



Salesforce User Experience (UX) Designer

**Salesforce User Experience (UX) Designer
Certification Questions & Answers**

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USER EXPERIENCE (UX) DESIGNER

[Salesforce Certified User Experience Designer](#)

60 Questions Exam – 65% Cut Score – Duration of 105 minutes



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Discover More about the User Experience (UX) Designer Certification

Are you interested in passing the Salesforce User Experience (UX) Designer exam? First discover, who benefits from the User Experience (UX) Designer certification. The User Experience (UX) Designer is suitable for a candidate if he wants to learn about Salesforce Designer. Passing the User Experience (UX) Designer exam earns you the Salesforce Certified User Experience Designer title.

While preparing for the User Experience (UX) Designer exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The User Experience (UX) Designer PDF contains some of the most valuable preparation tips and the details and instant access to useful [User Experience \(UX\) Designer study materials just at one click.](#)

Salesforce User Experience (UX) Designer Certification Details:

Exam Name	Salesforce Certified User Experience Designer
Exam Code	User Experience (UX) Designer
Exam Price	Registration fee: USD 200 Retake fee: USD 100
Duration	105 minutes
Number of Questions	60
Passing Score	65%
Recommended Training / Books	Prepare for Your UX Designer Credential Salesforce User Experience Designer Certification Prep
Schedule Exam	Kryterion Webassessor
Sample Questions	Salesforce User Experience (UX) Designer Sample Questions
Recommended Practice	Salesforce Certified User Experience Designer Practice Test

User Experience (UX) Designer Syllabus:

Section	Objectives	Weight
Discovery	<ul style="list-style-type: none"> - Provided with a set of business requirements, determine which research methodology and tools should be used to design a solution. - Given a scenario, demonstrate how to gather requirements and plan strategy given current user experiences. - Describe key Salesforce UX personas and which processes they normally do. - Given a scenario, describe how Salesforce can add value to user experiences. 	13%
UX Fundamentals	<ul style="list-style-type: none"> - Given a scenario, identify which UX method should be used to define a user experience. - Describe the impact of corporate branding and styling. - Describe key design principles and tools that define an accessible and engaging experience. - Describe mobile UX design fundamentals. 	16%
Human-Centered Design	<ul style="list-style-type: none"> - Given a scenario, determine how to incorporate human-centered design into a customer solution. - Explain the importance of inclusive design. 	12%
Declarative Design	<ul style="list-style-type: none"> - Given a scenario, describe how core Salesforce objects function, how that can affect the user experience, and when to use and customize them. - Given a scenario, describe declarative features that improve information presentation, hierarchy, and architecture in static experiences. - Given a scenario, describe declarative features that improve user efficiency over a series of steps. - Given a scenario, determine which global Salesforce configuration to use for optimized user flow. - Given a scenario, determine options for users to access onboarding, support, and learning. - Given a scenario, describe how to apply branding to a solution. 	27%
Testing	<ul style="list-style-type: none"> - Given a scenario, plan methods for validating and testing a design with the end-user. - Describe testing techniques needed for optimal user experiences. - Given a scenario, evaluate and manage design changes. 	11%
Salesforce Lightning Design System (SLDS)	<ul style="list-style-type: none"> - Describe SLDS and its purpose. - Given a scenario, determine out-of-the-box design and configuration consistent with the look and feel of Lightning Experience. - Given a scenario, utilize SLDS to create new and customized component functionality. 	21%

Broaden Your Knowledge with Salesforce User Experience (UX) Designer Sample Questions:

Question: 1

What would it mean for the user when designing perceivable content?

- a) The content should only be audible.
- b) The content should not be audible to all senses.
- c) The content should not be visible to all senses.
- d) The content should only be visible.

Answer: d

Question: 2

During user interviews, a UX Designer discovers that the most common daily task for users is to look for and view commonly used reports using the global search bar. What should be done to improve their experience?

- a) Add the Daily Task component to the Home page.
- b) Create a mood board to communicate the visual style of the UI.
- c) Update the Home page with access to commonly used reports.
- d) Make the global search bar bigger on every page.

Answer: d

Question: 3

Cloud Kicks wants to create an external facing site where users can:

- Manage and submit cases via the web.
- Browse and search Knowledge Base articles.
- Contact Support via live chat.

Which cloud should be used to design an appropriate solution for CK's users?

- a) Sales Cloud
- b) Marketing Cloud
- c) Experience Cloud
- d) Service Cloud

Answer: d

Question: 4

The UX Designer at Cloud Kicks is asked to make the website size and content adapt to the screen size, platform and orientation. Which design should the design use?

- a) Responsive
- b) Refactored
- c) Reactive
- d) Proactive

Answer: a

Question: 5

A UX Designer has created a new form for a call center that takes special delivery information from its customers. The designer wants to ensure the call center staff finds the form easy and intuitive to use.

Which kind of testing should be conducted to validate this?

- a) Qualitative
- b) Usability Testing
- c) Surver
- d) Focus Groups

Answer: c

Question: 6

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

- a) Voice reflects the frequency and tone is one's pitch
- b) Voice reflects the personality and tone is the way ones speaks
- c) Voice reflects the expression and the tone is the way one designs
- d) Voice reflects the character and tone is one's strength

Answer: c

Question: 7

In which two ways could the usability of accordion elements be improved in a mobile environment? (Choose 2 answers)

- a) Only allow users to open one selection at a time.
- b) Nest an accordion inside of another
- c) Use the "back" browser button to collapse content
- d) Include persistent headings.

Answer: c, d

Question: 8

Which two resource of the Salesforce Lightning Design System (SLDS) could be used to make custom application look, act, and sound like Salesforce? (Choose 2 answers)

- a) In-App Guidance
- b) Blueprints and tokens
- c) Full functional components
- d) Guidelines for voice and tone

Answer: b, c

Question: 9

Service agents are complaining that the new custom object to track reservation has too many fields and is cluttering their layouts. All of the fields are necessary, but they would like to display fields and sections of the record as individual components on the page layout with visibility depending on where they are in the reservation process.

Which feature should be recommended?

- a) Dynamic Forms
- b) AppExchange Apps
- c) In-App Prompts
- d) Process Builder

Answer: a

Question: 10

Financial advisor should be able to access a customer's record in Sales Cloud and see all potential business opportunities related to each individual customer. The bank does not have any corporate or business customers at this time.

How should a UX Designer suggest the bank represent its customers within its Salesforce instance?

- a) Standard Account object.
- b) Standard Lead Object
- c) Standard Person Account Object
- d) Standard Opportunity object.

Answer: b

Avail the Study Guide to Pass Salesforce User Experience (UX) Designer Exam:

- Find out about the User Experience (UX) Designer syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [User Experience \(UX\) Designer syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the User Experience (UX) Designer training. Joining the Salesforce provided training for User Experience (UX) Designer exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [User Experience \(UX\) Designer sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. User Experience (UX) Designer practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the User Experience (UX) Designer exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the User Experience (UX) Designer Certification

VMExam.Com is here with all the necessary details regarding the User Experience (UX) Designer exam. We provide authentic practice tests for the User Experience (UX) Designer exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the [User Experience \(UX\) Designer practice tests](https://www.vmexam.com/salesforce/salesforce-certified-user-experience-designer), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Salesforce Certified User Experience Designer.

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