Salesforce UX Designer Certification Prep Guide

Module description: Use scenarios and interactive flashcards to study for the User Experience Designer certification exam.

Units

1. [Get Started with the Salesforce User Experience Designer Certification Prep](#)
2. [Learn About Discovery](#)
3. [Review User Experience Fundamentals](#)
4. [Study Up on Human-Centered Design](#)
5. [Review Declarative Design](#)
6. [Refresh Your Design Testing Skills](#)
7. [Explore Salesforce Lightning Design System](#)

Target Audience

- Role: Designer
- Level: Intermediate

Assumptions

Trailblazer may know...

- Key Salesforce Terminology: Objects and Records, Chatter, List Views, Page variations
- Basics of Design Thinking and Human-Centered Design
- Understanding of App builder, standard components, SLDS
- Lightning design system. Purpose of each product cloud and generally what problems they solve

Guiding Principle

Salesforce Certified User Experience (UX) Designer candidates are aspiring or experienced designers who want to build and design solutions on the Salesforce Platform. Salesforce Certified UX Designer candidates should have a baseline knowledge of how to problem solve and design using core UX concepts, a design-minded approach, and be able to deliver those experiences using the Salesforce platform's core features. Candidates should also be able to work with customers to determine their needs and requirements using human-centered design.

Unit 1: Get Started with the Salesforce User Experience Designer Certification Prep

Learning Objectives

After completing this unit, you'll be able to:

- Describe the key topic areas of the Salesforce UX Designer Certification.
- Access resources to prepare yourself for the Salesforce UX Designer Certification.

The Salesforce User Experience (UX) Designer Certification

The Salesforce User Experience (UX) Designer credential is designed for individuals who have at least 6 months in UX design and 3–6 months' experience utilizing UX design concepts on the Salesforce Platform.

This exam covers these key topics, each making up a certain percentage of the exam.

- Discovery: 13%
- User experience (UX) fundamentals: 16%
- Human-centered design: 12%
- Declarative design: 27%
- Testing: 11%
- Salesforce Lightning Design System (SLDS): 21%

The Salesforce UX Designer exam is for candidates who are aspiring or experienced designers wanting to build and design solutions on the Salesforce Platform. Salesforce Certified UX Designer candidates should have a baseline knowledge of how to problem-solve and design using core UX concepts and be able to deliver those experiences using the Salesforce Platform's core features. Candidates should also be able to work with customers to determine their needs and requirements using human-centered design.

Preparing for the Exam

Preparing for the Salesforce UX Designer exam takes time! This module takes you through preparing for the exam. This module contains real-world scenarios, interactive flashcards, links to resources, and key topic areas to study.

Don't forget to join the Trailblazer Community, where you can ask questions, collaborate, and join groups to help you prepare for your exam.

Exam Logistics and Policies

Curious about the logistics of the exam? Here are some quick facts for you.

Recommended Experience	• At least 6 months in UX design • At least 3–6 months' experience using UX design concepts on the Salesforce Platform
Number of Questions	60
Passing Score	65%
Results	Received immediately
Cost	$200
Location	Online or at a facility in your area
Restrictions	No hard-copy or online materials can be referenced during the exam

The quality of our certification exams and the value our credentials provide is our highest priority. Protecting the security and confidentiality of our exams is essential to providing our customers with credentials that are respected and industry-leading.

As a participant of the Salesforce Certification program, you're required to accept the terms of the Salesforce Certification Program Agreement. Read the Salesforce Certification Program Agreement and Policies to take a look at some important reminders about the certification exam.

Maintain Your Certification

Once you take and pass your exam (woohoo!), how do you maintain your certification?
To maintain Salesforce Certification credentials, all certified professionals must successfully complete release maintenance exams specific to their credential. So you are required to complete a Salesforce UX Designer certification maintenance module on Trailhead once a year. If you don't complete your maintenance requirements by the completion due date, your credentials expire.

Note: If you'd like more information about certification maintenance, visit the Maintaining Your Salesforce Credential page.

What This Module Covers

This module is focused on all of the key topics, with each topic covered in its own unit. In each of the units, you learn the key areas to study for the six sections of the exam, including working through common scenarios.
Up first, dive into the exam section on discovery. Let's go!

Unit 2: Learn About Discovery

Learning Objectives

After completing this unit, you'll be able to:

- Determine what research methodology and tools should be used to design a solution.
- Demonstrate how to gather requirements.
- Describe key Salesforce UX personas and what methods they use.
- Describe how Salesforce can add value to user experiences.

Key Topics

This unit prepares you for the Discovery section of the Salesforce UX Designer exam, which makes up 13% of the overall exam. This section of the exam includes these topics.

- Research methodology and tools
- Content strategy
- Heuristic analysis
- Root cause analysis
- Personas for Salesforce clouds
- Data relationships

This unit provides a number of interactive, real-world, scenario-based questions that are a lot like the ones you'll encounter as a Salesforce UX designer. Looking at these scenarios helps prepare you to take the Discovery section of the Salesforce UX Designer exam. As you tackle the practice questions, you get immediate feedback on your answers, along with detailed information on why your answers are correct (or incorrect).

The unit also contains interactive flashcards centered around study topics that help you prepare for the Discovery section of the exam.

Exam Practice Questions

Ready to jump in? The sample tool below is not scored–it's just an easy way to quiz yourself. To use it, read the scenario, then click the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click ⬈ to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Interactive Questions

Question 1

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

A	That participant compensation is significant and that you only interview people outside of their work hours	Incorrect. Working with participants is part of the UX designer job role. Thus work should be conducted during work hours.
B	That you should always recruit the widest possible range of people for your study (even if they're entirely unrelated to the focus of the problem you're researching)	Incorrect. Research should be limited to the focus of the problem.
C	Each of your stakeholders' desired outcomes, so that you can align your findings to them as closely as possible	Incorrect. Your findings should not be dictated by stakeholder expected outcomes.
D	The aim and scope of your study, what you're exploring, and which people you plan to interview	Correct. Aim, scope, and interviewees should be taken into consideration when formulating questions.

Question 2

	Which is the best research method to help understand what people do?

A	Attitudinal	Incorrect. Attitudinal methods focus on what people say.
B	Behavioral	Correct. Behavioral methods focus on what people do.
C	Quantitative	Incorrect. Quantitative methods try to answer "How much?" or "How many?"
D	Qualitative	Incorrect. Qualitative methods try to answer "Why?" or "How?"

Question 3

Cloud Kicks is adding a new product line and asks its UX designer to conduct research to learn how its customers organize products and services. Which research method should be used?

A	Web analytics	Incorrect. Web analytics is a way of collecting and analyzing what's happening on your website.
B	A/B testing	Incorrect. A/B testing is a process of showing two variants of the same web page to different segments of visitors.
C	Card sorting	Correct. Card sorting is a UX research technique in which users organize topics into groups.
D	Eye tracking testing	Incorrect. Eye tracking is the observation and recording of eye behaviour such as pupil dilation and movement.

Question 4

Which of the following are important principles of the Salesforce personas?

A	They are tied to the users' titles and roles	Incorrect. Job titles and roles should not affect Salesforce personas.
B	They focus on users' demographic characteristics	Incorrect. Demographic characteristics are not part of the Salesforce persona formulation.
C	They are based on users' goals, behaviors, and motivations	Correct. Goals, behaviors, and motivations should all be taken into consideration of Salesforce personas.
D	They are based only on the things users do in the Salesforce platform, rather than on all of their job responsibilities	Incorrect. What users do in the Salesforce platform could change so this should not be the only factor taken into consideration.

Question 5

	Which of the following can help you integrate personas into your design and development process?

A	Send an email to the project team with all personas listed, assume priority and value will be obvious.	Incorrect. Never assume the project team can read your mind.
B	Make sure the project team focuses equally on all of the personas rather than aligning on a primary persona.	Incorrect. Designate a primary persona (or two) to help you make decisions about what updates to prioritize.
C	Encourage the project team to only focus on the revenue-generating personas first.	Incorrect. Personas should not be weighted by revenue generation.
D	Schedule a meeting with your colleagues to introduce the personas, and collaborate on writing user stories.	Correct. An introduction and user story collaboration is the best way to integrate personas into the design and development process.

Did you choose the wrong answer? Check out the table below for related study material.

Scenarios 1, 2, and 3	Review UX Research Basics to better grasp how to shape your discovery questions and learn more about the different research methods.
Scenarios 4 and 5	Explore UX Personas for Salesforce to understand how Salesforce personas are formulated and how to incorporate personas into your design and development process.

Exam Topic Flashcards

The following flashcards cover discovery. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap the card to reveal the correct answer. Click the right-facing arrow to move to the next card and the left-facing arrow to return to the previous card.

Interactive Flashcards

Card 1

Hawthorne effect	The alteration of behavior by the subjects of a study due to their awareness of being observed

Card 2

Methods that focus on what people say	Attitudinal methods

Card 3

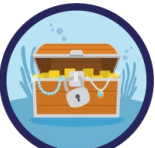| Two factors that should be taken into consideration when formulating discovery questions	- Aim: The intent of your work–what you're trying to find out - Scope: Who you're researching and how you're doing your analysis

Card 4

The visual representation of business processes	Process mapping

Did you choose the wrong answer? Check out the table below for related study material.

Flashcard 1, 2, and 3	Study up on critical user behaviors, research methods, and scope your questions by reviewing UX Research Basics.
Flashcard 4	Examine Process Mapping by studying Process Mapping for Business Analysts.

Related Badges

Looking for more information? Explore these related badges.

Badge	Content Type
User Experience Research Basics	Module
User Experience Personas for Salesforce	Module
Process Mapping for Business Analysts	Module
Innovation Solution	Module

Congratulations! You've studied up on discovery. Next, let's take a look at user experience fundamentals.

Unit 3: Review User Experience Fundamentals

Learning Objectives

After completing this unit, you'll be able to:

- Analyze how UX methods direct the user experience.
- Describe the impact of corporate branding and styling.
- Identify key design principles and tools that define an accessible and engaging experience.
- Utilize mobile UX design fundamentals.

Key Topics

This unit prepares you for the User Experience Fundamentals section of the Salesforce UX Designer exam, which makes up 16% of the overall exam. This section of the exam includes these topics.

- User Flow
- Brand identity
- Visual design
- Contrast
- Eye path tracking
- Responsive design
- Optimization for mobile

Like the previous unit, this unit contains practice scenario-based questions and flashcards.

Exam Practice Questions

Ready to jump in? The sample tool below is not scored–it's just an easy way to quiz yourself. To use it, read the scenario, then click the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click [alt text: Expand button] to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Interactive Questions

Question 1

Why is it best practice to keep prototypes as low- to mid-fidelity during the early stages of rapid prototyping?	

A	When high-fidelity design is done, the time for feedback and testing is over.	Incorrect. Feedback, collaboration, and testing should be done in every phase of prototyping.
B	Rapid prototyping involves quick feedback and iteration so high-fidelity would be a waste of time.	Correct. It is inefficient to create high-fidelity designs when ideas and feedback are fast and furious.
C	Testers are easily distracted by high-fidelity design and therefore feedback is minimal.	Incorrect. High-fidelity design is not distracting, it is just inefficient during the early phases of rapid prototyping.
D	Rapid prototyping tools are made to create only low- to mid-fidelity designs.	Incorrect. Rapid prototyping tools do not restrict design fidelity. High-fidelity design is an inefficient use of time and resources during the early stages of rapid prototyping.

Question 2

What is a key consideration for using color responsibly with accessibility in mind?	

A	Ensure there's enough contrast between adjacent colors.	Correct. Adjacent colors should contain enough contrast to accommodate users with visual challenges.
B	Use bright, easy-to-find colors.	Incorrect. Overly bright colors are not accessible.
C	Ensure color is the only indicator of intended meaning.	Incorrect. Color can not be the only indicator of meaning when designing for accessibility.
D	Only primary colors should be used as they are the most accessible.	Incorrect. Accessibility is not determined by use of primary colors.

Question 3

What feature does a screen reader user commonly use to navigate through a page?

A	Voice dictation	Incorrect. Voice dictation is not the most common way to navigate.
B	Tabbing through the design to find the right section	Incorrect. Tabbing is not the most common way screen reader users navigate.
C	Using the Find function	Incorrect. Command + F or Control + F is not the most common navigation tool for screen reader users.
D	Heading structure	Correct. Users who use screen readers most commonly utilize the heading structure to navigate.

Question 4

Which two of these WCAG restrictions are crucial to follow when designing animation for the web?

A	Minimal color contrast	Incorrect. The WCAG does not restrict usage of color in animations.
B	Aspect ratio of at least 600x800	Incorrect. The WCAG does not specify the aspect ratio of web animations.
C	Limited flashing or blinking	Correct. From WCAG 2.3.2, avoid any animations that flash or blink more than 3 times per second.
D	Animations longer than 5 seconds can be stopped or paused	Correct. From WCAG 2.2.2, any animations that last longer, or repeat for longer than 5 seconds must include a way to pause or stop the animation.

Did you choose the wrong answer? Check out the table below for related study material.

Scenario 1	Study rapid prototyping by reviewing App Design and Prototyping.
Scenarios 2, 3, and 4	Review accessibility by examining Designing for Web Accessibility.

Exam Topic Flashcards

The following flashcards cover user experience fundamentals. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap the card to reveal the correct answer. Click the right-facing arrow to move to the next card and the left-facing arrow to return to the previous card.

Interactive Flashcards

Card 1

Hawthorne effect	The alteration of behavior by the subjects of a study due to their awareness of being observed

Card 2

Methods that focus on what people say	Attitudinal methods

Card 3

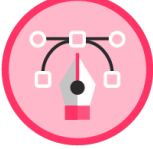| Two factors that should be taken into consideration when formulating discovery questions	- Aim: The intent of your work–what you're trying to find out - Scope: Who you're researching and how you're doing your analysis

Card 4

The visual representation of business processes	Process mapping

Did you choose the wrong answer? Check out the table below for related study material.

Flashcard 1	Learn UX tools by studying App Design and Prototyping.
Flashcard 2	Study prototyping by reviewing UX Prototyping Basics.
Flashcards 3 and 4	Review accessibility by reading Designing for Web Accessibility.

Related Badges

Looking for more information? Explore these related badges.

Badge	Content Type
App Design and Prototyping	Module
Demo Storytelling	Module
Branded Mobile Apps with Mobile Publisher	Module
Lightning Experience for Salesforce Mobile App	Module

You've reviewed the User Experience Fundamentals. Next, let's take a look at Human-Centered Design.

Unit 4: Study Up on Human-Centered Design

Learning Objectives

After completing this unit, you'll be able to:

- Incorporate human-centered design into a customer solution.
- Explain the importance of inclusive design.

Key Topics

This unit prepares you for the Human-Centered Design section of the Salesforce UX Designer exam, which makes up 12% of the overall exam. This section of the exam includes these topics.
- Journey mapping
- Development stages
- Service design
- Relationship design
- Mindsets of relationship design
- Inclusive design practices

Like the previous units, this unit contains practice scenario-based questions and flashcards.

Exam Practice Questions

Ready to jump in? The sample tool below is not scored–it's just an easy way to quiz yourself. To use it, read the scenario, then click the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click [alt text: Expand button] to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Interactive Questions

Question 1

	What are the goals of relationship design?

A	Designing for long-term use of a product.	Incorrect. Relationship design is not specifically focused on long-term use of a product.
B	Focusing on the experience a person has with a product–often a digital product.	Incorrect. Focusing on the experience a person has with a (digital) product is UX design, not relationship design.
C	Encouraging social connection, engagement, and values.	Correct. Relationship design builds on both UX design and service design by focusing on connection, engagement, and values.
D	Focusing on an organization's processes and systems that impact a user's entire journey with the organization.	Incorrect. Focusing on an organization's processes and systems that impact a user's journey is not relationship design

Question 2

	What criteria does relationship design add to the human-centered design requirements of desirability, feasibility, and viability?

A	Community, collectivity, clarity	Incorrect. Community, collectivity, clarity are not criteria of relationship design.
B	Inclusivity, sustainability, ethics	Correct. Relationship design expands the human-centered design criteria, so that products and services are made with inclusivity, sustainability, and ethics in mind.
C	Credibility, relatability, unity	Incorrect. Credibility, relatability, and unity are not criteria of relationship design.
D	Productivity, empathy, intimacy	Incorrect. Productivity, empathy, and intimacy are not criteria of relationship design.

Question 3

What is the focus of service design?

A	Improving the user's experience with a product or service.	Incorrect. Improving the user's experience with a product or service is the definition of UX design.
B	Creating a consistent brand experience for customers across distinct interactions.	Correct. The total customer experience (online, app, in-person, and so on) is the primary focus of service design.
C	Designing a viable customer service product that fits your organization's business model.	Incorrect. Service design is not about creating a customer service product that fits your business model.
D	Not causing harm to any person—even people who aren't users or customers, and especially those who have been historically marginalized.	Incorrect. While not causing harm is an important focus of all design, service design is focused on the total customer experience.

Did you choose the wrong answer? Check out the table below for related study material.

Scenarios 1, 2, and 3	Review the Explore Human-Centered Design unit to better understand the details of relationship design.

Exam Topic Flashcards

The following flashcards cover human-centered design. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap the card to reveal the correct answer. Click the right-facing arrow to move to the next card and the left-facing arrow to return to the previous card.

Interactive Flashcards

Card 1

A creative approach to solving people's problems by identifying their needs and creating solutions that meet those needs	Human-centered design

Card 2

The four mindsets of relationship design	Compassion Courage Intention Reciprocity

Card 3

They were developed with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally.	Web Content Accessibility Guidelines (WCAG)

Card 4

Two types of icons that screen readers handle differently	• Decorative: The screen reader skips over this icon. • Informational: Conveys content to the user-not skipped by the screen reader

Did you choose the wrong answer? Check out the table below for related study material.

Flashcard 1 and 2	Study up on human-centered design by reviewing Relationship Design.
Flashcard 3	Learn more about Web Content Accessibility Guidelines (WCAG) by visiting the Web Accessibility Initiative.
Flashcard 4	Examine design accessibility by reading Designing for Web Accessibility.

Related Badges

Looking for more information? Explore these related badges.

Badge	Content Type
Relationship Design	Module
Designing for Web Accessibility	Module
Salesforce Agile Basics	Module
Ethics by Design	Module

You've reviewed human-centered design. Next, let's take a look at declarative design.

Unit 5: Review Declarative Design

Learning Objectives

After completing this unit, you'll be able to:

- Describe how core Salesforce objects function, how that can affect end-user experience, and when to use and customize them.
- Explain declarative features that improve information presentation, hierarchy, and architecture in static experiences.
- Determine declarative features that improve user efficiency over a series of steps.
- Determine which global Salesforce configuration to use for optimized user flow.
- Describe options for users to access onboarding, support, and learning.

Key Topics

This unit prepares you for the Declarative Design section of the Salesforce UX Designer exam, which makes up 27% of the overall exam. This section of the exam includes these topics.

- Standard objects
- Custom objects
- Reports and dashboards
- Page layouts
- Dynamic forms
- In-app guidance
- Global elements
- Utility bar
- Path
- User engagement
- Declarative theming

Like the previous unit, this unit contains practice scenario-based questions and flashcards.

Exam Practice Questions

Ready to jump in? The sample tool below is not scored–it's just an easy way to quiz yourself. To use it, read the scenario, then click the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click ⬀ [alt text: Expand button] to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Interactive Questions

Question 1

What Salesforce declarative component can a UX designer use for on-boarding?

A	Prompt	Correct. Prompt is a declarative component to assist in on-boarding.
B	Popover	Incorrect. A popover can help on-boarding but it is a programmatic solution.
C	Setup Assistant	Incorrect. Setup Assistant can help on-boarding but it is a programmatic solution.
D	Welcome Mat	Incorrect. Welcome Mat can help on-boarding but it is a programmatic solution.

Question 2

When should a floating prompt be used?

A	When your message is longer than one sentence.	Incorrect. Prompts with multiple sentences are better consumed in a docked prompt.
B	When you want to include short, step-by-step instructions that the user can consult while they work.	Incorrect. A user cannot consult instructions and work with a floating prompt engaged.
C	When you want to embed a walkthrough video.	Incorrect. It is difficult for a user to work and watch a video in a floating prompt.
D	When your goal is to have readers acknowledge information without specifically completing an action.	Correct. Floating prompts are best used for an acknowledgement without action.

Question 3

When designing a user engagement journey, what's the difference between the message and the purpose?

A	The purpose is what you say to the user; the message is why you say it.	Incorrect. The message is what you're telling your users. The purpose is why you've chosen to communicate the message.
B	The message is what you say to the user; the purpose is why you say it.	Correct. The message is what and purpose is why.
C	The message is the tone of the guidance, and the purpose is the business value.	Incorrect. Purpose is the why, not the business value.
D	The message is a higher priority than purpose.	Incorrect. Message and purpose are both equally important.

Question 4

A marketing manager wants to create a new product object for their offerings. They ask the UX designer to visually represent all the products an account has purchased on their record page. What standard Salesforce configuration should the designer consider?

A	Create a Product to Account master-detail relationship, then add a related record of an Account to the Product record page.	Incorrect. The marketing manager did not request the Product record page to be edited.
B	Create an Account to Product master-detail relationship, then add a related list of Products to the Account record page.	Incorrect. In this case, the Account to Product master-detail relationship would not create the requested visuals.
C	Create a Product to Account lookup relationship, then add a related list of Accounts to the Product record page.	Incorrect. This would result in Accounts being listed on the Product record page which is not what was requested.
D	Create an Account to Product lookup relationship, then add a related list of Products to the Account record page.	Correct. From a UX perspective, this is the best option to visually represent all the products an account has purchased on their record page.

Did you choose the wrong answer? Check out the table below for related study material.

Scenario 1, 2, and 3	Review User Engagement to better understand declarative components, promote engagement, and journeys for user engagement.
Scenario 4	Study Data Modeling to examine Salesforce data structure.

Exam Topic Flashcards

The following flashcards cover declarative design. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap the card to reveal the correct answer. Click the right-facing arrow to move to the next card and the left-facing arrow to return to the previous card.

Interactive Flashcards

Card 1

Welcome Mat component in Salesforce	A component that provides getting started resources the first time that users log in to Lightning Experience

Card 2

Empty State feature in Salesforce	A feature replaces a blank section with instructions on next steps

Card 3

Push method versus Pull method (in user engagement)	• Push method: When users may not notice or seek out help, but would benefit from assistance • Pull method: When the user is motivated to seek help

Card 4

Two types of Salesforce prompts	• Floating • Docked

Did you choose the wrong answer? Check out the table below for related study material.

Flashcards 1, 2, 3, and 4	Study up on declarative components for user engagement by reviewing User Engagement.

Related Badges

Looking for more information? Explore these related badges.

Badge	Content Type
Path & Workspaces	Module
Salesforce Adoption Strategies	Module
User Engagement	Module
Lightning Experience Features	Module
Lightning Experience Customization	Module

Congratulations! You've studied up on declarative design. Next, let's take a look at testing.

Unit 6: Refresh Your Design Testing Skills

Learning Objectives

After completing this unit, you'll be able to:

- Plan methods for validating and testing a design with the end user.
- Describe testing techniques needed for optimal user experiences.
- Evaluate and manage design changes.

Key Topics

This unit prepares you for the Testing section of the Salesforce UX Designer exam, which makes up 11% of the overall exam. This section of the exam includes these topics.

- User validation
- Task scenarios
- Focus groups
- A/B testing
- Tree test
- Usability benchmarking
- Prototyping
- User stories
- Biases
- Feedback

Like the previous units, this unit contains practice scenario-based questions and flashcards.

Exam Practice Questions

Ready to jump in? The sample tool below is not scored—it's just an easy way to quiz yourself. To use it, read the scenario, then click the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click [alt text: Expand button] to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Interactive Questions

Question 1

	Why is usability testing important to UX designers?	

A	It allows designers to observe and record how users complete assigned tasks.	Correct. Usability testing gives designers valuable info about how users achieve tasks.
B	A product cannot go live without at least three usability tests	Incorrect. There is no minimum of usability tests that need to be performed for a product to go live.
C	Usability testing is all-encompassing and removes the need for other forms of testing.	Incorrect. Usability testing is just one of the many ways a design can be tested. It does not replace the need for further testing.
D	Usability testing is easily executed and does not require a lot of planning.	Incorrect. Usability testing is highly effective but requires extensive planning and organization.

Question 2

What two tools should a UX designer use to test that a user without a mouse can navigate and interact with a web page?	

A	Touch screen emulator	Incorrect. A touch screen emulator is not a common tool for testing a web page.
B	Keyboard	Correct. The keyboard is one of the devices that should be used to test the navigation and interaction with a web page.
C	Screen reader	Correct. A screen reader is one of the devices that should be used to test the navigation and interaction with a web page.
D	Voice dictation	Incorrect. Voice dictation software is not a common tool for testing a web page.

Question 3

	When testing for keyboard accessibility, which three of these functionalities should be verified?	

A	Keyboard focus is visible	Correct. Use the keyboard to navigate a page and confirm that a visual indicator shows the element that has keyboard focus.
B	Actionable items receive focus	Correct. If a user can click it to perform an action or hover over it to reveal information, it must accept keyboard focus.
C	Nonmodal dialogs can be navigated	Incorrect. Nonmodal dialogs cannot be navigated via keyboard. For example, pressing tab while focused in the dialog keeps focus in the dialog rather than moving it to the underlying page.
D	Interactive elements can be navigated	Correct. Verify that you can navigate all interactive elements, such as menus, modals, and panels.

Question 4

	Cloud Kicks needs an org for development, user acceptance testing, and training, without compromising the data and applications in production. Which Salesforce feature should they use to accomplish this?	

A	Production org	Incorrect. The production org should never be used for testing.
B	Full sandbox org	Correct. A sandbox is a copy of the production org (data included), used for testing and development purposes.
C	Scratch org	Incorrect. While a scratch org does allow developers to emulate different Salesforce editions with different features and preferences, it is not the best option in this scenario.
D	Developer sandbox org	Incorrect. A developer sandbox org is a testing environment with a copy of your metadata from production. However, data is not included that is needed for user acceptance testing.

Did you choose the wrong answer? Check out the table below for related study material.

Scenario 1	Review Qualitative Usability Testing to better understand how UX designers leverage usability testing.
Scenarios 2 and 3	Study Testing for Web Accessibility to learn about the testing tools used by a UX designer.
Scenario 4	Examine Data Modeling to grasp the idea of Salesforce data structure with objects, fields, and relationships.

Exam Topic Flashcards

The following flashcards cover testing. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap the card to reveal the correct answer. Click the right-facing arrow to move to the next card and the left-facing arrow to return to the previous card.

Interactive Flashcards

Card 1

Why is testing alt text with a screen reader important?	When you test with a screen reader, you find out whether your alt text was actually helpful.

Card 2

Tree testing	A way of evaluating a proposed site structure by asking users to find items based on the site's organization and terminology

Card 3

The difference between a single variant test and a multivariant test in A/B testing	• Single variant test: Compares only one difference, A vs B • Multivariant test: Compares more than one difference, A vs B vs C

Did you choose the wrong answer? Check out the table below for related study material.

Flashcard 1	Study up on design testing by reviewing Testing for Web Accessibility.
Flashcard 2	Explore how to apply UX design testing by reading Tree Testing.
Flashcard 3	Review how to apply UX design testing by studying A/B Testing.

Related Badges

Looking for more information? Explore these related badges.

Badge	Content Type
Testing for Web Accessibility	Module
Innovation Ideation & Prototyping	Module
Impact of Unconscious Bias	Module

You've reviewed Testing. Next, let's take a look at the Salesforce Lightning Design System (SLDS).

Unit 7: Explore Salesforce Lightning Design System

Learning Objectives

After completing this unit, you'll be able to:

- Describe Salesforce Lightning Design System (SLDS) and its purpose.
- Determine out-of-the-box design and configuration consistent with the look and feel of Lightning Experience.
- Utilize SLDS to create new and customized component functionality.

Key Topics

This unit prepares you for the Salesforce Lightning Design System (SLDS) section of the Salesforce UX Designer exam, which makes up 21% of the overall exam. This section of the exam includes these topics.

- Design documentation
- Framework
- Color contrast
- Design tokens
- SLDS grid system
- SLDS icon library
- Lightning components
- Iconography

Like the previous units, this unit contains practice scenario-based questions and flashcards.

Exam Practice Questions

Ready to jump in? The sample tool below is not scored—it's just an easy way to quiz yourself. To use it, read the scenario, then click the answer you think is correct. Some questions may have more than one correct answer. Click **Submit** to learn whether the answer you chose is correct or incorrect, and why. If there's a longer explanation, click [alt text: Expand button] to expand the window, then click anywhere in the window to close it. When you reach the end, you can review the answers or retake the questions.

Interactive Questions

Question 1

What aspect of systems design allows you to build for multiple uses, viewpoints, and structures?		

A	Accessibility	Incorrect. While important, accessibility is not the main focus of the systems design approach.
B	Clarity	Incorrect. Here's some clarity: The systems design approach is not primarily focused on clarity.
C	Durability	Incorrect. Durability is not the focus of the systems design approach.
D	Scalability	Correct. The systems design approach to designing a user experience is primarily focused on scalability.

Question 2

In systems design, the most important relationship is the one between which two entities?	

A	Micropatterns and macropatterns	Incorrect. Systems design is not based on the relationship between micro and macropatterns.
B	User-centered thinking and user-centered design	Incorrect. While important, the relationship between these two entities is not the foundational relationship of systems design.
C	System requirements and user requirements	Incorrect. The link between system and user requirements is not the most important relationship in systems design
D	Individual elements and the overall user experience	Correct. The foundation of systems design is recognizing that the relationships between elements are more important than the individual elements.

Question 3

	What is an example of a macropattern?	

A	Clicking next	Incorrect. The action of clicking next does not fit the definition of a macropattern.
B	Creating a record	Correct. Creating a record in Salesforce is repeatable, fits multiple record types, and represents a high-level interaction.
C	Making a button	Incorrect. Making a button is more of a micropattern than a macropattern.
D	Calculating UX debt	Incorrect. Calculating UX debt is not considered a macropattern.

Question 4

	When considering how a button relates to the rest of an established design system, what must you keep in mind?	

A	Hierarchy	Correct. When designing a new button, the existing button hierarchy must be taken into consideration.
B	Geometric shapes	Incorrect. Geometric shapes are not a consideration in how a new button relates to the current buttons in the design system.
C	Color	Incorrect. Color is important but not in relation to the design system.
D	Macro and micropatterns	Incorrect. Macro and micropatterns are not considered when relating a button to the rest of the design system.

Question 5

A UX designer has created a prototype on a sandbox containing various assets from the SLDS, such as icons and buttons. It will be developed using Lightning components. After reviewing, the customer requests the colors be changed to their company's brand colors.
Which feature should the designer recommend?

A	Loading custom SVGs	Incorrect. Loading a custom SVG is not efficient or scalable.
B	Styling hooks	Correct. Styling hooks are placeholders in the SLDS style sheet.
C	Standard SLDS classes	Incorrect. A SLDS class would not work to meet the requirements.
D	Custom CSS classes	Incorrect. While custom CSS classes would work, they are not as scalable as other options.

Did you choose the wrong answer? Check out the table below for related study material.

Scenarios 1, 2, and 3	Examine the Systems Design with the Lightning Design System unit to better understand the main focus of systems design.
Scenario 4	Review Lightning Design System: Buttons to learn more about Lightning Design System components.
Scenario 5	Study Styling Hooks Overview to research how to customize this SLDS component with your own style.

Exam Topic Flashcards

The following flashcards cover the SLDS. Use these interactive flashcards to brush up on some of the key topics you'll find on this part of the exam.

Read the question or term on each card, then click or tap the card to reveal the correct answer. Click the right-facing arrow to move to the next card and the left-facing arrow to return to the previous card.

Interactive Flashcards

Card 1

True or false? Web accessibility guidelines permit the use of color alone to convey information.	False. SC 1.4.1 guideline in WCAG 2.0 asserts to make sure states are never indicated by color alone.

Card 2

Six interaction states for which all designs must have specifications	Default Focus Hover Disabled Pressed Active

Card 3

Settings = gear Email = envelope These are examples of what design term?	Affordances (part of an element that people recognize and associate with the actions they can take)

Card 4

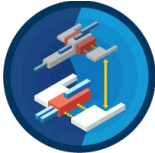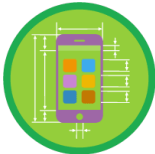| Design tokens	The visual design atoms of the design system (specifically, they are named entities that store visual design attributes)

Card 5

The two types of dialogs in the Lightning Design System (according to the global focus guidelines)	• Modal dialog • Non-modal dialog

Did you choose the wrong answer? Check out the table below for related study material.

Flashcards 1, 2, and 3	Study up on design guidelines and specifications by reviewing Systems Design with the Lightning Design System.
Flashcard 4	Review the components of the Salesforce Lightning Design System (SLDS) by examining Lightning Design System: Design Tokens.
Flashcard 5	Examine the Lightning Design System specifics by studying the Global Focus Guidelines.

Related Badges

Looking for more information? Explore these related badges.

Badge	Content Type
[Lightning Design System Basics](#)	Module
[Systems Design with the Lightning Design System](#)	Module
[User Experience Prototyping Basics](#)	Module
[Lightning Web Components Basics](#)	Module

Congratulations. You've covered all of the Salesforce UX Design Certification test material in this badge.

You've reviewed all of the sections of the exam.

- Discovery
- UX Fundamentals
- Human-Centered Design
- Declarative Design
- Testing
- SLDS

Good luck on your exam!