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QUESTION 1

A UX Designer is asked to design a new application built on Salesforce. What should be their first step?

- A. Create branding sets for each audience using Experience Builder.
- B. Find and review relevant AppExchange packages.
- C. Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.
- D. Design a series of custom web component for the app.

Correct Answer: C

QUESTION 2

A UX Designer needs to create a visual representation of a user's series of steps to achieve a meaningful goal.

Which UX design method should be used?

- A. User Persona
- B. Site Map
- C. Lightning Flow
- D. User Flow

Correct Answer: A

QUESTION 3

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 4

How would a UX Designer Differentiate between voice and tone?

- A. Voice reflects the expression and tone is the way one designs.
- B. Voice reflects the character and tone is one's strength.
- C. Voice reflects the frequency and tone is one's pitch.
- D. Voice reflects the personality and tone is the way one speaks.

Correct Answer: A

QUESTION 5

A UX Designer is designing a Service Cloud implementation for service representatives who should be able to view the history of cases that a specific customer has submitted. Which hierarchy of information should the representative go through to view that list?

- A. All Contacts > Contact Detail > Account Detail > Case Related List
- B. All Contacts > Contact Detail > Case Related List > Account Detail
- C. All Cases > Case Detail > Contact Detail > Account Related List
- D. All Accounts > Account Detail > Contact Detail > Case Related List

Correct Answer: C

QUESTION 6

What are two benefits of inclusive design? Choose 2 answers

- A. Removing the need for 508 compliance
- B. Extending access to more users
- C. Reducing friction for users in achieving their goals
- D. Tailoring a solution to one type of user

Correct Answer: BC

Inclusive design is a practice of designing products, services, and experiences that are accessible and usable for as many people as possible, regardless of ability, age, gender, race, language, or culture. By incorporating inclusive design practices, you can extend access to more users and reduce friction for users in achieving their goals. Salesforce provides more information on the benefits of inclusive design here: <https://www.salesforce.com/blog/2020/11/what-is-inclusivedesign.html>.



QUESTION 7

A UX Designer wants to use the Salesforce Lightning Design System (SLDS) to create consistent user interface across Cloud Kicks\' various platforms. On which three platforms could the designer use SLDS resources? Choose 3 answers

- A. Android
- B. Visualforce
- C. Heroku
- D. MuleSoft
- E. Azure

Correct Answer: BDE

QUESTION 8

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 9

Cloud Kicks wants to drive engagement on its website. Which two Salesforce features should boost engagement?

Choose 2 answers

- A. Einstein Bots
- B. Automated Invitations
- C. MyTrailhead
- D. Salesforce Connect

Correct Answer: CD



QUESTION 10

A UX Designer is in the process of designing a new page layout for a custom object in Salesforce. How should the designer ensure the best end-user experience?

- A. Include all potentially useful fields.
- B. Make field labels and API names identical.
- C. Mark all fields as required.
- D. Group similar fields using sections.

Correct Answer: D

QUESTION 11

A UX Designer is considering the design of a record creation screen for the custom object Appointment.

Appointment records have to record types: Virtual and In-Person, Virtual appointments may have different virtual meeting software options, each with fields specific to it.

Which two considerations should be made when creating this record using Dynamic Forms? Choose 2 answers

- A. The use of tabs when creating the record is not allowed.
- B. The form will not be available on mobile devices.
- C. All software option sections of the form will always be visible.
- D. Fields can be organized into sections.

Correct Answer: AD

QUESTION 12

Cloud Kicks wants to implement its company colors in all UI components, like buttons and icons, using a custom themes.

How does the Salesforce Lightning Design System (SLDS) ensure the UI components align with the theme?

- A. Design tokens prefixed with "brand"
- B. JS libraries loaded from a static resource
- C. CSS Hex colors
- D. Builder panels



Correct Answer: A

QUESTION 13

Cloud Kicks has asked its UX Designer to optimize its Salesforce instance to help the IT help desk team quickly resolve queued Case. The requirements include:

1.

The ability to view their Case queue while working a particular Case.

2.

A persistent place to create Notes.

Which two Salesforce configuration features should be recommended? Choose 2 answers

- A. Docked Utility Bar
- B. List View - Split View
- C. Dynamic Forms
- D. Activity Timeline

Correct Answer: CD

QUESTION 14

During user interviews, a UX Designer discovers that the most common daily task for users is to lookfor and view commonly used reports using the global search bar.

What should be done to improve their experience?

- A. Make the global search bar bigger on every page.
- B. Update the Home page with access to commonly used reports.
- C. Add the Daily Task component to the Home page.
- D. Create a mood board to communicate the visual style of the UI.

Correct Answer: A

QUESTION 15

A UX designer wants to quickly mock up salesforce user interface experiences using a collection of prebuilt components. The designers needed salesforce lightning design systems(SLDS) resources for their designs and prototypes such as base components tokens and designs patterns

Which tool or installation should best support their needs?



- A. Lighting design systems zip
- B. sketch plugin
- C. lighting design systems unmanaged package
- D. SLDS validator

Correct Answer: B

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