



Q&As

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QUESTION 1

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.

Correct Answer: D

QUESTION 2

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

Correct Answer: D

QUESTION 3

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
- B. Quick Action on Opportunity to Create Work Order Line Item
- C. Quick Action on Work Order to Create Opportunity
- D. Quick Action on Work Order Line Items to Create Opportunity

Correct Answer: C



QUESTION 4

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.

Correct Answer: AB

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

QUESTION 5

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.

Correct Answer: C

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