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**QUESTION 1**

Cloud Kicks has requested feature enhancements as a result of user acceptance testing.

In which three ways could the changes be effectively analyzed and implemented? Choose 3 answers

- A. Determine the change in scope and impact of each enhancement request.
- B. Develop and deploy all enhancement requests before going live.
- C. Reduce unexpected results by configuring and testing in and sandbox.
- D. Deploy enhancements with the feature and adjust scope accordingly.
- E. Create a prioritization list and perform a feasibility analysis.

Correct Answer: ABE

QUESTION 2

Cloud Kicks (CK) has already identified its user personas. The UX Designer wants to synthesize what CK knows about the users so that a shared understanding is created with the rest of the organization.

Which tool should be used to share this insight?

- A. A/B Testing
- B. Full Recorded Interviews
- C. Empathy Map
- D. Heuristic Review

Correct Answer: D

QUESTION 3

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 4

A UX Designer is using the human-centered design approach to redesign a portal that medical staff use to report on patient demographics.

Which activity should come first in the process?

- A. Observing the medical staff while they use their existing portal
- B. Estimating the cost to complete development of the portal
- C. Writing technical requirements for how the portal should function
- D. Designing a mockup of how the new portal will look

Correct Answer: A

The first activity in the process when using a human-centered design approach to redesign a portal that medical staff use to report on patient demographics should be observing the medical staff while they use their existing portal. This is a critical step in the process, as it helps to identify user needs, preferences, and behaviors so that the design of the new portal can be tailored to meet their specific needs. Observing the medical staff while they use the portal will help to identify any existing problems and highlight areas where the portal can be improved. This can include issues with usability, functionality, and accessibility. Additionally, observing how the medical staff interact with the portal can help to identify any potential areas of improvement and uncover any hidden requirements or user needs. References:

[1] <https://www.salesforce.com/blog/2019/02/human-centered-design.html>

[2] <https://uxplanet.org/human-centered-design-process-3d3d3f9a50db>

[3] <https://uxdesign.cc/human-centered-design-for-ux-designers-d4f0e741b9a9>

QUESTION 5

How should a UX designer differentiate between a voice and a tone?

- A. Voice reflects the expression and the 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

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