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QUESTION 1

During our interview, a UX designer discovers that the most common daily task for the user is to view and commonly view reports using the global search bar for:

- A. Make the global search bar bigger on every page
- B. Update the homepage with access to commonly used reports
- C. Add the daily task component to the homepage
- D. Create the mind board to communicate the visual style of the UI

Correct Answer: B

Updating the homepage with access to commonly used reports is the best way to make sure the user can quickly access the reports they need. This could include making the global search bar bigger on every page, adding the daily task component to the homepage, or creating a mind board to communicate the visual style of the UI. Additionally, Salesforce has some great resources on designing for search, such as their Search Design Guide

[1]

and their Search Best Practices [2].

[1]

https://www.salesforce.com/content/dam/web/en_us/www/documents/salesforce-search-design-guide.pdf

[2] https://developer.salesforce.com/docs/atlas.en-us.salesforce_search_best_practices.meta/salesforce_search_best_practices/search_best_practices_intro.htm

QUESTION 2

A UX Designer wants to explore sample code for Lightning components and see how changing to code affects the visual appearance in real time, without deploying any code to a Salesforce org.

Which two resources should help accomplish this?

Choose 2 answers

- A. Lightning Design System Website
- B. Local Development Server
- C. Lightning Web Component Recipes App
- D. Develop Center's Lightning Component Library

Correct Answer: CD

QUESTION 3



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 4

A Ux designer has been asked to improve salesforce adoption among sales representatives at cloud kicks after conducting stakeholder and user interviews the designers finds there is no clear consistent sale process What should the designer do next

- A. Tell the customer they need to improve operations before anywork can be done
- B. lock the findings and move forward with presenting possible solutions
- C. recommend field level validation to ensure users are entering the correct data
- D. conduct aworkshop with stakeholders to align on correct state and build consenses

Correct Answer: D

QUESTION 5

A developer is creating a Lightning Web Component (LWC) and wants to make sure the visual experience is consistent with Cloud Kicks\\ branding. The developer asks their UX Designer about the Salesforce Lightning Design System (SLDS) styling hooks.

How should the designer describe them?

- A. They use standard CSS properties to directly style HTML elements.
- B. They use standard CSS properties to easily style base and custom components.
- C. They use custom CSS properties to directly style HTML elements.
- D. They use custom CSS properties to easily style base and custom components.

Correct Answer: B

The Salesforce Lightning Design System (SLDS) styling hooks use standard CSS properties to easily style base and custom components. Salesforce documentation states that "SLDS styling hooks are CSS classes that give you access to the same styling used in the Salesforce Lightning Design System. They make it easy to style base and custom components with the same look and feel" [1].



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[1] https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_slds_styling_hooks

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