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QUESTION 1

The service team at Cloud Kicks has complained about the quantity of list views available, making it hard find the relevant ones. In which two ways should their experience be improved? Choose 2 answers

- A. Request users to create and share their list views.
- B. Share list views to Public Groups and only add relevant users.
- C. Remove irrelevant public list views.
- D. Recommend using related lists instead of list views.

Correct Answer: CD

QUESTION 2

Users from a small group within a Sales team have complained about an object that is often used only by team that has not been added to their Lightning app. Due to the small volume of users, the administrator is not considering creating a new app for them.

Which two Salesforce feature should be suggested to improve the end-user experience?

Choose 2 answers

- A. Favorite the often-used object.
- B. Add the object's related list to the Home page.
- C. Personalize the navigation bar.
- D. Create a custom component on a Dashboard.

Correct Answer: CD

QUESTION 3

A sales representative wants to personalize their own user experience.

Which two recommendations should be made to provide more intuitive access regularly used content?

Choose 2 answers

- A. Personalize the Navigation bar.
- B. Set up Quick Links in the Utility bar.
- C. Customize the Home page experience.
- D. Create shortcuts Favorites.



Correct Answer: AB

QUESTION 4

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive. CK's UX Designer is going to conduct a usability study.

What should be one of the first steps when planning this study?

- A. Define the goals of the study.
- B. Design changes to the site.
- C. Design the information architecture.
- D. Analyze the results of the study.

Correct Answer: D

QUESTION 5

Which two considerations should be made when conducting a Consequence Scanning workshop? Choose 2 answers

- A. Consider design ramifications to prevent misuse and protect communities.
- B. Prioritize marketing opportunities when designing features of a product.
- C. Bring together a cross-function group with varied experiences.
- D. Examine a product for potential inclusivity after it has been built

Correct Answer: AD

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