



Salesforce

Exam Questions Heroku-Architect

Salesforce Certified Heroku Architect (SU22)

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NEW QUESTION 1

Callouts from Salesforce to Heroku can be made using:

- A. Corba
- B. Web sockets
- C. Message bus
- D. Apex triggers or outbound messages

Answer: D

NEW QUESTION 2

Which of the following is NOT an advantage of Salesforce Connect over ETL?

- A. The data is always fetched on demand
- B. If the origin is offline, the data is still available via Salesforce Connect.
- C. Standard protocols like OData can easily proxy external data into Salesforce.
- D. Data security can be enforced using per-user or per-application authentication.

Answer: B

NEW QUESTION 3

Universal Containers wants to set up communication between multiple public-facing Heroku web applications hosted on the Common Runtime. Which solution should an Architect recommend?

- A. Move the application to a Private Space, and enable Internal Routing for them
- B. Bind all of the Heroku applications to the same port
- C. Configure a worker process type for each application that listens for incoming remote procedure calls.
- D. Send requests to each application's URL using HTTP/HTTPS.

Answer: A

Explanation:

-<https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 4

Universal Containers (UC) has configured SSO for their Heroku Enterprise Team using an identity provider (IdP). When a new employee joins the company, how should their Heroku account be created?

- A. A Heroku account is created for the employee automatically the first time they log in to Heroku via SSO.
- B. The employee should create a new Heroku account with the exact email address listed in their IdP record.
- C. No account creation is required, because all SSO users in a particular Enterprise Team are associated with a single Heroku account.
- D. An administrator of the Enterprise Team creates the Heroku account with the exact email address listed in the employee's IdP record.

Answer: A

NEW QUESTION 5

Which Heroku features should an Architect recommend to create a secure connection between Heroku and Microsoft Azure?

- A. Heroku Private Spaces and Private Space VPN Connections, using Azure's built-in VPN endpoint.
- B. Heroku Private Spaces and Private Space VPN Connections, using a compatible VPN endpoint on Azure
- C. Heroku Shield Private Spaces and Internal Routing, using Azure's built-in VPN endpoint
- D. Heroku Private Spaces and Private Space Peering, using Azure's VPC Peering.

Answer: B

Explanation:

<https://devcenter.heroku.com/articles/using-sso-services-with-heroku#end-user-account-creation-and-removal>

NEW QUESTION 6

Universal Containers wants to help their dispatches determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- A. Operating Hours for Customer Accounts.
- B. Work Types with an Estimated Duration.
- C. Work Orders with Operating Hours
- D. Work Types with Service Level Agreement.

Answer: AD

NEW QUESTION 7

Acient has a data lake in a SAP data store. The client uses Heroku External Objects to expose Heroku Postgres tables in their Salesforce org. They want to perform custom transformations on the SAP data and then expose the transformed data in their Salesforce org. Which solution should an Architect recommend?

- A. Use Salesforce Connect to perform any necessary transformations on the SAP data and sync the transformed data to the Salesforce org.

- B. Use Heroku Connect to sync the SAP data to Heroku Postgres and then perform any necessary transformations. Ensure the transformed data is in a table that is exposed in the Salesforce org.
- C. Use an ETL tool to sync the SAP data to Heroku and then perform any necessary transformations. Ensure the transformed data is in a table that is exposed in the Salesforce org.
- D. Perform in-place transformations on the data in SAP and then use Heroku Connect to sync the SAP data to Heroku Postgres.
- E. Ensure the transformed data is in a table that is exposed in the Salesforce org.

Answer: C

Explanation:

- <https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 8

A client wants to deconstruct a monolithic app into a collection of smaller apps which should be able to send HTTP requests to each other. The smaller apps should not be publicly accessible on the internet. Which Heroku Enterprise features should an Architect recommend to enable this architecture?

- A. Heroku and ApacheKafka on Heroku
- B. Heroku Connect and Internal Routing
- C. Heroku Private Spaces and Heroku Connect
- D. Heroku Private Spaces and Internal Routing

Answer: D

Explanation:

- <https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 9

A customer's IT department will not allow VPN access through their on-premise gateway. Users need to be able to access trusted Heroku applications only when they are in the office. These applications are deployed to a Heroku Private Space.

Which two Private Spaces features should an Architect recommend to enable on-premise users to gain the access they need? (Choose two.)

- A. Stable outbound IP addresses
- B. VPC peering
- C. Internal routing
- D. Trusted IP ranges

Answer: AD

NEW QUESTION 10

Universal Containers would like to avoid H12 ("request timeout") and H22 ("connection limit reached") errors when running an e-commerce retail site that must process millions of inbound requests during their one-day semi-annual sale. Which two solution measures should an Architect recommend to prepare for the semi-annual sale?

- A. Implement load balancing using Kafka
- B. Engage with Heroku Support to implement load testing
- C. Enable and load test autoscaling
- D. Perform load test using 10% sample size

Answer: BC

Explanation:

- <https://devcenter.heroku.com/articles/event-driven-microservices-with-apache-kafka>

NEW QUESTION 10

What are the three access levels a user can have in a Heroku Organization account?

- A. Jed
- B. Padawan, and Co-pilot
- C. Owner, Author and Viewer
- D. Admin
- E. Programmer, and Operator
- F. Admin, Member, and Viewer

Answer: D

NEW QUESTION 13

Universal Containers would like to report on the volume of products installed within a specific timeframe. What solution will help meet the customer's requirement?

- A. Utilize a custom "Installation Date" field on Asset
- B. Utilize the standard "Installation Date" field on Asset.
- C. Utilize a Work Order related list on Asset
- D. Utilize Field History Tracking on Asset.

Answer: B

NEW QUESTION 17

A healthcare services client is requesting an architecture for a set of applications: one is a marketing application, and the other two are of customer service applications that allow for customers to interact with their healthcare records. The marketing application must be able to scale up within seconds in response to traffic spikes. The client wants to be able to deploy each of these applications to the U.S. East Coast and EMEA. Which applications should be deployed into which Heroku runtime?

- A. The marketing application into Private Spaces; customer service applications into Shield Private Spaces
- B. The marketing application into the Common Runtime; customer service applications into Shield Private Spaces
- C. The marketing application into the Common Runtime; customer service applications into Private Spaces
- D. The marketing application into Private Spaces; customer service applications into separate Private Spaces

Answer: A

Explanation:

-<https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

NEW QUESTION 20

When creating a Private Space, what is a valid reason to specify a region other than the default region?

- A. Private Spaces restrict inbound traffic to the current region.
- B. Heroku pricing varies by region.
- C. Running an application closer to its intended users can reduce latency.
- D. Available compute resources vary by region.

Answer: C

NEW QUESTION 25

A RESTful API is:

- A. A methodology (or maximizing the effectiveness of any vacation
- B. An Actually Pretty Informative meditation session
- C. How the web displays data in a hierarchical format readable by both people and machines
- D. A web-based service that provides standard ways for clients to make requests and receive responses

Answer: A

NEW QUESTION 26

Universal Containers experienced an outage with their production Heroku Postgres database due to a fault with the underlying infrastructure. The database was unavailable for an hour. The database is on the Standard-0 plan.

Which two actions should an Architect recommend to mitigate such database failures and outages in the future? (Choose two.)

- A. Create a follower database that uses the same plan as the leader.
- B. Migrate the database to a Premium-tier plan.
- C. Migrate the database to a larger Standard-tier plan.
- D. Create a fork of the database that uses the same plan as the leader.

Answer: AC

NEW QUESTION 29

Salesforce Connect custom adapters support:

- A. Search
- B. Cross-object relationships
- C. All of these
- D. Data paging

Answer: C

NEW QUESTION 34

The best use of Canvas apps is to:

- A. Render custom widgets on Chatter feeds
- B. All of these
- C. Display third-party apps in Salesforce
- D. Display real estate photos in Salesforce for house listings

Answer: B

NEW QUESTION 35

A client wants to use Heroku to build a data bridge between Salesforce and Google Cloud Platform (GCP). Which combination of Heroku features should an Architect recommend to secure the connection between Heroku and GCP?

- A. Heroku Shield Private Spaces and Heroku Shield Connect
- B. Heroku Private Spaces and Private Space VPN Connections
- C. Heroku Private Spaces and Private Space Peering
- D. Heroku Shield Private Spaces and Internal Routing

Answer:

A

NEW QUESTION 40

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Asset History
- B. Contact
- C. Address
- D. Site Details
- E. Product Catalog

Answer: BCD

NEW QUESTION 44

Universal Containers would like to enforce a 48-hour SLA to ensure that Technicians perform certain follow-up activities after they leave a customer site. The starting point of the SLA is when the Work Order Status is set to "Technician Wrap Up." The Technician is required to provide confirmation that wrap up is completed.

Which three configurations should a Consultant implement to ensure this can be achieved? (Choose three.)

- A. Create a Process to call a Flow that completes the Milestone when the Wrap Up is complete.
- B. Create a Workflow to close the Milestone when the Wrap Up is complete
- C. Create a Milestone which has entry criteria (or Status = Technician Wrap Up).
- D. Create an Entitlement Process which has entry criteria for Status = Technician Wrap Up
- E. Create custom fields to capture that the Wrap Up Activities have been completed.

Answer: BCD

NEW QUESTION 45

Universal Containers has an app deployed on Heroku that is now required to handle high-volume message processing. What should an Architect recommend to fulfill this new requirement?

- A. Create a custom buildpack
- B. Configure a Heroku button
- C. Provision an Apache Kafka on Heroku add-on
- D. Add Heroku Redis

Answer: C

Explanation:

- <https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 49

A client has data in a production Heroku Postgres database, and needs to quickly get access to a subset of that data for reporting needs.

Which two features does Heroku Dataclips provide to enable this? (Choose two.)

- A. JSON export of query results, with CORS support
- B. CSV export of query results
- C. A simple REST API access to query results
- D. Postgres dump file of query results

Answer: AB

Explanation:

- <https://devcenter.heroku.com/articles/dataclips>

NEW QUESTION 51

A client currently runs a Ruby script in a one-off dyno each time they deploy their Go application to Heroku. The development team wants the script to be executed before the application is deployed because it performs necessary database migrations. Which approach should an Architect recommend?

- A. Modify the Go buildpack to install Ruby, and run the script from the `_profile`
- B. Convert the Ruby release script to Go and execute it on application startup
- C. Use both Go and Ruby language buildpacks, and run the Ruby script with release phase
- D. Define different process types for the Ruby script and the Go application in the app's Profile.

Answer: C

Explanation:

- There are many scenarios in which a single buildpack is not sufficient when building an application. This includes cases when you need to: Run a buildpack for each language your app uses. For example, run a JavaScript buildpack for assets and a Ruby buildpack for your application. Run a daemon process such as pgbouncer with your application. Pull in system dependencies with apt. You can check the following for more information: <https://devcenter.heroku.com/articles/using-multiple-buildpacks-for-an-app>

NEW QUESTION 55

Which is an effect of "locking" an application that belongs to a Heroku Enterprise Team?

- A. New members of the Enterprise Team are granted no automatic permissions for the application.

- B. The application cannot be deployed until is unlocked.
- C. Members of the Enterprise Team who are not administrators have their permissions for the application revoked.
- D. Members of the Enterprise Team cannot be granted new permissions for the application until it's unlocked.

Answer: A

NEW QUESTION 59

Which Heroku runtimes provide keystroke logging?

- A. The Common Runtime, Private Spaces, and Shield Private Spaces
- B. Private Spaces and Shield Private Spaces
- C. Shield Private Spaces only
- D. Keystroke logging is not available on Heroku

Answer: B

NEW QUESTION 63

Salesforce Connect is used for:

- A. Replicating external data into Salesforce
- B. Bidirectional syncing of external data in Salesforce
- C. Proxying external data into Salesforce
- D. Developing ETL services

Answer: C

NEW QUESTION 66

Universal Containers (UC) has an app that allows a costumer to schedule a compute-intensive job. It allows the costumer to schedule the job on an ad-hoc basis. UC has decided to break up the app into the following services: - Website: an Interface for their costumers; -Billing: generates monthly invoices based on usage metrics; - Traffic Cop: manages the job queue, job definitions and job schedule; - Job Runner; runs jobs that Traffic Cop queues up. It Is responsible for self-introspection and self-scaling. UC also wants to create a data lake for analytics. What foundational technology and design should an Architect use to manage communication between these services?

- A. Apache Kafka on Heroku as a bus between all services Create topics for billing, jobs, and website clicks Create an additional service, which will subscribe for all topics, and dump every message into a data lake
- B. Heroku Redis, create a large Redis stor
- C. Allow each service to place messages with an agreed-upon format into a single queue, backed by the Redis store Services listen for messages addressed to them and take action on the
- D. Redis will serve as the data lake.
- E. Heroku Connect and Salesforce Sync all relevant data into Salesforce and allow it to flow into each service Create custom objects for each service and allow them to post to each others' objects as needed
- F. Push data from Salesforce into Heroku Postgres for a data lake.
- G. Apache Kafka on Heroku Create a Kafka queue for each service
- H. Create a central routing service that connects to all of the Kafka queues and routes data
- I. The central router is attached to a data lake, and pushes every message into it.

Answer: A

Explanation:

- <https://devcenter.heroku.com/articles/private-spaces#lruslecl-ip-ranges>

NEW QUESTION 68

Universal Containers wants to reduce their mean-time-to-service

Which three Field Service process should a Consultant recommend to accomplish this goal? (Choose three)

- A. Knowledge Base
- B. Customer Entitlements
- C. Adjust Scheduling Policy
- D. Dispatching

Answer: ACD

NEW QUESTION 70

A customer wants to sync data between their Salesforce org and Heroku Postgres.

Which two limitations should an Architect remember when recommending Heroku Connect? (Choose two.)

- A. HerokuConnect can only access fields and objects that its associated Salesforce integration user can access.
- B. Heroku Connect does not support all Salesforce objects and fields.
- C. Heroku Connect does not provide an API.
- D. Heroku Connect cannot sync custom objects.

Answer: AC

NEW QUESTION 73

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work Contractor 1 has provided service longer for UniversalContainers and is considered to have more repair work expertise than Contractor 2.

How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- A. Assign Contractor 2 as an Excluded Resource
- B. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.
- C. Assign Contractor 1 as a Preferred Resource.
- D. Assign Contractor 1 and 2 different capacities for repairwork

Answer: B

NEW QUESTION 74

A client wants to create a secure network connection between Heroku applications running in a Private Space and an AWS VPC. Which Heroku feature should an Architect recommend to create the connection?

- A. Internal Routing
- B. Private Space Peering
- C. Private Space VPNconnections
- D. Heroku Connect

Answer: C

Explanation:

- <https://devcenter.heroku.com/articles/event-driven-microservices-with-apache-kafka>

NEW QUESTION 75

For which two use cases should an Architect recommend using Heroku Redis? (Choose two.)

- A. Providing long-term data warehousing
- B. Adding jobs to a queue
- C. Providing a data cache layer
- D. Querying relational data

Answer: AD

NEW QUESTION 78

Heroku add-ons are cool because they:

- A. Give you the ability to add complex functionality to your application without having to manage the underlying software or infrastructure.
- B. Accessorize your dynos with over-clocked CPU power and faster I/O speeds
- C. Can be provisioned easily from the Heroku Enterprise Flea Market system.
- D. Cost nothing — billing is easy because they're always provided at no additional cost with every Heroku Enterprise account.

Answer: A

NEW QUESTION 79

Applications on Heroku that use Salesforce REST APIs can use which authentication mechanisms:

- A. Username and password with an OAuth connected app
- B. None of these
- C. OAuth web or user-agent flow in which the user authorizes a connected app using browser redirects
- D. Anonymous access without credentials on trusted networks

Answer: AC

NEW QUESTION 83

Universal Containers wants to measure their adherence to specific SLAs for all Work Orders. In which order should a Consultant implement the setup to achieve this requirement?

- A. Set Up Milestone
- B. Create Entitlement records, Set Up Entitlements Process for Work Orders.
- C. Set Up Entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records
- D. Create Entitlement records, Set Up Entitlements Process for Work Order
- E. Set Up Milestones
- F. Set Up Milestone
- G. Set Up Entitlements Process for Work Orders, Create Entitlement records.

Answer: B

NEW QUESTION 87

Universal Containers wants the ability for their Field Technicians to log sales opportunities associated with their Work Orders. What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service mobile app?

- A. Quick Action on Opportunity to Create Work Order Line Item
- B. Quick Action on Opportunity to Create Work Order
- C. Quick Action on Work Order Line Items to Create Opportunity
- D. Quick Action on Work Order to Create Opportunity

Answer: D

NEW QUESTION 92

A customer needs to test a database schema migration. Which approach should an Architect recommend?

- A. Fork the production database, and run the migration and tests against the fork
- B. Detach the Heroku Postgres add-on
- C. and run the migration and tests against the database.
- D. Create a follower database, and run the migration and test against the follower database
- E. Place the app into maintenance mode, and then perform the tests

Answer: A

Explanation:

-<https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 97

The Private Spaces feature can be useful if you need to:

- A. None of these
- B. Write Apex applications quickly
- C. Speed up an application's response time by running it on dynos that are located geographically closer to your customers
- D. Ensure that your application's incoming traffic originates from a whitelisted set of IP addresses

Answer: CD

NEW QUESTION 99

Universal Containers (UC) has a Heroku application that runs in Virginia, in the U.S., that uses Apache Kafka on Heroku. They have deployed a copy of the app in Asia. Now, both apps need a messaging backbone that will support multi-region distribution. What is the least complex architecture that an Architect should recommend?

- A. Deploy a multi-region version of Apache Kafka on Heroku.
- B. Use Heroku's multi-tenant Kafka Basic plan.
- C. The app in Asia should write to the Kafka instance in Virginia.
- D. Provision a second Kafka add-on in Asia
- E. Each instance of the app should sync with each other.

Answer: B

Explanation:

-<https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 101

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck

Which three steps should a Consultant recommend to track the number of parts consumed? (Choose three)

- A. Build a report to view inventory Transactions
- B. Build a report to view Products Consumed on Work Order Line Items.
- C. Build a report using the Service Appointment Inventory module.
- D. Build a report using the Work Order inventory module.
- E. Build a report to view Products Consumed on Work Orders.

Answer: ABD

NEW QUESTION 102

Universal Containers (UC) has expressed a desire to have encryption-at-rest enabled on their Heroku Postgres databases. Which three tiers would UC need to use to have that feature enabled? (Choose three.)

- A. Private
- B. Standard
- C. Hobby
- D. Shield
- E. Premium

Answer: ABE

NEW QUESTION 107

A client needs to securely connect a Heroku app to a database on their on-premise network. Which two Heroku Enterprise features should an Architect consider?

- A. Private Space Peering
- B. SSLEndpoint
- C. Heroku Private Spaces
- D. Private Space VPN Connections

Answer: CD

Explanation:

-<https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

NEW QUESTION 112

A healthcare client is creating a web portal for their customers on Heroku, which is sourced from a Salesforce instance. Some of the Salesforce data they wish to display falls under HIPAA compliance, and their auditors have determined this data must be stored encrypted-at-rest. To satisfy this requirement, they have enabled Platform Encryption on Salesforce.

They are investigating Heroku Shield Private Spaces, Shield Dynos, Shield Postgres, and Shield HerokuConnect.

How will Shield Heroku Connect interact with the encrypted fields in Salesforce?

- A. Shield Heroku Connect will be able to access only cypher text in the fields from Salesforce
- B. They will need to import the encryption key from Salesforce to decrypt to store in Shield Postgres.
- C. Shield Heroku Connect will be able to synchronize data from fields in Salesforce without additional customization, but any writes will need to be encrypted using the Salesforce encryption key first before being written.
- D. Shield Heroku Connect requires customization on the Salesforce side to decrypt the data before transmitting to Heroku.
- E. Shield Heroku Connect will be able to synchronize data bidirectionally without additional customization.

Answer: B

Explanation:

- <https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strmgs>

NEW QUESTION 116

Which two logs and logging recommendations are prescribed by the Twelve-Factor app methodology? Choose 2 answers.

- A. Apps should not concern themselves with routing or storing logs
- B. Logs from all processes and backing services should be aggregated together.
- C. Logs should be written to a shared file system for scalability.
- D. Apps should only keep a limited, rolling buffer of logs available

Answer: AB

Explanation:

- <https://devcenter.heroku.com/articles/internal-routing>

NEW QUESTION 119

Universal Containers needs to write their Heroku application's logs to two destinations: an on-premise Syslog log server and a cloud analytics provider that ingests logs using an HTTPS endpoint.

What should an Architect recommend in this scenario?

- A. Publish all logs to Apache Kafka on Heroku, and create a separate app that consumes and distributes log messages.
- B. Write all logs to Heroku Redis as a buffer and use an add-on to send them to both destinations.
- C. Add a logging library to the application source that sends all logs directly to both destinations.
- D. Write all logs to stdout, and configure a separate log drain for each destination.

Answer: D

NEW QUESTION 124

Universal Containers (UC) uses Heroku Connect to synchronize changes to the Account object in their Salesforce org. UC's Heroku application makes a batch update that changes one million records to the Heroku Postgres database table that mirrors the Account object. Approximately, how long will these updates take to sync back to the Salesforce org?

- A. It depends on the sync performance, which can vary from one connection to another.
- B. 1 hour.
- C. One million updates is too many for Heroku Connect to handle; therefore, the sync will fail
- D. 12 hours.

Answer: A

Explanation:

- <https://devcenter.heroku.com/articles/using-sso-services-with-heroku#prerequisites-for-sso-with-heroku>

NEW QUESTION 128

Universal Containers has a microservices architecture on Heroku. One microservice, named the Metrics Microservice, periodically fetches metrics from a fleet of IoT sensors. Then, the Metrics Microservice is required to send relevant metrics to each of the other microservices using REST. When a new microservice is added to the architecture, the Metrics Microservice must send metrics to that new microservice too. As a result, adding microservices to the architecture causes performance issues. How should an Architect recommend changing this architecture to improve its scalability?

- A. Configure each microservices to directly fetch the sensor metrics that are relevant to it.
- B. Use Private Space DNS Service Discovery to reduce the amount of time required for the Metrics Microservice to obtain each other microservice's IP address
- C. Configure the other microservices to pull the Metrics Microservice for updates every five seconds
- D. Use Apache Kafka on Heroku to publish metrics to a topic that the other microservices can consume.

Answer: D

Explanation:

<https://devcenter.heroku.com/articles/heroku-connect-faq#can-i-use-sharing-rules-to-restrict-record-visibility>

NEW QUESTION 129

Which technology do SalesforceREST APIs use for authentication?

- A. Basic usernames and passwords
- B. OAuth
- C. SAML
- D. Pre-shared keys

Answer: A

NEW QUESTION 130

Universal Containers (UC) has a Heroku Postgres database attached to a Heroku app, which is running in the Common Runtime. What should an Architect recommend UC do to secure their database to only trusted locations?

- A. Move the database and the app into the Private Space.
- B. Add a Trusted IP range to the Heroku Postgres configuration.
- C. Set up a VPN from the trusted locations to the app.
- D. Set up a VPC in a one-off dyno when access to Heroku Postgres is needed.

Answer: B

NEW QUESTION 132

Dispatchers at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training. What should a Consultant implement to accomplish this requirement?

- A. Set up Skill Requirement
- B. Define Work Type
- C. Set up Routing Rules
- D. Define Skills, Set up Skill Requirements, and Set up Resource Skills
- E. Set up Service Locations, Set up Location Skill
- F. Define work Types
- G. Define Work Types, Define Work Order Status
- H. Set up Resource Skills

Answer: B

NEW QUESTION 133

Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action. What should a Consultant recommend to achieve this requirement?

- A. Update the Service Appointment Status field.
- B. Update the Service Appointment Chatter feed.
- C. Reschedule the Service Appointment for later
- D. Update the Service Appointment field "In Jeopardy"

Answer: A

NEW QUESTION 138

Universal Containers has an application running in the Common Runtime that uses Heroku Redis. The data in Heroku Redis needs to be accessed by a third-party application. Which connection method should an Architect recommend to ensure the security of the data as it moves from Heroku Redis to the third-party application?

- A. Use tunnel to secure the connection between Heroku Redis and the third-party application.
- B. Set up SSL Certificates on Heroku and the third-party application.
- C. Only allow access to Heroku Redis through an SSH connection.
- D. Set up both a VPN and a VPC between Heroku and the third-party application.

Answer: C

Explanation:

- <https://devcenter.heroku.com/articles/securing-heroku-redis>

NEW QUESTION 143

You can use the Salesforce REST APIs to:

- A. Execute processes as another user
- B. Access database log files
- C. Feed your kitten
- D. Insert or update records

Answer: D

NEW QUESTION 145

A customer's Heroku Redis instance regularly reaches its storage limit. Besides upgrading to a bigger plan, what solution should an Architect recommend for this scenario?

- A. Explore a different key eviction scheme.

- B. Create a fork of the primary Heroku Redis instance.
- C. Migrate the data to a Heroku Postgres database
- D. Failover to ephemeral filesystem for the running dyno

Answer: A

Explanation:

<https://devcenter.heroku.com/articles/using-sso-services-with-heroku#prerequisites-for-sso-with-heroku>

NEW QUESTION 149

Universal Containers wants to help their dispatches determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

- A. Operating Hours for Customer Accounts.
- B. Work Types with an Estimated Duration.
- C. Work Orders with Operating Hours
- D. Work Types with Service Level Agreement.

Answer: B

NEW QUESTION 150

A client wants to migrate their on-premise application to Heroku. The application maintains a local, in-memory cache for its datastore to improve performance. What should an Architect advise the client about running the application on Heroku?

- A. The application should declare its in-memory cache as a separate process type to preserve it across deploys.
- B. All of the application's web dynos will share a single in-memory cache.
- C. The application should replicate its in-memory cache to a local disk to preserve it across deploys.
- D. The application's in-memory cache might be cleared at any time.

Answer: A

NEW QUESTION 151

Universal Containers has a Heroku app that uses several third-party add-ons. They now need to enforce data privacy and be compliant with General Data Protection Regulation (GDPR).

What should an Architect advise UC regarding data residency in this scenario?

- A. Heroku does not control where add-on providers store data.
- B. Heroku support can configure add-ons for specific data residency needs.
- C. Heroku guarantees the physical location of its control surface APIs.
- D. Data residency for add-ons is covered under Salesforce's GDPR compliance.

Answer: B

NEW QUESTION 154

The primary benefit of a workflow outbound message over an Apex trigger is:

- A. The message supports different authentication mechanisms
- B. The message can deliver the payload only as SOAP
- C. Messages are completely declarative.
- D. The message can handle every database event.

Answer: C

NEW QUESTION 159

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups.

Which two options should a Consultant recommend? (Choose two)

- A. Change the Work Order with a closed status of "Cancelled".
- B. Address
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order
- E. Change the Work Order with a status of "New".

Answer: AD

NEW QUESTION 161

A client wants to secure their web application using SSL/TLS. They do not have specific requirements regarding using a particular version of SSL/TLS. Which two Heroku features should an Architect recommend as options? (Choose two.)

- A. Heroku Private Spaces
- B. Automated Certificate Management
- C. Heroku SSL
- D. Heroku Shield Private Spaces

Answer: BC

NEW QUESTION 163

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate. Which two recommendations should a Consultant make? (Choose two.)

- A. Increase training to Field Service Technicians
- B. Publish training documentation in a closed Chatter group
- C. Publish pre-release documentation on the Customer Community.
- D. Increase training to SalesRepresentatives.

Answer: AC

NEW QUESTION 166

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