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QUESTION 1

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

Correct Answer: D

QUESTION 2

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

Correct Answer: BC

QUESTION 3

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

Correct Answer: D

QUESTION 4

A web application on Heroku wants to surface Salesforce data.All users of the web application will:

1) Authenticate using SSO with Salesforce.

2) Have user records in Salesforce.

What architecture should be recommended in order to maintain the Salesforce security model already in place?

A. Use Heroku Connect to sync the Salesforce data and Salesforce security model to Heroku Postgres.

B. Have the application query Salesforce data and the security model directly using a cached admin credential.

C. Use Heroku Connect, with a per-user authentication model, to sync theSalesforce data to Heroku Postgres.

D. Have the application query Salesforce data directly through the Salesforce APIs as the running user.

Correct Answer: A

https://devcenter.heroku.com/articles/addon-controls

QUESTION 5

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

Correct Answer: BCD