



Q&As

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QUESTION 1

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app.

How can this be supported?

- A. Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- B. Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- C. Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Mobile app.

Correct Answer: C

QUESTION 2

An existing app is experiencing performance degradation because of multiple executions of multiple, expensive SQL read queries. This SQL code cannot be optimized any further and the frequency of the execution of the queries cannot be reduced.

Which two options should an Architect recommend in this scenario?

- A. Hardcode the results of the query into app logic
- B. Add a read-only HerokuPostgres follower
- C. Create a database caching layer
- D. Restart the Heroku Postgres server to reclaim cache

Correct Answer: BC

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

QUESTION 3

Salesforce Connect custom adapters support:

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



Correct Answer: C

QUESTION 4

Universal Containers (UC) wants to better understand their service business and Field Service Technician teams' schedules. A Consultant suggested UC start to forecast and plan. Which two abilities does forecasting and planning provide? (Choose two.)

- A. Proactively adjust to demand fluctuations.
- B. More consistently meet customer response times.
- C. More accurately assign Work Orders based on skills.
- D. Proactively adjust Service Contracts.

Correct Answer: AB

QUESTION 5

Universal Containers experienced an outage with their production Heroku Postgres database due to a fault with the underlying infrastructure. The database was unavailable for an hour. The database is on the Standard-0 plan. Which two actions should an Architect recommend to mitigate such database failures and outages in the future? (Choose two.)

- A. Create a follower database that uses the same plan as the leader.
- B. Migrate the database to a Premium-tier plan.
- C. Migrate the database to a larger Standard-tier plan.
- D. Create a fork of the database that uses the same plan as the leader.

Correct Answer: AC

Reference: <https://devcenter.heroku.com/articles/updating-heroku-postgres-databases>

QUESTION 6

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.

Correct Answer: C



QUESTION 7

A client has an e-commerce application that stores creditcard 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

Correct Answer: B

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

QUESTION 8

Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

- A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.
- B. Create an Approval Process from the Service Appointment for the customer's Authorization.
- C. Create a checkbox on the Service Appointment that will capture the customer's Authorization.
- D. Create a custom text field to capture the customer's signature on Salesforce mobile app.

Correct Answer: C

QUESTION 9

Universal Containers wants to invoice its customer for the parts used when performing repairs on installed Assets.

What should a Consultant recommend to track the price of the parts consumed?

- A. Use Products and Price Books to track the price.
- B. Use Opportunity Line Items and Price Books to track the price.
- C. Use a custom object to model the Work Order pricing and price.
- D. Use Assets and Products to track the price.

Correct Answer: A



QUESTION 10

To satisfy the requirements of an upcoming compliance audit, a client must provide a record of all interactive commands run against a production application in the last six months. Which Heroku feature should an Architect recommend to help with this use case?

- A. Heroku Shield keystroke logging
- B. Dataclips
- C. Private Space Logging
- D. SSH tunneling using Heroku Exec

Correct Answer: A

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

QUESTION 11

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: AD

QUESTION 12

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

Correct Answer: C

QUESTION 13

A client is creating a new API application. The app should only be accessible from other apps that they deploy to Heroku. Also, traffic between the other apps and the API should not transit the public internet.



Which solution should an Architect recommend to meet these requirements?

- A. Create the application in a Private Space with default options.
- B. Create the application in a Private Space and restrict the application's set of trusted IP ranges.
- C. Create the application with Internal Routing enabled, in a Private Space.
- D. Create the application in a Shield Private Space to enforce stricter requirements for TLS termination.

Correct Answer: B

Reference: <https://www.accidentaladmintoawesomearch.com/blog/what-you-need-to-know-to-pass-the-heroku-architecture-designer-exam>

QUESTION 14

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

Correct Answer: B

QUESTION 15

Which two conventions of the Heroku platform reflect the Twelve-Factor methodology's recommendation to "execute the app as one or more stateless processes?" (Choose two.)

- A. Log messages from each of an app's dynos are kept separate from each other.
- B. Heroku apps define process types in a Procfile.
- C. A Heroku app's config vars are deleted on deploys and app restarts.
- D. Dynos have an ephemeral filesystem.

Correct Answer: BC

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