



# HEROKU-ARCHITECT<sup>Q&As</sup>

Salesforce Certified Heroku Architect

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### QUESTION 1

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.

Correct Answer: ACE

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### QUESTION 2

Technicians earn certifications that must be renewed periodically to ensure their skills remain up-to-date. How can these certifications be managed on the Resource?

- A. Add the Resource Skill and create Absence once expired.
- B. Add the Resource Skill and remove from the Service Territory once expired.
- C. Add the Resource Skill and set the End Date.
- D. Add the Resource Skill and track certification using reminder.

Correct Answer: C

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### QUESTION 3

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.

Correct Answer: B

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### QUESTION 4



Universal Containers (UC) has configured SSO for their Heroku EnterpriseTeam 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.

Correct Answer: A

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

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#### QUESTION 5

you can build Canvas apps and run them on Heroku with of the following languages:

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

Correct Answer: B

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