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QUESTION 1

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 2

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 3

Cloud Kicks\\' support agents need to interact with customer information stored in several different objects when handling cases submitted from their web form. In which two ways could the agent experience be made more efficient? Choose 2 answers

A. Open links in new windows when agents click on details from case widgets.

B. Use Salesforce Flow to help complete fields required for case closure.

C. Design custom Lightning Web Components for the customer to complete.

D. Complete relevant information about the customer using Lightning Record Pages.

Correct Answer: AC

QUESTION 4

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.htmandtype=5).

QUESTION 5

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

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