



USER-EXPERIENCE-DESIGNER^{Q&As}

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QUESTION 1

Cloud Kicks has identified that users are getting anxious over a multiple-step custom Screen Flow with no way of visualizing its completeness.

What should be done to improve the user experience?

- A. Replace multiple-step Screen Flow with a static vertical form.
- B. Set up a Salesforce Path with Guidance for Success.
- C. Configure cascading accordions to condense the experience.
- D. Create a Progress Indicator component that displays the flow's stages.

Correct Answer: D

QUESTION 2

Cloud Kicks (CK) is building a new community portal using Experience Cloud. CK's Designer is asked to provide examples of out-of-box functionality that will make for great customer engagement. In which three Ways Could CK's customers engage? Choose 3 answers

- A. Endorsement of skills and expertise
- B. Customize page layouts
- C. Choose personalized branding
- D. Join affinity groups
- E. Recognize peers with badges

Correct Answer: ABE

QUESTION 3

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 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 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

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