Options:

- A- Set a prompt to display on the page using In-App Guidance.
- B- Set field-level error message to display on the page.
- C- Mark the field as Required.

Answer:

B

Explanation:

A field-level error message is a message that appears next to a specific field when the user enters invalid data or omits required data. It helps the user to correct the error and proceed with the action. A field-level error message is more user-friendly than a validation rule, which displays a generic message at the top of the page and prevents the user from saving the record. A field-level error message can also provide guidance on the correct format and number of digits for the phone number field. Marking the field as required would not ensure that the user enters the phone number in the correct format and with the correct number of digits. Setting a prompt to display on the page using In-App Guidance would not prevent the user from entering invalid data or omitting required data. Reference: [Field-Level

Error Messages], [Validation Rules], [In-App Guidance]

Question 7

Question Type: MultipleChoice

A UX Designer interviews a user who spends most of their time moderating forums, enforcing community standards, and providing member support.

Which Salesforce persona does this user align with?

Options:

A- Site Admin

B- Community Manager

C- Support Manager

Answer:

B

Explanation:

A Community Manager is a Salesforce persona who is responsible for creating, managing, and moderating online communities that connect customers, partners, and employees. They spend most of their time engaging with community members, enforcing community standards, and providing member support. A Community Manager aligns with the user who performs similar tasks in moderating forums. Reference: : Salesforce Personas : Community Manager Roles and Responsibilities

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