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NEW QUESTION: 1

Which one of the following is NOT a human-centred quality objective for a next-generation cash machine?

- A. Users must be able to withdraw money twice as quickly as before
- B. Users must have a feeling of complete privacy when using the cash machine
- C. Only users with a genuine bank card must be allowed to withdraw money Fake or stolen bank cards must be retained by the cash machine.
- D. Users who are blind must be able to withdraw money without help from another person
- E. Users must be able to withdraw money with any valid national or foreign bank card
- F. Users who request a receipt must be able to understand it

Answer: C (LEAVE A REPLY)

Explanation

Humancentred quality objectives

The goals that are to be achieved for the user of an interactive system when developing the interactive system.

Notes:

1. Human-centred quality objectives relate to one or more of the following components of human-centred quality: usability, accessibility, user experience and avoidance of harm from use.

Examples of human-centred quality objectives:

- 1. Travelers to the US must be able to pass through immigration twice as quickly as before (usability, efficiency).
- 2. Blind users must be able to recognise and understand the content of the website (accessibility).
- 3. Users must have a feeling of complete privacy when using the electronic voting booth (user experience).
- 4. When using a system for creating prescriptions, the user must not be able to prescribe drugs that are incompatible with each other (avoidance of harm from use)

NEW QUESTION: 2

Choose three true statements on story boards.

- A. Low-fidelity prototypes are based on use scenarios and storyboards.
- B. Storyboards can NOT be used to illustrate a current user experience.

- C. A storyboard mainly depicts personas as illustrations
- D. The purpose of a storyboard is NOT similar to the purpose of a use scenario.
- E. A storyboard is a comic book style representation of a use scenario.
- F. A sequence of visual frames illustrating the interplay between a user and an envisioned interactive system.

Answer: A,E,F ([LEAVE A REPLY](#))

NEW QUESTION: 3

You have been asked to conduct a usability test of a car rental website. Which one of the following is NOT an appropriate task for the usability test?

- A. Cancel a reservation that you had previously made
- B. What is the charge for renting a GPS?
- C. Rent a compact car from London Heathrow Airport. You need to collect the car tomorrow morning at 9 and return it to the same location, 4 days later at noon
- D. Rent a car that meets your needs from a location and for a period that suits you and your budget
- E. Find a phone number that you can call to talk to someone about your rental contract
- F. Tell me what you think of the website's home page

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which three of the following deliverables are created during the activity "Understand and specify the context of use"?

- A. User needs
- B. Description of the context of use
- C. Personas
- D. As-is scenarios
- E. User requirements
- F. Low-fidelity prototype

Answer: B,C,D ([LEAVE A REPLY](#))

Explanation

Context of use = A combination of users, goals, tasks, resources, and environments.

The purpose of "Analysis: understand and specify the context of use" is to understand and describe who the users are, what they do, what problems they have, and what their needs are, with respect to the planned interactive system. To understand users and their needs, we can observe users performing tasks, interview users and conduct focus groups. The context of use is described in user group profiles and personas (who are the users), as-is scenarios (how do users currently do tasks), task models (details about what the tasks are) and user journey maps (how users interact with the interactive system and the organisation providing it)

NEW QUESTION: 5

Which one of the terms below best characterises the following description?

Elena Montgomery, Human Resources Coordinator, Fluid Pharmaceuticals

Elena is 35 years old. She shares an apartment with her boyfriend of 4 years - they have no children. Her favourite pastimes are dancing tango and preparing wonderful tapas. She speaks conversational Spanish.

Elena spends most of her day processing forms that are needed to hire, transfer, or discharge employees in the Marketing department. If something is incomplete or unclear, she takes the time she needs to find the answer. She is an expert in all relevant forms and procedures.

Elena's goals: Advance in HR, excellence through accuracy; helpfulness; do not fall behind.

- A. Prototype
- B. Persona
- C. As-is scenario
- D. Use scenario
- E. User group
- F. User group profile

Answer: B (LEAVE A REPLY)

Explanation

The context of use is described in user group profiles and personas (who are the users), as-is scenarios (how do users currently do tasks), task models (details about what the tasks are) and user journey maps (how users interact with the interactive system and the organisation providing it).

A user group profile is a generalised description of a collection of users with the same or similar personal characteristics and context of use related to the interactive system.

A persona is a description of a fictitious but realistic user and what he or she intends to do when using the interactive system.

An as-is scenario is a narrative text description of the procedure a specific user currently follows to complete one or more tasks, A task model is a list of subtasks for each task which the user has to complete to reach their goals. Task models help the design team to design the right solution for each task. User journey maps provide an overview of the touchpoints where users interact with the interactive system and the organisation providing the interactive system. They help stakeholders and user experience professionals understand and optimise the user experience.

A user group profile is a generalised description of a collection of users with the same or similar personal characteristics and context of use related to the interactive system.

A persona is a description of a fictitious but realistic user and what he or she intends to do when using the interactive system.

The main purpose of personas and as-is scenarios is to identify user needs and make it easier for designers, developers and other stakeholders to understand who the users are, what they do, what their obstacles are, and to facilitate discussions within the design team.

NEW QUESTION: 6

Fill in the blanks:

The first activity in a usability test is to write the_____.

This describes the purpose of the usability test and Provides_____and time estimates.

Answer:

1. Usability test plan, 2. Cost

NEW QUESTION: 7

What are qualitative user requirements?

- A. Qualitative user requirements address the way in which the system is designed
- B. Qualitative user requirements qualify the need for the user requirement in question
- C. Qualitative user requirements address the way in which the interactive system is used to arrive at a user goal
- D. Qualitative user requirements set measurable design on quantitative user requirements
- E. Qualitative user requirements set measurable goals for usability and user experience.
- F. Qualitative user requirements provide a basis for the design of the interactive system and can be verified by evaluating the interactive system.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

The stage FIRST SKETCHES involves - choose four:

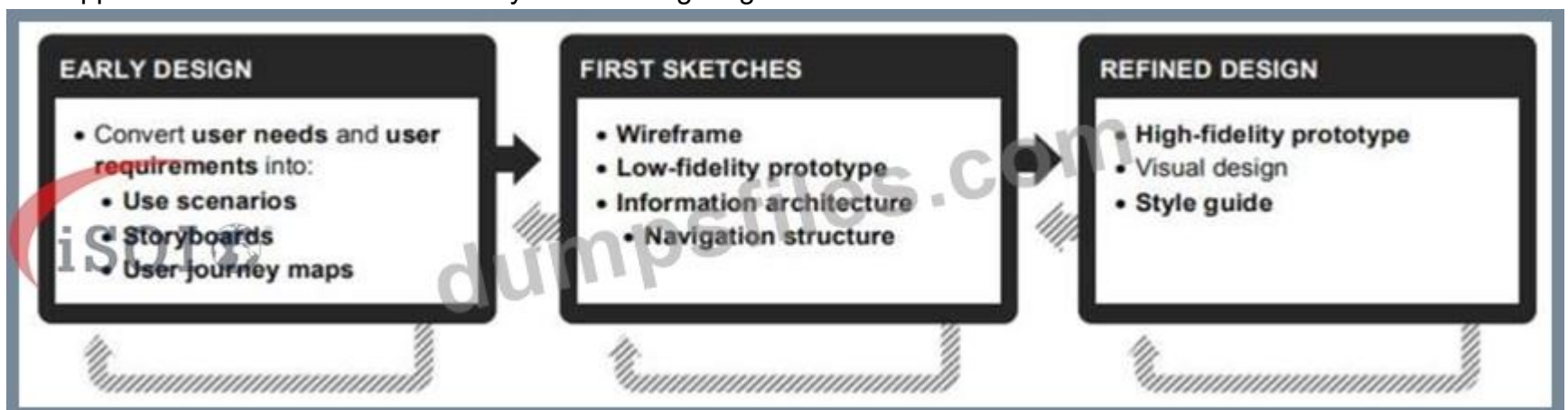
- A. Wireframe
- B. Storyboards
- C. Low-fidelity prototype
- D. Information architecture
- E. Navigation structure
- F. Style guide

Answer: ([SHOW ANSWER](#))

Explanation

The purpose of "Design: produce design solutions to meet user requirements" is to convert user needs and user requirements into a working interactive system - that is, a design solution. Deliverables from the analysis of the context of use, such as user groups, as-is scenarios and personas are also used. The conversion considers dialogue principles, heuristics, style guides and design concepts like affordance and mental models as described in section 6.1. Design patterns are existing design solutions that have been shown to work for users and can therefore be reused in the designs of new interactive systems.

The approach is iterative as indicated by the following diagram:



NEW QUESTION: 9

Which one of the following statements best characterises a usability inspection?

- A. An evaluation that involves representative users performing specific tasks with the interactive system to enable identification of usability problems

- B. An examination (inspection) of the results of a contextual interview
- C. A focused discussion where an inspector leads a group of participants through a set of questions on a particular topic
- D. An evaluation of an interactive system where experts identify potential usability problems
- E. An evaluation of a storyboard
- F. A meeting where designers brainstorm ideas for a new interactive system

Answer: D (LEAVE A REPLY)

NEW QUESTION: 10

Fill in the blank:

Observation is a method for gathering _____ relating to user needs in which an observer watches users who carry out tasks that are related to the interactive system.

Answer:

1. contextual information

NEW QUESTION: 11

The stage EARLY DESIGN involves converting user needs and user requirements into - choose three:

- A. Use scenarios
- B. User journey maps
- C. Storyboards
- D. Style guide
- E. Low-fidelity prototype
- F. Wireframe

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 12

Choose two statements about card sorting that are correct

- A. A method for structuring information - such as menus in a navigation structure - that involves writing key concepts onto different cards and asking users to sort these cards into groups.
- B. Card sorting is developed to order viable sorting algorithms
- C. Ordering cards with correspondence to predictable contextual needs of the user and to commonly accepted conventions.
- D. Card sorting can be used to create a human-centred navigation structure.
- E. Card sorting is helpful to create a heuristic evaluation of a low-fidelity prototype
- F. Card sorting is helpful to create story boards

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 13

Which two of the following are part of the information architecture?

- A. Style guide
- B. User interface guidelines
- C. Specification of graphic design

- D. The words used in the user interface, for navigation and content
- E. Wireframe
- F. Content hierarchy

Answer: (SHOW ANSWER)

Explanation

The information architecture and the navigation structure are developed in parallel with the prototypes. From a human-centred point of view, the information architecture is the naming and structuring of the information that is accessible to users.

The navigation structure is the logical organisation of the screens, pages and windows that comprise the user interface - that is, the links and menus that enable users to get from one set of information to another.

NEW QUESTION: 14

Which one of the following statements does NOT illustrate an important principle for the human-centred design of a new e-commerce website?

- A. "We include management throughout our design process and ask them to approve the needs of our users"
- B. "The results of the most recent usability test showed that we haven't fully understood the user needs, so we need to interview more users"
- C. "We include users throughout our design process"
- D. "We continue to do usability evaluation until user requirements have been met"
- E. "The design also addresses what happens before and after users use the new website, for example, promotional ads in other media, and emails that users receive after completing a purchase"
- F. "During interviews, prospective users came up with suggestions for all kinds of interesting features for the new website. Whenever this happened, we gathered feedback on those suggestions from other users"

Answer: A (LEAVE A REPLY)

NEW QUESTION: 15

Which three of the following deliverables are created during the activity "Produce design solutions to meet user requirements"?

- A. User requirements
- B. User experience project plan
- C. Use scenarios
- D. High-fidelity prototypes
- E. Storyboards
- F. Evaluation reports

Answer: (SHOW ANSWER)

NEW QUESTION: 16

The stage REFINED DESIGN involves- choose three:

- A. Use scenarios
- B. Navigation structure
- C. High-fidelity prototype

- D. Visual design
- E. Style guide
- F. User journey maps

Answer: C,D,E ([LEAVE A REPLY](#))

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NEW QUESTION: 17

For an internal demonstration, one of your colleagues has sketched a new ordering system on a few sheets of paper. Each sheet represents a screen. The contents of the screens are hand-drawn and incomplete. Your colleague changes the screens when someone "clicks" on a button by touching it with a pencil. Which one of the following terms best describes this sketch?

- A. Wireframe
- B. Low-fidelity prototype
- C. Storyboard
- D. User interface guideline
- E. High-fidelity prototype
- F. Style guide

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 18

Which one of the following terms best characterises the drawing below?



- A. Design pattern
- B. Persona
- C. Use scenario O
- D. Style guide
- E. Storyboard
- F. Wireframe

Answer: ([SHOW ANSWER](#))

Explanation

The drawing cannot be a design pattern as suggested by answer A.

According to the Glossary, a design pattern "describes a design problem, a solution, and where this solution has been found to work". The question does not contain a description of a design problem.

NEW QUESTION: 19

Which one of the following statements best characterises a usability test?

- A. A moderated, problem-oriented discussion between representative users
- B. An expert carefully evaluates the interactive system to uncover usability problems
- C. Representative users are asked to give their opinion about the interactive system
- D. Representative users evaluate the interactive system using a questionnaire
- E. Representative users are observed while they solve representative, given tasks using the interactive system
- F. Representative users test the interactive system in order to find faults and defects

Answer: ([SHOW ANSWER](#))

Explanation

Usability tests may occur at any time during the human-centred design process, from early analysis through interactive system delivery and beyond. Usability tests may be based on paper sketches or display mock-ups, as well as on interactive systems under design and completed interactive systems.

A usability evaluation that involves representative users performing specific tasks with the interactive system to enable identification and analysis of usability problems, or the measurement of effectiveness, efficiency, and user satisfaction.

NEW QUESTION: 20

Usability is a part of the user experience as defined in CPUX-R What does usability here consists of?

- A. Efficiency
- B. Product, placement and price
- C. Satisfaction
- D. Interaction with social media
- E. Cultural neutrality
- F. Effectiveness

Answer: A,C,F (LEAVE A REPLY)

Explanation

See page 12 in https://uxqb.org/wp-content/uploads/documents/CPUX-F_EN_Curriculum-and-Glossary.pdf User experience A user's perceptions and responses that result from the use and/or anticipated use of an interactive system.

Notes:

1. Users' perceptions and responses include the users' emotions, beliefs, preferences, comfort, behaviours, and accomplishments that occur before, during and after use.
2. User experience is a consequence of brand image, presentation, functionality, system performance, interactive behaviour, and assistive capabilities of the interactive system. It also results from the user's internal and physical state resulting from prior experiences, attitudes, skills, abilities and personality; and from the context of use.
3. Usability criteria can be used to evaluate aspects of user experience.
4. Usability is mainly about the interaction with the interactive system. User experience also takes into account what happens before and after the interaction through to final use and recollections of use. See the examples below.
5. User experience is mainly about satisfaction and fulfilment of expectations.
6. User experience is often referred to as UX.
7. The following figure shows the relationship between user experience and usability. Usability is effectiveness, efficiency and satisfaction during actual use, while user experience is the satisfaction or dissatisfaction during anticipated use, actual use and after use.

NEW QUESTION: 21

8. Gerry works in a bank. One of his responsibilities is to check the amount of cash in the cash machine and reload it to the required level. He does this each morning and on Friday afternoons, in preparation for the weekend. Which one of the following best describes Gerry?

- A. Not a user of the cash machine since he does not withdraw money
- B. A primary user of the cash machine
- C. A secondary user of the cash machine
- D. An indirect user of the cash machine
- E. A stakeholder in the cash machine who is not a user
- F. A user of the cash machine who is not a stakeholder

Answer: A (LEAVE A REPLY)

Explanation

Primary user

A user who uses the interactive system for its intended purpose.

Examples of primary users:

1. A bank customer who uses a cash dispenser to withdraw money is a primary user of the cash dispenser.
2. A call centre operative who uses a reservation system to reserve cars for customers is a primary user of the reservation system.

Secondary user

A user who carries out support tasks with the interactive system, for example to maintain it or to train primary users.

Note: 1.

Secondary users - in particular maintenance staff - typically interact with a different user interface than primary users.

This user interface also requires context analysis and specification of user requirements to be usable.

Examples of secondary users:

1. A user who prints a document on a printer is a primary user of the printer. When the same user a moment later changes the ink on the printer, he or she is a secondary user of the printer.
2. A bank employee who restocks a cash dispenser with cash is a secondary user of the cash dispenser.
3. A trainer who teaches a call centre operative how to use a car reservation system is a secondary user of the reservation system.

Indirect user

A user who uses the output of the interactive system, but who does not interact directly with the interactive system.

Examples of indirect users:

1. A bank customer who receives a paper or electronic statement is an indirect user of the bank's computer system.
2. A customer who contacts the call centre to reserve a car is an indirect user of the computer system used by the call centre operative to make the reservation

NEW QUESTION: 22

Which one of the following methods is most useful in helping to develop the navigation structure of a new website?

- A. Focus group
- B. Heuristic evaluation of a high-fidelity prototype
- C. Storyboard
- D. Contextual interview
- E. Heuristic evaluation of a low-fidelity prototype
- F. Card sorting

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 23

If a user's mental model of an interactive system is incomplete or contradictory,

- A. then the user can still easily use the interactive system.
- B. then the user will have to learn to easily use the interactive system.
- C. then the user cannot easily use the interactive system.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 24

What is a usability finding? Select two

- A. A usability problem
- B. A usability requirement
- C. Something that users liked - that is, a positive usability finding.
- D. A usability priority
- E. Something that the users would like to add
- F. The evaluation of the liking of color patterns

Answer: (SHOW ANSWER)

Explanation

See slide 48 in https://uxqb.org/wp-content/uploads/documents/CPUX-F_EN_Curriculum-and-Glossary.pdf

NEW QUESTION: 25

Fill in the blanks;

A user experience professional is a professional who has one or more of the following responsibilities in a project:

1. Planning and managing the _____ design process;
2. Identifying and describing the _____;
3. Deriving the _____ requirements;
4. Creating the _____ architecture and the navigation structure;
5. Defining and conceiving the interaction between humans and the interactive system based on the context of _____; use and the
6. Designing the graphic part of the _____;
7. Carrying out _____ of user interfaces in various stages of realisation See answers below.

Answer:

1. human-centred
2. context of use
3. user
4. information
5. user requirements
6. user interface
7. usability evaluations or usability evaluation

A user experience professional is a person who has specific responsibilities associated with the human-centred quality of an interactive system.

Their responsibilities include analysis of the context of use, specifying user requirements, producing design solutions - in particular prototypes - and carrying out usability evaluations.

NEW QUESTION: 26

Which one of the following statements best describes the purpose of a focus group?

- A. To gather focused information from a group of users in a usability test session
- B. To gather contextual information relating to user needs without interfering with users' work
- C. To collect contextual information relating to user needs by talking to users with particular focus on a user group
- D. To gather ideas for personas and scenarios

E. To discuss a set of questions on specific topics

F. To evaluate an interactive system

Answer: (SHOW ANSWER)

Explanation

Focus group

A focused discussion where a moderator leads a group of participants through a set of questions on specific topics.

Note: 1.

Do not use focus groups for usability evaluation. Focus groups are about attitude and opinion. In comparison, usability tests are about observing actual user behaviour.

NEW QUESTION: 27

Pick which are subtasks:

A. Rent a car

B. Cancel a car rental reservation

C. Register on a car rental website

D. Log in to a car rental website

E. Enter the password

F. Book a flight

Answer: (SHOW ANSWER)

Explanation

A subtask does not in itself achieve a goal from the user's point of view but is a necessary decision or action to reach the user's goals.

NEW QUESTION: 28

Choose the correct order for the human-centred design activities:

1. Design solution meets user requirements

2. Specify the user requirements

3. Analysis: Understand and specify the context of use

4. Evaluate the design and organisational requirements

5. Produce design solutions to meet user requirements

6. Plan the human-centred design process

7. Design solution meets user requirements

A. 6. 3. 2. 5. 4. 7. 2 or repeat

B. 6. 3. 2. 1. 5. 4. 7 or repeat

C. 6. 3. 2. 1. 4. 5. 7 or repeat

D. 6. 2. 3. 1. 5. 4. 7 or repeat

E. 6. 3.2.4.5. 1.7 or repeat

F. 1. 3. 2. 6. 5. 4. 7 or repeat

Answer: B (LEAVE A REPLY)

NEW QUESTION: 29

What are dialogue principles?

- A. Dialogue principles and heuristics are general guidance for the design of the system architecture.
- B. Dialogue principles and heuristics are general guidance for the design of usable dialogues.
- C. Dialogue principles and heuristics are general guidance for the design of usable boot technologies.
- D. Dialogue principles and heuristics are general guidance for the design of usable programming interfaces

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 30

Which two of the following are frequently used usability evaluation methods?

- A. Creating personas
- B. Contextual interviews
- C. Information architecture analysis through card sorting
- D. Creating a storyboard
- E. Heuristic evaluation
- F. Remote usability testing

Answer: E,F ([LEAVE A REPLY](#))

NEW QUESTION: 31

Which one of the following usability findings, on a website that sells train tickets, indicates a problem with satisfaction?

- A. Users spontaneously said that they considered the animated ads that appear in the right-hand side of most pages annoying
- B. Users liked the modern look of the website
- C. When asked to purchase tickets to Worcester, about 25% of the users gave up because they were unable to spell Worcester correctly and the search for station names was not error tolerant
- D. All users were able to purchase return tickets from Oxford to London very quickly
- E. Users with limited vision spent a lot of time reading the tiny fonts used on the website
- F. Only 2 out of 12 users were able to figure out how to obtain a refund for a ticket that they had purchased previously

Answer: ([SHOW ANSWER](#))

Explanation

Satisfaction

The extent to which the user's physical, cognitive and emotional responses that result from the use of an interactive system meet the user's needs and expectations.

Notes:

1. Effectiveness and efficiency may influence satisfaction. For example, low effectiveness or low efficiency may lead to low satisfaction. Satisfaction may influence effectiveness and efficiency. For example, frustration may cause users to quit a task, which influences effectiveness.
2. Satisfaction is often measured using a questionnaire. See the examples in the definition of questionnaire.
3. The difference between satisfaction and user experience is that satisfaction results from use, while user experience results from discovering, adopting and using the interactive system, through to final use and recollections of use. In addition, user experience can be influenced by more than just use, for example brand image, price and opinion of others, but it is still related to actual or imagined use.

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NEW QUESTION: 32

Fill in the blank:

A Usability evaluation report is a document reporting the results of a usability test, a _____ or a user survey.

Answer:

1. usability inspection

Explanation

Usability evaluation

A process through which information about the usability of an interactive system is gathered in order to improve the interactive system (known as formative usability evaluation) or to assess the merit or worth of an interactive system (known as summative usability evaluation).

Note:

1. Usability evaluation is a common term for
 - a. Usability test;
 - b. User survey;
 - c. Usability inspection.

NEW QUESTION: 33

Choose all that apply - Interview questions should be:

- A. Aiming for simple yes or no
- B. Open rather than closed
- C. Entertaining
- D. Open minded for alternative cultural aspects
- E. Neutral rather than leading
- F. Strictly on topic rather than off topic

Answer: (SHOW ANSWER)

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