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QUESTION 1

Cloud Kicks wants to drive engagement on its website. Which two Salesforce features should boost engagement?
Choose 2 answers

- A. Einstein Bots
- B. Automated Invitations
- C. MyTrailhead
- D. Salesforce Connect

Correct Answer: CD

QUESTION 2

The service team at Cloud Kicks has complained about the quantity of list views available, making it hard find the relevant ones. In which two ways should their experience be improved? Choose 2 answers

- A. Request users to create and share their list views.
- B. Share list views to Public Groups and only add relevant users.
- C. Remove irrelevant public list views.
- D. Recommend using related lists instead of list views.

Correct Answer: CD

QUESTION 3

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

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

Correct Answer: AD

QUESTION 4

A UX Designer wants to plan and communicate the intended page layouts of a community portal.

Which tool should they use?

- A. Journey Mapping
- B. Wireframes
- C. Personas
- D. Process Flows

Correct Answer: B

QUESTION 5

Cloud Kicks marketing development representatives need to process incoming leads. Understanding the typical lead to opportunity is essential to the design.

Which three new records would typically be created when they convert a lead?

Choose 3 answers

- A. Contact
- B. Activity
- C. Converted Lead
- D. Account
- E. Opportunity

Correct Answer: ACE

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