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QUESTION 1

A UX Designer has recently released a feature on experience Cloudand wants to know if the feature was successful and track usability over time.

Which research methodology should be used?

A. Qualification

B. Quantitative

C. Qualitative

D. Quantizing

Correct Answer: C

QUESTION 2

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 beable 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

Correct Answer: D

QUESTION 3

Which criteria should the designer consider when selecting users for testing?

A. Traits dissimilar to customer personas

B. Traitssimilar to friends and family

C. Traits similar to customer personas

D. traits of the most common demographic and ability

Correct Answer: C

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QUESTION 4

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. Full functional components

B. Blueprints and tokens

C. In-App Guidance

D. Guidelines for voice and tone

Correct Answer: AB

QUESTION 5

Cloud Kicks (CK) wants to adopt a human-centered design process in the redesign of its Salesforce journeys and processes.

In which order should CK\'s UX Designer undertake the steps of this process to achieve maximum impact?

A. Ideation > Iteration > Prototyping > Implementation > User Feedback > Observation

B. Observation > Ideation > Prototyping > User Feedback > Iteration > implementation

C. Prototyping > Iteration > Observation > Ideation > Implementation > User Feedback

D. Implementation> Observation > User Feedback > Prototyping > Ideation > Iteration

Correct Answer: B

The order in which CK\'s UX Designer should undertake the steps of the human-centered design process to achieve maximum impact is Observation > Ideation > Prototyping > User Feedback > Iteration > Implementation. This allows the designer to take into account the user\'s preferences and needs from the very beginning, as well as provide the user with feedback throughout the entire process. The order of steps for a human-centered design process is as follows:

1.

 Observation: Observing user behaviour and interactions to gain insights into their needs and preferences.

2.

 Ideation: Coming up with ideas for potential solutions based on the insights from the observation phase.

Prototyping: Creating a prototype of the potential solution to test out with users. User Feedback: Gathering feedback from users on the prototype and making changes based on their feedback.

Iteration: Iterating on the prototype based on the feedback from users.

Implementation: Implementing the final solution.

For more information on the human-centered design process, please see the following Salesforce documentation:

https://trailhead.salesforce.com/en/content/learn/modules/ux_design_proce ss

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