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QUESTION 1

Cloud Kicks (CK) has finished conducting research and has synthesized the findings. CK now plans to collaboratively redesign services with stakeholders to address issues uncovered in the study.

Which process should be used?

A. Service-Blueprinting Workshop

B. Management Committee Meeting

C. Pitch Session

D. Service Usability Testing

Correct Answer: A

QUESTION 2

A sales representative needs to quickly see key fields whenever viewing an opportunity.

Which three Salesforce feature would allow fields to be available when they are viewing a record?

Choose 3 answers

A. Customer Links

B. Highlights Panel

C. Compact Layout

D. Tabs

E. List Views

Correct Answer: ADE

QUESTION 3

Which criteria should the designer consider when selecting users for testing?

A. Traits dissimilar to customer personas

B. Traitssimilar to friends and family

C. Traits similar to customer personas

D. traits of the most common demographic and ability

Correct Answer: C

QUESTION 4

A UX Designer wants to use the Salesforce Lightning Design System (SLDS) to create consistent user interface across Cloud Kicks\\' various platforms. On which three platforms could the designer use SLDS resources? Choose 3 answers

A. Android

B. Visualforce

C. Heroku

D. MuleSoft

E. Azure

Correct Answer: BDE

QUESTION 5

Cloud kicks is planning its einstein Bot implementation and has identified common issues the Bot can resolve. CK has determined thatextensive technical planning is needed for bot effectiveness and customer satisfaction

A. Training and support for planning

B. user interface planning

C. deboarding planning

D. voice and tone planning

Correct Answer: B

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3 / 3