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QUESTION NO: 1

Universal Containers provides multiple service types (i.e., Installation, Maintenance, Break/Fix, etc.). Each service requires a variety of skills and certifications in order for a resource to excel.

Which two configurations should a Consultant implement to meet this requirement? (Choose two.)

- A. Select the relevant Work Types for each Resource.
- B. Use Work Types with Required Skills.
- C. Assign the appropriate Skills to Resources.
- D. Create Multiple Work Orders Line Items per service.

ANSWER: B C

QUESTION NO: 2

A client wants to add CPU-intensive video processing functionality to their Heroku web application. Which two strategies should an Architect recommend for implementing this functionality? (Choose two.)

- A. Add a new process type for worker dynos that pull video processing jobs from a queue.
- B. Attach a video processing add-on from the Heroku Elements Marketplace to the application.
- C. Delegate video processing tasks to the app's staging version to remove load from the production app.
- D. Divide each video processing task across multiple web dynos to mitigate added CPU load.

ANSWER: A B

Explanation:

Reference: <https://devcenter.heroku.com/articles/how-heroku-works>

QUESTION NO: 3

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available? (Choose two.)

- A. Manage Attached Articles and Search the Knowledge Base.
- B. Attach Knowledge Articles to Work Order Line Items Only.
- C. Attach Articles to Work Orders and Work Order Line Items.

D. Include Quick Actions and Global Actions in Attached Articles.

ANSWER: A C

QUESTION NO: 4

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

QUESTION NO: 5

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

QUESTION NO: 6

Universal Containers provides multiple service types (i.e., Installation, Maintenance, Break/Fix, etc.) Each service requires a variety of skills and certifications in order for a resource to excel

Which two configurations should a Consultant implement to meet this requirement? (Choose two)

- A. Use Work Types with Required Skills

- B. Assign the appropriate Skills to Resources
- C. Create Multiple Work Orders Line Items per service.
- D. Select the relevant Work Types for each Resource

ANSWER: A B

QUESTION NO: 7

Universal Containers (UC) wants to better understand their service business and Field Service Technician teams' schedules. A Consultant suggested UC start to forecast and plan.

Which two abilities does forecasting and planning provide? (Choose two)

- A. More accurately assign Work Orders based on skills.
- B. Proactively adjust to demand fluctuations.
- C. Proactively adjust Service Contracts
- D. More consistently meet customer response times

ANSWER: B D

QUESTION NO: 8

Universal Containers is developing a Salesforce app that invokes a Heroku app's web service, which asynchronously generates customer invoices. The Heroku app is deployed to a Private Space. When an invoice is ready, the Heroku app sends a POST request to the Salesforce REST API. Which two options should an Architect recommend to ensure that neither the Salesforce nor the Heroku app is accessible from the public internet? Choose 2 answers.

- A. Restrict the Private Space's trusted IP range to Salesforce IP addresses
- B. Restrict the Private Space's trusted IP range to Universal Containers' VPN
- C. Restrict the Salesforce connected app's login IP ranges to Universal Containers' VPN
- D. Restrict the Salesforce connected app's login IP ranges to the stable outbound IP addresses of the Private Space

ANSWER: A D

QUESTION NO: 9

You can use Heroku Connect for:

- A. Bidirectional data replication
- B. Data proxy with Salesforce Connect

- C. One-way data replication
- D. All of these

ANSWER: D

QUESTION NO: 10

Which two Heroku features require Heroku Enterprise Teams? (Choose two.)

- A. Fire-grained app access controls
- B. Single Sign-on
- C. Paid add-on plans
- D. Heroku Pipelines

ANSWER: A D

QUESTION NO: 11

A client wants to perform complex processing on large data sets in Salesforce. The data is confidential, but it does not have advanced compliance requirements.

What Heroku Enterprise features should an Architect recommend in this scenario?

- A. Shield Private Spaces and Heroku External Objects
- B. Private Spaces and Heroku Connect
- C. Private Spaces and Heroku External Objects
- D. Shield Private Spaces and Heroku Shield Connect

ANSWER: D

QUESTION NO: 12

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources. What configuration should a Consultant recommend for the Scheduling Policy?

- A. Preferred Resources
- B. Match Fields
- C. Required Resources

D. Match Boolean

ANSWER: D

QUESTION NO: 13

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

- A. Service Objectives and Work Rules
- B. Service Levels and Work Rules
- C. Service Objectives and Work Types
- D. Service Contracts and Service Levels

ANSWER: A

QUESTION NO: 14

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day they need to be completed. As a result, a Technician's daily schedule can change multiple times throughout the day.

What method of dispatching should a Consultant recommend implementing?

- A. Automatically schedule unscheduled services to available Resources.
- B. Automatically change the status to Dispatched of all Service Appointments.
- C. Automatically Dispatch Service Appointments using Drip Feed.
- D. Automatically run Optimization Background Job every hour.

ANSWER: D

QUESTION NO: 15

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