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QUESTION 1

Cloud kicks wants to incorporate human-centered design across its organization. Which two practices should be adopted?

A. Including Innovative ideas to showcase technology

B. Observing user behavior

C. Putting oneself in the situation of the end user

D. Creating requirements based business leaders\\' priorities

Correct Answer: BD

QUESTION 2

Cloud Kicks (CK) wants to display contact information, including avatar, name, and title, for people who are related to a customer on a Record page. However, title space is available.

Which standard component\\'s design should be used given CK\\'s constraints?

A. Table

B. Tree Grid

C. Tiles

D. Interactive Cards

Correct Answer: D

Interactive cards are compact components that can display information such as avatars, names, and titles in an organized way. Additionally, Interactive Cards are designed to be responsive and can be used to display information on smaller screens, such as mobile devices, without taking up too much space. This makes them ideal for CK\\'s use case, as they can display all of the required information within the limited title space. For more information, see the Salesforce Lightning Design System documentation (https://lightningdesignsystem.com/components/cards/#interactive-cards).

QUESTION 3

A sales representative wants to personalize their own user experience.

Which two recommendations should be made to provide more intuitive access regularly used content?

Choose 2 answers

A. Personalize the Navigation bar.

B. Set up Quick Links in the Utility bar.

C. Customize the Home page experience.

D. Create shortcuts Favorites.

Correct Answer: AB

QUESTION 4

Cloud kicks wants to hire a deal closer.

Which three activities would someone in this role do each day?

Choose 3 answers

A. Update existing prospect and customer records.

B. Log activities such as calls, emails, and notes.

C. Review and work through their list of leads or opportunities.

D. Create cases from issues.

E. Customize and administer Salesforce.

Correct Answer: ADE

QUESTION 5

Cloud Kicks wants to plan out the strategy for an upcoming discovery phase.

Which three practices should be considered? Choose 3 answers

A. Consider platform-based before custom solutions.

B. Gather insight from end users.

C. Establish the research plan and timeline.

D. Understand the problem before moving to solutions.

E. Determine user acceptance criteria.

Correct Answer: ABC

For Cloud Kicks\' upcoming discovery phase, the three practices that should be considered are:

A. Understand the Problem Before Moving to Solutions: Establishing a clear understanding of the problem and what the desired outcomes are before beginning the discovery phase is essential for successful project planning. This can be done by gathering data and insights from end users, conducting research, and understanding how the problem is currently being addressed. B. Gather Insight from End Users: Gathering insights from end users is a crucial step in the discovery phase. End users provide valuable feedback and insights into the problem and how a potential solution may work. This feedback can help shape the overall project plan and help identify potential solutions.

C. Establish the Research Plan and Timeline: The research plan and timeline should be established before beginning the discovery phase. This should include a list of tasks to be completed, the resources needed, and a timeline for

completion. This plan should be communicated to all stakeholders so everyone is aware of the project goals and timeline.

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