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QUESTION 1

A UX designer wants to quickly mock up Salesforce user interface experiences using a collection of prebuilt components. The designers needed Salesforce Lightning Design Systems (SLDS) resources for their designs and prototypes such as base components, tokens, and design patterns.

Which tool or installation should best support their needs?

- A. Lightning Design Systems ZIP
- B. Sketch plugin
- C. Lightning Design Systems unmanaged package
- D. SLDS validator

Correct Answer: B

QUESTION 2

Cloud Kicks has asked its UX Designer to optimize its Salesforce instance to help the IT help desk team quickly resolve queued cases. The requirements include:

1.
The ability to view their case queue while working on a particular case.
2.
A persistent place to create notes.

Which two Salesforce configuration features should be recommended? Choose 2 answers.

- A. Docked Utility Bar
- B. List View - Split View
- C. Dynamic Forms
- D. Activity Timeline

Correct Answer: CD

QUESTION 3

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 4

A UX Designer at Cloud Kicks is having difficulty getting its developers to see why the design changes would improve the user experience.

How should the designer help mitigate pushback from developers?

- A. Invite them to user testing.
- B. Ask a manager or superior to do it.
- C. Let them know the designer is the expert.
- D. Hand them a printout of the design

Correct Answer: A

QUESTION 5

What would it mean for the user when designing perceivable content?

- A. The content should only be visible.
- B. The content should not be visible to all senses.
- C. The content should not be visible to all senses.
- D. The content should only be audible.

Correct Answer: A

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