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QUESTION 1

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 2

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 3

W UX wants to customer the end user\\'s Salesforce app experience.

Whichtwo administrator capabilities should be used for mobile navigation menu setup?

Choose 2 answers

A. Tab visibility is dependent on the location of the user.

B. Different menu configurations can be set for different types of users.

C. Navigation items are configure in the Salesforce Navigation Setup mode.

D. Visualforce pages and Lightning pages can be included

Correct Answer: AC

QUESTION 4

Which visual design elements should be used in corporate style and branding guidelines?

A. Typography. Color, Imagery

B. A/B Testing, Heuristics, Dairy Studies

C. Sketching, Wireframes, Storyboards

D. User Stories, Scenario, UX Reviews

Correct Answer: A

QUESTION 5

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.

What should be recommended?

A. Lightning Path component

B. Docked prompt using In-App Guidance

C. Custom video component

D. Utility bar with embedded video

Correct Answer: A

QUESTION 6

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Which two resources should help accomplish this?

Choose 2 answers

A. Lightning Design System Website

B. Local Development Server

C. Lightning Web Component Recipes App

D. Develop Center\\'s Lightning Component Library

Correct Answer: CD

QUESTION 7

A UX Designer at Cloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience.

How should the designer help mitigate pushback from developers?

A. Invite them to user testing.

B. Ask a manager or superior to do it.

C. Let them know the designer is the expert.

D. Hand them a printout of the design

Correct Answer: A

QUESTION 8

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 9

Cloud Kicks wants its Discovery team to help explain the relationships between process steps and business teams. Which types of process map should they produce?

A. SIPOC Map

B. High-Level Process Map

C. Cross-Functional Flowchart

D. Value Stream Map

Correct Answer: C

QUESTION 10

A company provides a way for customers to shop for homes and contact real estate agents online. The company\\'s
brokers use some of the Salesforce standard functionality to track home buyers.

Which three standard Salesforce objects should be used in this experience?

Choose 3 answers

A. Property

B. Lead

C. Contact

D. Opportunity

E. Address

Correct Answer: ABC

QUESTION 11

Cloud Kicks (CK) has an Unlimited EditionSalesforce org. CK\\'s UX Designer has identified that dynamic dashboards
could be a useful tool to improve org usability and experience. How many different dynamic dashboards could they
create?

A. Up to 3

B. Unlimited

C. Up to 20

D. Up to 10

Correct Answer: B

QUESTION 12

When designing a custom component that includes this clickable icon in a Lookup field:

What should be used as the alternative (alt) text?

A. Image of a search button

B. Search

C. Search button

D. Image of a magnifying glass

Correct Answer: D

QUESTION 13

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

WhichUX design method should be used?

A. User Persona

B. Site Map

C. Lightning Flow

D. User Flow

Correct Answer: A

QUESTION 14

A group of sales users needs to be guided step by step through a new process using Floating or Decked Prompts.

Their administrative team wants to the ability to see the adoption of this assistance via Reports and Dashboards.

A. in-App Guidance Prompts using myTrailhead

B. Custom build using Salesforce Flow

C. Basic In-App Guidance Prompts

D. Use the Walkthrough App from AppExchange

Correct Answer: B

QUESTION 15

A Development team is not valuing the results of a usability testing session.

How should acceptance of the results be increased?

A. Include links to best practice artides for each finding.

B. Invite team members to observe usability sessions.

C. The Development team can perform script testing.

D. Create a new prototype to demonstrate improvement.

Correct Answer: A

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