

Salesforce

User-Experience-Designer Exam

Salesforce Designers

Questions & Answers

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Version: 4.0

Question: 1

When you're in the discovery phase, what should you think about when shaping your discovery questions?

- A. Participant compensation is significant and you interview people only outside of their work hours
- B. You should always recruit the widest range of people for your study (even if they're entirely unrelated to the focus of the problem you're researching).
- C. Each of your stakeholders' desired outcomes, so that you can align your findings to them as closely as possible
- D. The aim and scope of your study, what you're exploring, and which people you plan to interview

Answer: D

Question: 2

To get others to sketch their ideas, it's best to:

- A. Ask them to come to the meeting prepared with their best sketches.
- B. Be clear on the intention and goals.
- C. Give them sketches to react to.
- D. A and B
- E. B and C

Answer: E

Question: 3

What is an example of a macropattern?

- A. Clicking next
- B. Creating a record
- C. Making a button
- D. Calculating UX debt

Answer: B

Question: 4

Why should you prioritize co-creative activities?

- A. People can influence each other to adopt ideas that are politically viable—not just technically feasible

- B. Diverse opinions power new and creative solutions
- C. People need a break from their normal day-to-day in order to see the light
- D. Naysayers will realize that they are in the minority and there is #safety-in-numbers

Answer: B

Question: 5

What is technology adoption?

- A. When you introduce a new technology to your company
- B. Getting people to use the solution or software that their company has purchased for them
- C. Choosing just the right technology solution
- D. An impossible task you should avoid

Answer: B

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