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Salesforce

User-Experience-Designer Exam

Salesforce Designers

Questions & Answers

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Version: 6.5

Question: 1

Cloud Kicks (CK) is going to launch a new Salesforce process for its Customer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.
Which three Salesforce tools should be used to track and measure the adoption of the new process?
Choose 3 answers

A. User Engagement Dashboard and Report
B. Custom Permission Sets
C. Salesforce Surveys for user Satisfaction
D. Visualforce App
E. Chatter polls

Answer: A, C D,

Explanation:

Question: 2

A UX Designer is going to create a custom app for a new team of service agents.
Which three parts of the user interface could be customized?
Choose 3 answers

A. Tabs within the apps's navigation bar
B. Relationship between standard objects
C. Page layouts of the records
D. Details to be shown in the records highlights panels
E. Opportunity lead scoring

Answer: A, C,E

Explanation:

Question: 3

A UX Designer at Cloud Kicks (CK) recommends a Salesforce Console application for CK's service representatives.
The service representatives work on multiple support cases hour, accessing them via queues, calls, or

live chat.
Which console navigation feature would NOT be relevant to the designer recommendation?

A. More than one detail item can be open at a time.
B. Multiple subtabs can be beneath a single parent record.
C. A split list of records and individual record detail can see on the same screen.
D. Service representatives with lower resolution monitors will have a better user experience.

Answer: B

Explanation:

Question: 4

Cloud kicks wants to hire a deal closer.
Which three activities would someone in this role do each day?
Choose 3 answers

A. Update existing prospect and customer records.
B. Log activities such as calls, emails, and notes.
C. Review and work through their list of leads or opportunities.
D. Create cases from issues.
E. Customize and administer Salesforce.

Answer: A, D, E

Explanation:

Question: 5

A sales representative needs to quickly see key fields whenever viewing an opportunity.
Which three Salesforce feature would allow fields to be available when they are viewing a record?
Choose 3 answers

A. Customer Links
B. Highlights Panel
C. Compact Layout
D. Tabs
E. List Views

Answer: A, D, E

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