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QUESTION 1

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 2

A UX Designer has created a new form for a call center that takes special delivery information from its customers.

The designer wants to ensure the call center staff finds the form easy and intuitive to use.

Which kind of testing should be conducted to validate this?

- A. Usability Testing
- B. Surver
- C. Focus Groups
- D. Qualitative

Correct Answer: D

QUESTION 3

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. The use custom CSS properties to easily style case and custom component.

Correct Answer: B

The designer should describe the Salesforce Lightning Design System (SLDS) styling hooks as using standard CSS properties to easily style base and custom components. SLDS styling hooks allow developers to quickly and easily apply CSS classes to HTML elements, enabling consistent styling across both base and custom components. This allows developers to quickly and easily apply branding and styling to their Lightning Web Components, without needing to write custom CSS. For more information about SLDS styling hooks, please see the following Salesforce documentation: https://developer.salesforce.com/docs/component-library/documentation/lwc/lwc.use_slids_styles_hooks

QUESTION 4

What are two benefits of inclusive design? Choose 2 answers

- A. Removing the need for 508 compliance
- B. Extending access to more users
- C. Reducing friction for users in achieving their goals
- D. Tailoring a solution to one type of user

Correct Answer: BC

Inclusive design is a practice of designing products, services, and experiences that are accessible and usable for as many people as possible, regardless of ability, age, gender, race, language, or culture. By incorporating inclusive design practices, you can extend access to more users and reduce friction for users in achieving their goals. Salesforce provides more information on the benefits of inclusive design here: <https://www.salesforce.com/blog/2020/11/what-is-inclusivedesign.html>.

QUESTION 5

In which two ways could the usability of accordion elements be improved in a mobile environment? Choose 2 answers

- A. Include persistent headings.
- B. Nestan accordion inside of another
- C. Use the `\\back\\` browser button to collapse content
- D. Only allow users to open one selection at a time.

Correct Answer: BD

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