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QUESTION 1

Cloud Kicks\' Sales team needs in-App Guidance for key functions and processes so they can maximum their time.

In which three ways should a UX Designer customize the Salesforce Help Menu to meet this request/

Choose 3 answers

- A. Provide the user with a site map of all the content.
- B. Add links to printable tipsheets or training videos.
- C. Create a just-in-time pop-up content based on new feature rollouts.
- D. Provide access to specific Trailhead or MyTrailhead content.
- E. Add links to a company dictionary or glossary of key terms.

Correct Answer: ACE

QUESTION 2

Cloud Kicks (CK) has already identified its user personas. The UX Designer wants to synthesize what CK knows about the users so that a shared understanding is created with the rest of the organization.

Which tool should be used to share this insight?

- A. A/B Testing
- B. Full Recorded Interviews
- C. Empathy Map
- D. Heuristic Review

Correct Answer: D

QUESTION 3

A Ux designer has been asked to improve salesforce adoption among sales representatives at cloud kicks after conducting stakeholder and user interviews the designers finds there is no clear consistent sale process What should the designer do next

- A. Tell the customer they need to improve operations before anywork can be done
- B. lock the findings and move forward with presenting possible solutions
- C. recommend field level validation to ensure users are entering the correct data
- D. conduct aworkshop with stakeholders to align on correct state and build consenses



Correct Answer: D

QUESTION 4

A UX Designer is creating a site for delivery within Builder for a customer who has strict requirements is stay focused on out-of-the-box styling and components only.

Which three methods would deliver a branded experience?

Choose 3 answers

- A. Select a footer and configure which social media links to display.
- B. Display custom variations of pages based on user behavior.
- C. Select a theme and customize content including copy and imagery.
- D. Use the theme editor to adjust fonts, text case, colors, and site logo.
- E. Create flexible layouts for pages with unique background images.

Correct Answer: ABE

QUESTION 5

A UX Designer at Cloud Kicks is planning out the company's website redesign using Experience Cloud and will help guide discovery.

Which three outputs of the discovery process should be prepare? Choose 3 answers

- A. User Personas
- B. Journey Maps
- C. interactive Prototypes
- D. High-Level Wireframes
- E. High-Fidelity Mock-ups

Correct Answer: ABD

For the UX Designer at Cloud Kicks, the three outputs of the discovery process that should be prepared are User Personas, Journey Maps, and High-Level Wireframes. User Personas are fictional characters that represent a target audience for the website, and are used to help guide the website design. Journey Maps are diagrams that illustrate the user's experience as they navigate the website, and provide insights into how the user interacts with the website. High-Level Wireframes are simple sketches of the website layout, and are used to organize the website's content and design elements. Interactive Prototypes and High-Fidelity Mock-ups are not necessary outputs of the discovery process, as they are more detailed representations of the design that come later in the design process. For more information, see the Salesforce Experience Cloud documentation (https://help.salesforce.com/articleView?id=experience_cloud_overview.htm&type=5).



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