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QUESTION 1

Cloud Kicks is planning its Einstein Bot implementation and has identified common issues the Bot can resolve. CK has determined that extensive 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

QUESTION 2

Cloud Kicks wants its users to know when a new feature is enabled or available with a short video explaining the new feature.

What should be recommended?

- A. Lightning Path component
- B. Docked prompt using In-App Guidance
- C. Custom video component
- D. Utility bar with embedded video

Correct Answer: A

QUESTION 3

A UX designer is creating a customer support site in Experience Builder that will be internationalized across the 12 different countries. Which two design considerations should be made when planning for the site?

- A. Country may read text in a different direction (right to left) vs (left to right) and layouts will need to be adjusted
- B. Country flags used as links to adjust languages provide an ideal way to switch between locals or languages for users
- C. colors may have different contrast ratios in some countries and need adjusted contrast for proper visibility by users
- D. colors may have different cultural meanings in different countries, changing the intent of UI elements

Correct Answer: AD

QUESTION 4



Cloud Kicks\\s development team is working on the build of a new custom component using VS Code. They often have new CSS classes and properties conflicting with the Salesforce Lightning Design System (SLDS).

What should simplify working with SLDS in Lightning Components?

- A. Salesforce Developer Console should be used instead
- B. SLDS Validator extension for VS Code
- C. Install SLDS creator from AppExchange
- D. Keep the SLDSStylesheet open for reference

Correct Answer: C

QUESTION 5

What are Salesforce core design principles when making design decisions?

- A. Emphasis, Alignment, Consistency, Beauty
- B. Clarity, Efficiency, Consistency, Beauty
- C. Emphasis, Efficiency, Repetition, Proportion
- D. Clarity, Efficiency, Balance, Proportion

Correct Answer: B

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