



# 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 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:** ABE

#### NEW QUESTION 3

Universal Containers wants to give Field Technicians the ability to create follow-up appointments if they are unable to complete a Work Order due to missing inventory

What should a Consultant implement to meet this requirement?

- A. Implement a Macro to generate Service Appointments on the existing Work Order
- B. Implement a Quick Action to create a new Work Order Line item on the existing Work Order
- C. Implement a Quick Action to create a new Service Appointment on the existing Work Order
- D. Implement a Custom Button to Create a Service Appointment on the existing Work Order

**Answer:** C

#### NEW QUESTION 4

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-wtth-apache-kafka>

#### NEW QUESTION 5

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? (Choosetwo.)

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

**Answer:** AD

#### NEW QUESTION 6

When designing a Heroku application, which two approaches observe the Twelve-Factor methodology? Choose 2 answers.

- A. On deployment, Heroku fetches and installs any dependencies that are missing according to the application's list of dependencies
- B. On startup, the application's source code fetches and installs any dependencies that are missing according to the application's list of dependencies.
- C. The application's database configuration is stored in the application's Profile
- D. The application's database configuration is stored in the application's config vars.

**Answer:** AD

#### Explanation:

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

#### NEW QUESTION 7

Universal Containers would like to avoid H12 ("request timeout") and H22 ("connection limit reached") errors when running an e-commerce retail site that

mustprocess 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 8

Which 2 architectures are enabled by using a single Private Space and the Internal Routing feature?

- A. A microservices architecture that also uses DNS ServiceDiscovery to facilitate communication
- B. Multiple public-facing web apps with different sets of trusted inbound IP ranges
- C. A single public-facing web app that performs network-isolated communication with multiple non-public-facing web apps.
- D. Network-isolated communication between applications in the Private Space and applications in the Common Runtime

**Answer:** AC

**Explanation:**

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

#### NEW QUESTION 9

A client is writing a Heroku application that requirescompliance with PCI DSS Level 1. To accomplish this, they deploy an application to the Shield Private Space. Which statement is true about the application?

- A. The application might still violate PCI DSS Level 1 even though it is deployed to a Shield Private Space
- B. The Shield Private Space guarantees that the application is compliant with PCI DSS Level 1, assuming the application uses only Shield Postgres databases
- C. The application is definitely not compliant with PCI DSS Level 1. because Shield PrivateSpaces do not provide compliance with it.
- D. The Shield Private Space guarantees that the application is compliant with PCI DSS Level 1

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 10

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 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:** ABD

**Explanation:**

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

#### NEW QUESTION 11

Salesforce Connect custom adapters support:

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

**Answer:** C

#### NEW QUESTION 13

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support What Objects should be set up for Entitlement Management?

- A. Contacts and Service Contracts
- B. Accounts and Service Contracts
- C. Contacts and Assets
- D. Accounts and Assets

**Answer:** D

#### NEW QUESTION 18

Universal Export wants to build an app that serves company data. The data has no strong compliance requirements, and the app should only be reachable from trusted IP addresses. Which solution should an Architect recommend?

- A. Deploy the app in a Shield Private Space with a Shield-tier Heroku Postgres database
- B. Deploy the app in the Common Runtime with a Standard-tier Heroku Postgres database
- C. Deploy the app in a Private Space with a Private-tier Heroku Postgres database.
- D. Deploy the app in the Common Runtime with a Premium-tier Heroku Postgres database.

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 20

At Universal Containers (UC), a developer named Yuichiro wrote a PHP application that, in production, uses a MySQL database. Yuichiro is onboarding Mary, a new UC developer, who is setting up her development environment. Yuichiro asks Mary to:

- 1) install the related PHP libraries manually so the application will run;
- 2) use MongoDB, instead of MySQL, in the development environment.

According to the Twelve-Factor methodology, which changes should an Architect recommend?

- A. Explicitly declare code dependencies in the application's environment variables and use the same type of database in both development and production.
- B. Persist code dependencies in the application's production databas
- C. Use the same type of database locally to ensure that the dependencies are accessible.
- D. Recursively determine code dependencies on application startup and maintain separate Git branches for the MongoDB- and MySQL- compatible versions of the application.
- E. Explicitly declare code dependencies in the application's source and use the same type of database in both development and production.

**Answer:** B

#### NEW QUESTION 21

Universal Containers (UC)uses Apache Kafka on Heroku to stream shipment inventory data in real time throughout the world. A Kafka topic is used to send messages with updates on the shipping container GPS coordinates as they are in transit. UC is using a Heroku Kafka basic-0 plan.The topic was provisioned with 8 partitions, 1 week of retention, and no compaction. The keys for the events are being assigned by Heroku Kafka, which means that they will be randomly distributed between the partitions.

UC has a single-dyno consumer application that persists the data to their Enterprise Data Warehouse (EDW). Recently, they've been noticing data loss in the EDW.

What should an Architect with Kafka experience recommend?

- A. Enable compaction on the topic to drop older messages, which will drop older messages with the same key.
- B. Upgrade to a larger Apache Kafka for Heroku plan, which has greater data capacity.
- C. Use Heroku Redis to store message receipt information to account for "at-least" once delivery, which will guarantee that messagesare never processed more than onc
- D. Scale up the consumer dynos to match the number of partitions so that there is one process for each partition.

**Answer:** C

#### NEW QUESTION 22

Universal Containers has 3 Heroku apps in its microservicesand requires that logs for all of the apps be stored in the same location for analysis and alerting purposes. How would they achieve this?

- A. Send logs from each app to their own Heroku redis Store, and then combine all logs in a fourth master store.
- B. Set up the 3 apps as producers for Apache Kafka on Heroku and save their logs to Kafka
- C. Set up a file on the filesystem and share it with all the apps
- D. Install a logging add-on for one app and attach it to the other two apps

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 23

Universal Containers has an initiative to increase customer satisfaction by committing preferred resources to accounts and providing prompt service Which two Scheduling Policies would assist to meet this initiative? (Choose two )

- A. Emergency Policy
- B. Customer First
- C. Soft Boundaries

D. High Intensity

**Answer:** BC

#### NEW QUESTION 28

A client is planning to deploy an application to Heroku. The client's IT department requires all applications to be hosted from Australia, where their main office is located. Regulators in Australia require keystroke logs of all engineers who create interactive sessions for the application. Which should an Architect recommend in this scenario?

- A. Deploy the application to a Private Space in the Sydney region with Private Space Logging enabled.
- B. Deploy the application to the Common Runtime in the Sydney region.
- C. Deploy the application to a Shield Private Space in the Sydney region.
- D. Deploy the application to a Private Space in the Sydney region with Internal Routing enabled.

**Answer:** C

#### NEW QUESTION 30

A hospital wants to build a mobile app that allows patients to check the status of submitted insurance claims, which the hospital stores in Salesforce Health Cloud. The app's back end will run on Heroku. Which two measures should an Architect recommend to help ensure that the app is compliant with HIPAA? (Choose two.)

- A. Use Heroku Shield Connect to sync claim data from Salesforce to a Heroku Postgres database.
- B. Use only Heroku Shield Postgres databases to store claim data outside of Salesforce Health Cloud.
- C. Ensure that the back-end application's code encrypts all claim data before writing it to a Heroku Postgres database.
- D. Ensure that the mobile app can only run when on the hospital's intranet, which is connected to the back end's Shield Private Space via VPN.

**Answer:** AC

#### NEW QUESTION 34

In the hierarchy of cloud services, PaaS generally provides more out of the box than:

- A. Software as a service (SaaS)
- B. Infrastructure as a service (IaaS) and on-premises Infrastructure
- C. Salesforce Marketing Cloud
- D. Visualforce pages

**Answer:** B

#### NEW QUESTION 39

A client provisions a Heroku Postgres database in the EU region. Which two services related to Heroku Postgres are located in the U.S.? (Choose two.)

- A. Fork and follower databases
- B. Heroku Postgres Continuous Protection backups
- C. Snapshots created with Heroku PGBackups
- D. Heroku Dataclips

**Answer:** AD

#### Explanation:

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

#### NEW QUESTION 44

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 49

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 50**

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 it 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 51**

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

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

**Answer:** B

**NEW QUESTION 56**

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 59**

A customer runs Production Check on an application from the Dashboard. Which two runtime issues does it check for? Choose 2 answers.

- A. Worker dyno scale: ensuring at least 1 worker dyno is available.
- B. Dyno redundancy: ensuring at least 2 web dynos are available
- C. CDN ensuring a CDN is available to the web dynos
- D. Production-tier database: ensuring a production-tier database is being used

**Answer:** BD

**Explanation:**

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

**NEW QUESTION 62**

Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services.

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

- A. Work Types
- B. Assets
- C. Service Report Templates
- D. Product Templates

**Answer:** AC

**NEW QUESTION 67**

An app has two web dynos, Dyno A and Dyno B. The app receives a request, which is routed to Dyno A. A second request is sent from the same client. Which Dyno is the request routed to?

- A. The request is routed to Dyno A if it has finished handling the first request
- B. The request is routed randomly to Dyno A or Dyno B
- C. The request is definitely routed to Dyno A.
- D. The request is definitely routed to Dyno B.

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 72

Universal Containers is preparing to deploy a high-volume production web application to the Heroku Common Runtime. Which two best practices should an Architect recommend for large-scale load testing of the application? Choose 2 answers.

- A. Open a ticket with Heroku support for approval.
- B. Move the apps into a Private Space to provide an isolated test environment
- C. Disable autoscaling to prevent application startup overhead from skewing results
- D. Ensure that the application runs on Performance-tier dynos

**Answer:** AD

#### Explanation:

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

#### NEW QUESTION 75

Which of the following is NOT an advantage of data replication over data proxies?

- A. A replicated data set reduces data access latency.
- B. A replicated data set supports bidirectional writes.
- C. A replicated data set offloads processing and requests from an origin data server.
- D. A replicated data set is always and immediately in sync with the origin data

**Answer:** D

#### NEW QUESTION 76

Universal Containers has multiple Heroku applications that use the same Heroku Postgres database. One of those applications, SFDC-sync, uses Heroku Connect to sync the data between a Salesforce org and the Heroku Postgres database. If the SFDC-sync app is deleted, Heroku Connect will stop syncing data. What is another consequence of deleting the SFDC-sync app?

- A. All tables synced with Heroku Connect will be removed from the Heroku Postgres database
- B. Existing data will remain in both locations.
- C. All synced objects will be removed from the Salesforce org
- D. All tables will be removed from the Heroku Postgres database

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 77

Universal Containers intends to build an app which will accept card payments. The app also needs to store, process, and transmit cardholder data. Which Heroku architecture should an Architect recommend?

- A. Common Runtime with secure, isolated containers for running the app's code.
- B. A Private Space restricted to a set of trusted IP ranges.
- C. A Shield Private Space with a Shield Postgres add-on.
- D. A Private Space with Internal Routing enabled on the app.

**Answer:** C

#### NEW QUESTION 78

Heroku apps that handle callouts from Salesforce can be written in:

- A. All of these
- B. Python
- C. Node, js / JavaScript
- D. Java, Scala
- E. Clojure
- F. PHP

**Answer:** A

#### NEW QUESTION 81

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 86

A client is building a collection of web apps that will serve short-lived marketing sites during REST. The apps must support HTTPS connections. They also need to scale up and down at unpredictable intervals. The client is not currently a Heroku Enterprise customer. Given the scenario, what should an Architect recommend?



- A. Sign up for Heroku Enterprise and deploy each app to a different Private Space
- B. Sign up for Heroku Enterprise without deploying the apps to the same Private Space
- C. Sign up for Heroku Enterprise and deploy the apps to the same Private Space
- D. Deploy the apps to the Common Runtime

**Answer:** D

**Explanation:**

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

**NEW QUESTION 91**

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 94**

You can use Salesforce Connect to proxy which types of data sources:

- A. OData 2.0 and 4.0
- B. REST with JSON payloads
- C. SOAP
- D. All of these
- E. REST with XML payloads

**Answer:** D

**NEW QUESTION 96**

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 97**

A client runs an application on a background worker dyno. The application allows its users to request personalized information as a PDF. At peak usage, the app processes millions of requests at once. The resulting number of requests has caused a bottleneck that is impacting its performance. Which two solutions can an Architect recommend to resolve the bottleneck and improve performance? (Choose two.)

- A. Increase the number of workers to consume the job faster.
- B. Move the application to a Private Space.
- C. Add Heroku Redis as a job queue.
- D. Add a CDN add-on from the Elements marketplace.

**Answer:** AB

**NEW QUESTION 100**

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

- A. ISO 27017
- B. PCI level 1
- C. SOC2 Type I
- D. ISO 27018

**Answer:** B

**Explanation:**

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

**NEW QUESTION 105**

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 107

A platform as a service (PaaS) is:

- A. A monthly bare-metal server rental service
- B. A way to deliver hardware and software tools, such as those needed for application development, to users as a service
- C. A service to help you buy and install your own server hardware
- D. A piece of software in the cloud that you can use just by logging in

**Answer:** B

#### NEW QUESTION 108

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 109

Which is a characteristic of an add-on that is "available" for applications in Private Spaces but not "installable" in a Private Space?

- A. The add-on always runs in the same Private Space as the provisioning application.
- B. The traffic between the provisioning app and the add-on will travel across the public Internet.
- C. The add-on will always run in the same region, but not in the same Private Space, as the provisioning application.
- D. The add-on's data will always be stored in the same Private Space as the provisioning application.

**Answer:** C

#### NEW QUESTION 110

What are 3 examples of backing services, as described in the Twelve Factor app methodology?

- A. A database
- B. A logging tool
- C. An email delivery service
- D. A background process with a long running task

**Answer:** ABC

#### Explanation:

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

#### NEW QUESTION 113

Universal Containers wants to ensure that inventory needed for repair jobs is tracked and managed so Technicians have the material for their jobs.

Which two ways should a Consultant recommend tracking these inventory requirements in Salesforce? (Choose two.)

- A. Products Required for Service Appointments
- B. Products Required for Work Orders
- C. Products Required for Work Order Line Items
- D. Products Required for Service Resources

**Answer:** BC

#### NEW QUESTION 116

A client's Heroku application syncs data between a Heroku Postgres database and a Salesforce org using the Salesforce Bulk API. The client has determined the application currently uses 90% of the client's daily Salesforce Bulk API limit.

To overcome this issue, what feature, to replace the Bulk API implementation in this scenario, should an Architect recommend?

- A. Custom Apex callouts
- B. Heroku Connect
- C. Salesforce SOAP API
- D. Salesforce Connect

**Answer:** B

#### NEW QUESTION 117

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 stunnel 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 122

The Disaster at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration.

Which three options are available to the Disaster? (Choose three.)

- A. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch".
- B. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- C. Select multiple Service Appointment from the list and bulk schedule them Select a Service Appointment from the list, press the "Edit" action and allocate the Resource
- D. Create a Workflow to close the Milestone when the Wrap Up is complete.
- E. Select a Service Appointments from the list and press the "Schedule" action.

**Answer:** ACE

#### NEW QUESTION 124

Canvas apps can authenticate a user with:

- A. OAuth
- B. Signed request
- C. Username and password
- D. Either OAuth or signed request

**Answer:** D

#### NEW QUESTION 128

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

#### NEW QUESTION 133

A client wants to use Heroku Connect to sync data from a Heroku Postgres table to a Salesforce org. The client only needs to sync a specific subset of the rows in the table.

How should this be performed?

- A. Add a mapping filter to the table when setting up the sync, and select appropriate criteria from the list.
- B. Filter the data in the database, and provide an alternative table or view for use in the sync.
- C. Use the Heroku Connect Mapping Query Editor, and add filters to the query.
- D. Place Sharing Rules on the records, and restrict visibility to only those rows that are needed.

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 136

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:** AD

**Explanation:**

This is no VPN connection and a trusted IP range is used to limit the trusted outside application's IP address And there is document related to this use case:<https://devcenter.heroku.com/articles/establish-trust-private-space-and-salesforce#salesforce-heroku-apps>

**NEW QUESTION 141**

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically  
What should a Consultant recommend to meet this requirement?

- A. Create a custom report.
- B. Create a Process Builder to generate a report.
- C. Use the standard Work Order email template.
- D. Use the standard Service Report

**Answer:** D

**NEW QUESTION 142**

Heroku Connect data replication happens:

- A. Near real time for writes to Salesforce
- B. and on a 30-second polling window for writes to Heroku Postgres
- C. Near real time for writes to Salesforce
- D. and either on a polling window or near real time for writes to Heroku Postgres (depending on the user configuration)
- E. Instantly in both directions
- F. Near real time in both directions

**Answer:** B

**NEW QUESTION 144**

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 148**

What are two features of a Shield Private Space that has Private Space Logging enabled? Choose 2 answers.

- A. Logs must be forwarded to a destination either within the Shield Private Space or within a VPN that includes the Shield Private Space.
- B. Applications in the shield Private Space do not forward logs to Heroku's Logplex router.
- C. Applications in the Shield Private Space forward logs to a separate, high-compliance instance of Heroku's Logplex router
- D. All applications in the Shield Private Space forward their logs to the same destination.

**Answer:** BD

**Explanation:**

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

**NEW QUESTION 152**

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 157**

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 Sales Representatives.

**Answer:** AC

**NEW QUESTION 159**

Universal Containers provides prompt service and has multiple service levels (or different customers Over 50% of Service Appointments are created on the sameday 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 Dispatch Service Appointments using Drip Feed.
- B. Automatically run Optimization Background Job every hour.
- C. Automatically schedule unscheduled services to available Resources
- D. Automatically change the status to Dispatched of all Service Appointment

**Answer:** B

**NEW QUESTION 164**

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## Relate Links

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