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QUESTION 1

A UX Designer wants to ensure new Salesforce users are given the appropriate onboarding experience. Which two on-App Guidance customizations should be used?

- A. Specify prompt scheduling
- B. Customize prompt theme
- C. Set prompt permissions
- D. Configure minimum three steps

Correct Answer: BC

QUESTION 2

What are three benefits of asking the user to think aloud during a user task? Choose 3 answers

- A. No special equipment needed
- B. Natural process
- C. Unbiased behavior
- D. Flexibility
- E. Raw stream of thought

Correct Answer: CDE

QUESTION 3

A UX Designer at Cloud Kicks (CK) is going to conduct discovery phase research to understand more about the customers' purchasing habits. They are interested in remotely observing customers' buying patterns over the course of a 2 month period.

Which research methodology should be used?

- A. Usability Study
- B. Focus Group
- C. Diary Study
- D. Survey

Correct Answer: A



QUESTION 4

Cloud Kicks (CK) 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.

Which additional element(s) would be essential?

- A. Training and support planning
- B. User interface planning
- C. Onboarding planning
- D. Voice and tone planning

Correct Answer: B

QUESTION 5

A UX Designer is asked to design a responsive page. When screen resolution changes, the content of the page should expand across columns or wrap and push it self onto new rows. Which Salesforce Lightning Design System (SLDS) utility provides the most flexible system to meet these requirements?

- A. Spacing
- B. Layout
- C. Alignment
- D. Grid

Correct Answer: D

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