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QUESTION 1

Cloud Kicks marketing development representatives need to process incoming leads. Understanding the typical lead to opportunity is essential to the design.

Which three new records would typically be created when they convert a lead?

Choose 3 answers

- A. Contact
- B. Activity
- C. Converted Lead
- D. Account
- E. Opportunity

Correct Answer: ACE

QUESTION 2

The UX Designer at Cloud Kicks is asked to make the website size and content adapt to the screen size, platform and orientation.

Which design should the design use?

- A. Responsive
- B. Refactored
- C. Reactive
- D. Proactive

Correct Answer: A

QUESTION 3

A UX Designer at Cloud Kicks (CK) recommends a Salesforce Console application for CK's service representatives. The service representatives work on multiple support cases hour, accessing them via queues, calls, or livechat. Which console navigation feature would NOT be relevant to the designer recommendation?

- A. More than one detail item can be open at a time.
- B. Multiple subtabs can be beneath a single parent record.
- C. A split list of records and individual record detail can see on the same screen.
- D. Service representatives with lower resolution monitors will have a better user experience.



Correct Answer: B

QUESTION 4

What are Salesforce core design principles when making design decisions?

- A. Emphasis, Alignment, Consistency, Beauty
- B. Clarity, Efficiency, Consistency, Beauty
- C. Emphasis, Efficiency, Repetition, Proportion
- D. Clarity, Efficiency, Balance, Proportion

Correct Answer: B

QUESTION 5

Users from a small group within a salesteams have complained about an object that is often used only by them that has not been a edit to their lighting app due to small volume of users the administrator is not considering a new app for them

Which two salesforce features should be suggested to improve the end-user experience ?

- A. Favorite the often used object
- B. add the objects related list to the home page
- C. personalized the navigation bar
- D. create a custom component on a dashboard

Correct Answer: CD

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