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QUESTION 1

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 2

Cloud Kicks (CK) is planning to roll out a refreshed version of its mobile app with some new functionality for customers.

What are two reasons why CK\\'s UX Designer would consider using an interactive prototype in this situation? Choose 2 answers.

A. To increase the speed of design compared to paper prototyping

B. To eliminate the need for journey mapping during discovery

C. To avoid added long-term cost from oversight-driven rework

D. To enable iterative feedback from the users

Correct Answer: AB

QUESTION 3

A Ux designer has been asked to improve salesforce adoption among sales representatives at cloud kicks after conducting stakeholder and user interviews the designers finds there is no clear consistent sale process What should the designer do next

A. Tell the customer they need to improve operations before anywork can be done

B. lock the findings and move forward with presenting possible solutions

C. recommend field level validation to ensure users are entering the correct data

D. conduct aworkshop with stakeholders to align on correct state and build consenses

Correct Answer: D

QUESTION 4

Cloud Kicks (CK) is going to launch a new Salesforce process for itsCustomer Service team. After Launch, CK wants to ensure the process is working well for its customer service representatives.

Which three Salesforce tools should be used to track and measure the adoption of the new process?

Choose 3 answers

A. User Engagement Dashboard and Report

B. Custom Permission Sets

C. Salesforce Surveys for user Satisfaction

D. Visualforce App

E. Chatter polls

Correct Answer: ACD

QUESTION 5

A developer is creating a Lightning Web Component (LWC) and wants to make sure the visual experience is consistent with Cloud Kicks\\' branding. The developer asks their UX Designer about the Salesforce Lightning Design System (SLDS) styling hooks.

How should the designer describe them?

A. They use standard CSS properties to directly style HTML elements.

B. They use standard CSS properties to easily style base and custom components.

C. They use custom CSS properties to directly style HTML elements.

D. They use custom CSS properties to easily style base and custom components.

Correct Answer: B

The Salesforce Lightning Design System (SLDS) styling hooks use standard CSS properties to easily style base and custom components. Salesforce documentation states that "SLDS styling hooks are CSS classes that give you access to the same styling used in the Salesforce Lightning Design System. They make it easy to style base and custom components with the same look and feel" [1].

[1] https://developer.salesforce.com/docs/component- library/documentation/lwc/lwc.use_slds_styling_hooks

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