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Salesforce Heroku-Architecture-Designer

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QUESTION NO: 1

Universal Containers' customers typically like to be served by the same Technician that completed the initial installation.

How should a Consultant implement this rule?

- A. Add the Account as one of the Resource Skills.
- B. Add the Resource as a Preferred Resource.
- C. Add the Resource as a Required Resource.
- D. Add all other Resources as Excluded Resources.

ANSWER: B

QUESTION NO: 2

In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? (Choose three.)

- A. Google Traffic Data
- B. Service Appointment Dependencies
- C. Resource's Home Base
- D. Service Appointments
- E. Resource's Travel Speed

ANSWER: A C D

QUESTION NO: 3

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

QUESTION NO: 4

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

QUESTION NO: 5

Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided service longer for Universal Containers 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 1 as a Preferred Resource.
- B. Assign Contractor 1 and 2 different capacities for repair work.
- C. Assign Contractor 2 as an Excluded Resource.
- D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

ANSWER: D

QUESTION NO: 6

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

ANSWER: A B C

QUESTION NO: 7

A client has an e-commerce application that stores credit card information. The application will run the production. Which security certification does the application need to meet?

- A. ISO 27017
- B. PCI level 1
- C. SOC2Type1
- D. ISO 27018

ANSWER: B

Explanation:

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

QUESTION NO: 8

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: A B

QUESTION NO: 9

Upon arrival for a Service Appointment, the Field Service Technician reports that a team of people is required to resolve the issue.

How can the Dispatcher ensure that the required staff is assigned to the project?

- A. Assign the existing Work Order to a Crew.
- B. Assign the existing Service Appointment to a Crew.
- C. Assign the existing Work Order to each staff member.
- D. Create a new Service Appointment and assign a Crew.

ANSWER: D

QUESTION NO: 10

Which three actions can a user perform on an app in a Heroku Enterprise Team, if that user has been granted only the "deploy" permission for that app? Choose 3 answers.

- A. Provision an add-on with a free plan
- B. Manage the app's config vars.
- C. Transfer the app to another Enterprise Team.
- D. Roll back a release

ANSWER: A B D

QUESTION NO: 11

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: A B E

Explanation:

Reference: <https://devcenter.heroku.com/articles/heroku-postgres-production-tier-technical-characterization> (data encryption)

QUESTION NO: 12

Universal Containers has a Heroku Private Space with a VPN connection to their on-premise network. They want their remote employees to be able to access their Heroku applications using a VPN connection only.

Which solution should an Architect recommend?

- A. Clone the Heroku applications to a second Private Space, and configure its VPN for remote employees.
- B. Enable remote employees to VPN into the company's on-premise network.

- C. Configure a second VPN connection for the Private Space that remote employees can use.
- D. Add all remote employees to an Enterprise Team, and configure it to connect to the Private Space via SSO.

ANSWER: C

QUESTION NO: 13

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 Milestones. Create Entitlement records, Set Up Entitlements Process for Work Orders.
- B. Set Up Entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records
- C. Create Entitlement records, Set Up Entitlements Process for Work Orders. Set Up Milestones
- D. Set Up Milestones. Set Up Entitlements Process for Work Orders, Create Entitlement records.

ANSWER: B

QUESTION NO: 14

Which three resources can be found in the Heroku Elements Marketplace? (Choose three.)

- A. Heroku Buttons
- B. Buildpacks
- C. Heroku Stacks
- D. Docker image files
- E. Add-ons

ANSWER: A B E

Explanation:

Reference: <https://www.heroku.com/elements>

QUESTION NO: 15

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? (Choose two.)

- A. Open a Case and send email with new Service offerings.

- B. Open a Case and inform Customer of weekend service pricing.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

ANSWER: A B