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QUESTION 1

Cloud Kicks (CK) is incorporating Relationship Design principle into its business model and customer offerings wherever possible. Choose3 answers

A. Prioritizing Innovation over copying the competition

B. Releasing Salesforce updates in managed packages over unmanaged packages

C. Reframing products in terms of user value over features and functions

D. Prioritize engagement number of impressions

E. Uncovering customer needs over broadcasting product benefits

Correct Answer: ACD

QUESTION 2

Users from a small group within a salesteams have complained about an object that is often used only by them that has not been a edit to their lighting app due to small volume of users the administrator is not considering a new app for them

Which two salesforce features should be suggested toimprove the end-user experience ?

A. Favorite the often used object

B. add the objects related list to the home page

C. personalized the navigation bar

D. create a custom component on a dashboard

Correct Answer: CD

QUESTION 3

A UX Designer is asked to design a new application built on Salesforce. What should be their first step?

A. Create branding sets for each audience using Experience Builder.

B. Find and review relevant AppExchange packages.

C. Become familiar with the Salesforce Lightning Design System (SLDS) component blueprints.

D. Design a series of custom web component for the app.

Correct Answer: C

QUESTION 4

A UX Designer presents a creative design approach to solving end-user problems, beginning with identifying their needs and ending with creating solutions that meet those needs. Which approach is being followed?

A. Salesforce Declarative Design

B. Digital Declarative Design

C. Human-Centered Design

D. User Interface Design

Correct Answer: A

QUESTION 5

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 enagement. 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

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