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**Salesforce Certified Heroku Architecture Designer**

**Version 1.0**



**Exam A****QUESTION 1**

Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment.

How should a Consultant recommend adhering to this business process?

- A. Assign Permission Sets that allow Status Transitions.
- B. Allow Status Transitions based on Role.
- C. Limit Status Transitions based on Profile.
- D. Configure Status Transitions based on Resource Type.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 2**

Universal Containers is tracking customer issues in their call center. Sometimes this requires a Technician to be on-site at the customer's location.

What set of steps should a Consultant recommend to dispatch the Technician?

- A. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.
- B. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.
- C. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.
- D. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 3**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 4** Universal Containers maintains their service level agreements at the customer level only.

How can a Consultant ensure agents can verify coverage?

- A. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact Page Layout.

- B. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.
- C. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.
- D. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5** In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher?  
(Choose three.)

- A. Google Traffic Data
- B. Service Appointment Dependencies
- C. Resource's Home Base
- D. Service Appointments
- E. Resource's Travel Speed

**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 6** 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 7** Universal Containers wants to track the total associated price when servicing Work Orders for customers.

Which two of the following should the Consultant recommend? (Choose two.)

- A. Use Work Order and Work Order Line Items.
- B. Use a custom object to model the Work Order pricing.
- C. Use the Einstein Pricing Configurator.
- D. Set up Products and Price Books.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work. Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? (Choose two.)

- A. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- B. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

Universal Containers wants their Technicians to record Asset Number using a barcode scanner when completing Work Orders.

What field type should be configured to capture this information?

- A. Barcode
- B. Date
- C. Formula
- D. Text

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

Universal Containers has a Partner Community. Work Orders are assigned to these partners. Partners are not interacting with Service Appointments or Service Resources.

How would a Partner user update the Work Order record from a mobile device?

- A. Field Service mobile app
- B. Salesforce mobile app
- C. Work Order records cannot be updated on a mobile device
- D. Salesforce Touch

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11** Universal Containers wants to reduce their mean-time-to-service.

Which three Field Service process should a Consultant recommend to accomplish this goal? (Choose three.)

- A. Adjust Scheduling Policy
- B. Knowledge Base
- C. Dispatching

- D. Customer Entitlements
- E. Scheduling

**Correct Answer:** ABC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 12

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire. Which two upsell activities should the CSR consider? (Choose two.)

- A. Open a Case and send email with new Service offerings.
- B. Open a Case and inform Customer of weekend service pricing.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 13

Universal Containers (UC) is using Field Service and has customer meetings at UC's offices. When booking meetings, they would like them to begin on the hour, every hour, between 9am-5pm. How can this be achieved?

- A. Use Customer Operating Hours.
- B. Use Exact Appointments on the Work Types.
- C. Use Territory-specific Operating Hours.
- D. Use Multiple Operating Hours with Slots for each hour.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 14

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. Publish pre-release documentation on the Customer Community.
- B. Publish training documentation in a closed Chatter group.
- C. Increase training to Sales Representatives.
- D. Increase training to Field Service Technicians.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16** 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 Milestones, Create Entitlement records, Set Up Entitlements Process for Work Orders.
- B. Set Up Entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records.
- C. Create Entitlement records, Set Up Entitlements Process for Work Orders, Set Up Milestones.
- D. Set Up Milestones, Set Up Entitlements Process for Work Orders, Create Entitlement records.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a pre-defined template for the Work Order within the Service Console.

Which two items should a Consultant recommend in order to achieve this? (Choose two.)

- A. Use Record Types to achieve pre-defined templates.
- B. Add the Work Order Quick Action on the Case.
- C. Add the Work Order Quick Action on the Account.
- D. Use Work Types to achieve pre-defined templates.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

Universal Containers (UC) wants to track all customer work requests. UC has no requirement to track where the work originated from, but does need the requests tied to the customer's account.

What should a Consultant recommend to track these work requests?

- A. Work Orders and Cases
- B. Cases, Work Orders, and Tasks
- C. Work Orders Only
- D. Cases Only

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

Universal Containers wants Service Managers to quickly identify location and status changes in the lifecycle of a specific component in a customer's install base.

What should a Consultant recommend to track the lifecycle?

- A. Utilize custom fields for change tracking on Assets.
- B. Utilize Field History Tracking on Assets.
- C. Utilize lifecycle Object tracking on Assets.
- D. Utilize a Work Order related list on Assets.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

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



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

Universal Containers provides multiple service types (i.e., Installation, Maintenance, Break/Fix, etc.). Each service requires a variety of skills and certifications in order for a resource to excel. Which

two configurations should a Consultant implement to meet this requirement? (Choose two.)

- A. Select the relevant Work Types for each Resource.
- B. Use Work Types with Required Skills.
- C. Assign the appropriate Skills to Resources.
- D. Create Multiple Work Orders Line Items per service.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22** Universal Containers would like to engage contractors and customers directly in their Field Service solution.

Which three options will provide read, write, and edit access to Work Order objects? (Choose three.)

- A. Chatter File Connect
- B. Partner Community license
- C. Customer Community Plus license
- D. Customer Community license
- E. Chatter Customer Group

**Correct Answer:** BCD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23** Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders.

What should a Consultant take into consideration?

- A. Managing page layouts and milestone trackers can be done in the Salesforce mobile app.
- B. Creating Entitlements for Cases and Work Orders must be separated.
- C. Managing page layouts and validation rules can be done in Salesforce Lightning.
- D. Creating Entitlements for Work Orders requires Lightning to be enabled.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? (Choose three.)

- A. Build a report to view Products Consumed on Work Order Line Items.
- B. Build a report to view Inventory Transactions.
- C. Build a report to view Products Consumed on Work Orders.
- D. Build a report using the Service Appointment Inventory module.
- E. Build a report using the Work Order inventory module.

**Correct Answer:** ABC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26** 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. Work Types with an Estimated Duration.
- B. Work Orders with Operating Hours.
- C. Operating Hours for Customer Accounts.
- D. Work Types with Service Level Agreement.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In

which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? (Choose two.)

- A. Assign Skills and Skill Levels to Resources.
- B. Implement Assignment Rules and Work Orders.
- C. Implement Work Types and Skill Assignments.
- D. Assign Skills and Skill Levels to Users.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

Universal Containers wants to ensure that Service Appointments are only assigned to Active Resources.

What configuration should a Consultant recommend for the Scheduling Policy?

- A. Match Boolean
- B. Match Fields
- C. Preferred Resources
- D. Required Resources

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29** Universal Containers wants their Field Technicians to indicate if any of their Service Appointments are at risk of not being completed on time. They would like for this to be achieved on a mobile device using a Quick Action.

What should a Consultant recommend to achieve this requirement?

- A. Update the Service Appointment Status field.
- B. Update the Service Appointment field "In Jeopardy".
- C. Update the Service Appointment Chatter feed.
- D. Reschedule the Service Appointment for later.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32** 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 Work Order related list on Asset.



- B. Utilize a custom "Installation Date" field on Asset.
- C. Utilize Field History Tracking on Asset.
- D. Utilize the standard "Installation Date" field on Asset.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33** Universal Containers wants to track the work that is performed on the customer's install base.

What object relationship should the Consultant focus on to meet this requirement?

- A. Products to Accounts
- B. Assets to Products
- C. Work Orders to Assets
- D. Work Orders to Products

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 34** Universal Containers is receiving increased complaints about incomplete Work Orders.

What option should a Consultant recommend to improve this situation?

- A. Send an email CSAT survey.
- B. Decrease Resource Rank Score.
- C. Change the Scheduling Rules.
- D. Implement Signature Capture.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 35**

Universal Containers' (UC) Technicians often report seeing competitors' assets when on-site. UC would like to run a report on which of their customers have competitive assets.

How should a Consultant recommend meeting this requirement using the Field Service mobile app?

- A. Manually create a competitor's Asset Record on the Field Service mobile app.
- B. Use a Quick Action to create a competitor's Asset Record on the Field Service mobile app.
- C. Use a Macro to create a competitor's Asset Record on the Field Service mobile app.
- D. Use a Quick Action to create a Note to explain the competitor's Asset and attach it to the Work Order.

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 36** Universal Containers wants to provide Dispatchers with Account and Asset details when they hover over each Service Appointment.

How should a Consultant recommend implementing this feature?

- A. Add Fields on the Page Layout.
- B. Configure Field Sets on the Service Appointment.
- C. Use Lookup Fields.
- D. Create CSS in the Dispatcher's Console.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37** Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country.

What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

Universal Containers sells products that are made up of serialized components. Field Technicians often need to work on a specific component.

How should a Consultant recommend tracking customer purchases so Work Orders can be assigned to a component?

- A. Use Orders and Order Products.
- B. Use Work Orders and define a hierarchy.
- C. Use Products and Product Families.
- D. Use Assets and define a hierarchy.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

A Universal Containers' (UC) Technician is completing a service appointment, but is unable to finish one of the tasks defined on the Work Order Line Items because of insufficient inventory.

Assuming UC is using the standard Work Order and Line Item status picklist values, how should the work be recorded?

- A. Mark all Work Order Line Items as "Cannot Complete," including the incomplete Work Order Line Item; mark the parent Work Order as "In Progress".
- B. Mark all completed Work Order Line Items as "Completed". Mark the incomplete Work Order Line Item as "Cannot Complete", and enter details in the Description field. Mark the parent Work Order as "Cancelled."
- C. Mark all completed Work Order Line Items as "Completed". Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Closed".
- D. Mark all completed Work Order Line Items as "Completed". Mark the incomplete Work Order Line Item as "Cannot Complete" and enter details in the Description field. Mark the parent Work Order as "Cannot Complete".

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 40** Universal Containers does not want the lunch break to interfere with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1pm?

- A. Create Resource Absences every day.
- B. Create a recurring Service Appointment.
- C. Use appropriate Resource Operating Hours.
- D. Use the Resource Availability Rule.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

Universal Containers' customers typically like to be served by the same Technician that completed the initial installation.

How should a Consultant implement this rule?

- A. Add the Account as one of the Resource Skills.
- B. Add the Resource as a Preferred Resource.
- C. Add the Resource as a Required Resource.
- D. Add all other Resources as Excluded Resources.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

Universal Containers is expecting the amount of work to increase significantly over the next three weeks. They have decided to engage a new third-party Contract Provider to help with the additional work.

How should a Consultant recommend configuring the new Contractor?

- A. Create a Capacity-based Resource and delete that Resource after three weeks.
- B. Create a Resource and give them 24-hour availability for the next three weeks.
- C. Create a Capacity-based Resource and give them Capacity for the next three weeks.
- D. Create a Capacity-based Resource and give them 24-hour availability for the next three weeks.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 43** A Field Technician from Universal Containers arrived onsite for an appointment, and unfortunately the customer was not present. UC wants to ensure they can track these customer no-show events for future process improvement.

What process should a Consultant recommend to handle this situation?

- A. Set the existing Service Appointment status to Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.
- B. Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.
- C. Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.
- D. Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

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. Soft Boundaries
- B. High Intensity
- C. Emergency Policy
- D. Customer First

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

Universal Containers provides prompt service and has multiple service levels for different customers. Over 50% of Service Appointments are created on the same day 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 schedule unscheduled services to available Resources.

- B. Automatically change the status to Dispatched of all Service Appointments.
- C. Automatically Dispatch Service Appointments using Drip Feed.
- D. Automatically run Optimization Background Job every hour.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46** Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work. Contractor 1 has provided service longer for Universal Containers and is considered to have more repair work expertise than Contractor 2.

How should a Consultant configure this expertise for Contractor 1 versus Contractor 2?

- A. Assign Contractor 1 as a Preferred Resource.
- B. Assign Contractor 1 and 2 different capacities for repair work.
- C. Assign Contractor 2 as an Excluded Resource.
- D. Assign Contractor 1 and 2 different Skill Levels for repair Work Type.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 47

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### QUESTION 48

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

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 49** Dispatchers at Universal Containers want to ensure the Resource being assigned to a Work Order has the correct training.

What should a Consultant implement to accomplish this requirement?

- A. Define Work Types, Define Work Order Status, Set up Resource Skills
- B. Define Skills, Set up Skill Requirements, and Set up Resource Skills
- C. Set up Skill Requirements, Define Work Types, Set up Routing Rules

D. Set up Service Locations, Set up Location Skills, Define Work Types

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 50** Universal Containers wants to process mobile payments.

How can this requirement be met?

- A. Attach a picture of the credit card.
- B. Add a custom field to store the credit card number.
- C. Install an AppExchange package.
- D. Create a custom payments object.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 51** 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 track certification using reminder.
- C. Add the Resource Skill and set the End Date.
- D. Add the Resource Skill and remove from the Service Territory once expired.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

Universal Containers would like to enforce a 48-hour SLA to ensure that Technicians perform certain follow-up activities after they leave a customer site. The starting point of the SLA is when the Work Order Status is set to "Technician Wrap Up." The Technician is required to provide confirmation that wrap up is completed.

Which three configurations should a Consultant implement to ensure this can be achieved? (Choose three.)

- A. Create custom fields to capture that the Wrap Up Activities have been completed.
- B. Create a Process to call a Flow that completes the Milestone when the Wrap Up is complete.
- C. Create a Milestone which has entry criteria for Status = Technician Wrap Up.
- D. Create an Entitlement Process which has entry criteria for Status = Technician Wrap Up.
- E. Create a Workflow to close the Milestone when the Wrap Up is complete.

**Correct Answer:** CDE

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 53**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

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 a Service Appointments from the list and press the "Schedule" action.
- D. Select multiple Service Appointment from the list and bulk schedule them.
- E. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.



**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55** What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Product Catalog
- B. Site Details

- C. Asset History
- D. Contact
- E. Address

**Correct Answer:** BDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 57

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available? (Choose two.)

- A. Manage Attached Articles and Search the Knowledge Base.
- B. Attach Knowledge Articles to Work Order Line Items Only.
- C. Attach Articles to Work Orders and Work Order Line Items.
- D. Include Quick Actions and Global Actions in Attached Articles.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 58

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. Create a child Work Order for the follow-up Work Order.
- B. Re-use the existing Work Order for the follow-up.
- C. Change the Work Order with a closed status of "Cancelled".
- D. Change the Work Order with a status of "New".

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 59

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? (Choose two.)

- A. Create operating hours for the Service Resource.
- B. Create operating hours for the Optimization Engine.
- C. Create operating hours for the Service Appointment.
- D. Create operating hours for the Service Territory.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 61** 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.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/logging>

**QUESTION 62**

A hospital is planning to rewrite its on-premise patient registration system. Their current system is HIPAA-compliant as well as ISO 27018-compliant. They need to maintain these same certification levels after the rewrite. Their new app also needs to sync PII (personally identifiable information) data with their Salesforce org.

What Heroku Enterprise solutions should an Architect propose?

- A. Build the app in a Shield Private Space, with a Shield Heroku Postgres database, and use Apache Kafka on Heroku to stream from the Salesforce org.
- B. Build the app in the Common Runtime, use a Heroku Postgres database, and use Heroku Connect to sync to Salesforce.
- C. Build the app in a Shield Private Space, with a Shield Heroku Postgres database, and use Shield Heroku Connect to sync to Salesforce.
- D. Build the app in a Private Space with a Private Heroku Postgres database, and use Heroku Connect to sync to Salesforce.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 63**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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

#### QUESTION 64

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

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.heroku.com/podcasts/codeish/8-sharing-data-with-dataclips>

#### QUESTION 65

Which three items are required to successfully set up Single Sign-on (SSO) services with Heroku? (Choose three.)

- A. An identity provider with built-in support for Heroku
- B. A Heroku Enterprise Team
- C. An existing Heroku account for each user
- D. At least one valid SSO certificate
- E. Administrative permissions on the selected identity provider

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/using-sso-services-with-heroku#sso-setup-for-other-saml-2-0-compliant-idps>

#### QUESTION 66

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.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.heroku.com/managed-data-services>

**QUESTION 67**

A client wants to create a secure network connection between Heroku applications running in a Private Space and an AWS VPC.

Which Heroku feature should an Architect recommend to create the connection?

- A. Internal Routing
- B. Private Space Peering
- C. Private Space VPN connections
- D. Heroku Connect

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://blog.heroku.com/private-spaces-vpn>

**QUESTION 68** 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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

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

**QUESTION 69**

Universal Containers has a Heroku app that uses several third-party add-ons. They now need to enforce data privacy and be compliant with General Data Protection Regulation (GDPR).

What should an Architect advise UC regarding data residency in this scenario? A.

Heroku does not control where add-on providers store data.

- B. Heroku support can configure add-ons for specific data residency needs.
- C. Heroku guarantees the physical location of its control surface APIs.
- D. Data residency for add-ons is covered under Salesforce's GDPR compliance.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 70** An app uses a queue of worker dynos to perform complex image processing, but the worker dynos are occasionally running out of memory when performing the processing. All of their dynos are currently standard-1x dynos.

What should an Architect recommend in this scenario?

- A. Add additional worker dynos.
- B. Break up the image processing across multiple dynos.
- C. Move the app to a Private Space.
- D. Change the type of dynos to standard-2x.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/scaling>

**QUESTION 71** A client wants to use Heroku to build a data bridge between Salesforce and Google Cloud Platform (GCP).

Which combination of Heroku features should an Architect recommend to secure the connection between Heroku and GCP?

- A. Heroku Shield Private Spaces and Heroku Shield Connect
- B. Heroku Private Spaces and Private Space VPN Connections
- C. Heroku Private Spaces and Private Space Peering
- D. Heroku Shield Private Spaces and Internal Routing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 72** Part of a client's design is the ability to easily share between two applications running on Heroku.

What should an Architect recommend?

- A. Attach a single storage add-on, such as Heroku Postgres, to both applications.
- B. Create Foreign Data Wrappers to expose the tables from one database to another.
- C. Provision Heroku Connect to sync the data into a custom object in Salesforce.
- D. Provision Apache Kafka on Heroku to easily stream the data between the two apps.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 73**

A healthcare services client is requesting an architecture for a set of applications: one is a marketing application, and the other two are of customer service applications that allow for customers to interact with their healthcare records. The marketing application must be able to scale up within seconds in response to traffic spikes. The client wants to be able to deploy each of these applications to the U.S. East Coast and EMEA.

Which applications should be deployed into which Heroku runtime?

- A. The marketing application into Private Spaces; customer service applications into Shield Private Spaces
- B. The marketing application into the Common Runtime; customer service applications into Shield Private Spaces
- C. The marketing application into the Common Runtime; customer service applications into Private Spaces
- D. The marketing application into Private Spaces; customer service applications into separate Private Spaces

**Correct Answer:** A



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 74** For which two use cases should an Architect recommend using Heroku Redis? (Choose two.)

- A. Providing long-term data warehousing
- B. Adding jobs to a queue
- C. Providing a data cache layer
- D. Querying relational data

**Correct Answer: AD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://blog.heroku.com/heroku-redis-ga-and-introducing-heroku-data-links>

**QUESTION 75**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

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

**QUESTION 76**

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 the Salesforce data to Heroku Postgres.
- D. Have the application query Salesforce data directly through the Salesforce APIs as the running user.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

A client wants to create a scalable set of microservices that communicate with each other, where multiple microservices have a public REST API.



Which architecture strategy allows this on Heroku?

- A. Each microservice is a separate Heroku app. The microservices communicate by using Apache Kafka as a message bus.
- B. Each microservice is a separate process type in a single Heroku app. The microservices communicate by using Redis as a message bus.
- C. Each microservice is a separate private space. The microservices communicate by using DNS Service Discovery.
- D. Each microservice is a separate process in a single Heroku app. The microservices communicate by using shared memory.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://blog.heroku.com/announcing-dns-service-discovery>

**QUESTION 78** 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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 79**

Universal Containers (UC) has configured SSO for their Heroku Enterprise Team 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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

A client wants to use Heroku Connect to sync data bidirectionally between a Salesforce org and a Heroku Postgres database. In this

scenario, which two are advantages to setting a custom External Identifier field in the Heroku Connect mapping? (Choose two.)

- A. External IDs simplify the mapping of polymorphic relationships in the Salesforce org.
- B. External IDs improve speed when inserting multiple related objects.
- C. External IDs prevent the creation of orphaned duplicates in Heroku Postgres.
- D. External IDs are required to enable bidirectional synchronization.

**Correct Answer: CD**



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 81**

Universal Containers (UC) recently acquired another company, International Shipping. Each company has its own Salesforce org, and UC wants those orgs to remain separate for the foreseeable future.

Given this scenario, which Heroku feature should an Architect recommend to provide additional value to UC following the acquisition?

- A. Heroku Connect can be used to synchronize data directly between the two Salesforce orgs.
- B. Both orgs can be attached to the same Heroku application as an add-on to ensure data residency in the application's region.
- C. Heroku External Objects can expose read-only data from both Salesforce orgs to Heroku Postgres.
- D. A Heroku Postgres database can sync data from both orgs for advanced querying capabilities.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/integrating-heroku-and-salesforce>

**QUESTION 82**

Universal Containers uses Heroku Connect to sync their Salesforce org's data with Heroku Postgres. Periodically, they write a very large set of changes that needs to be fully replicated between these two systems.

Which two sets of actions should an Architect propose? (Choose two.)

- A. Make the changes directly in Heroku Postgres. Then allow Heroku Connect to expose them to the Salesforce org using Heroku External Objects.
- B. Use Data Loader to write the changes to the Salesforce org. Then allow Heroku Connect to sync them to Heroku Postgres.
- C. Make the changes directly in Heroku Postgres. Then allow Heroku Connect to use the Bulk API to sync them to the Salesforce org.
- D. Pause Heroku Connect then make the changes directly in the Salesforce org. Then allow Heroku Connect to use the Salesforce Bulk API to sync them to Heroku Postgres.

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 83**

Universal Containers (UC) has expressed a desire to have encryption-at-rest enabled on their Heroku Postgres databases.

Which three tiers would UC need to use to have that feature enabled? (Choose three.)

- A. Private
- B. Standard
- C. Hobby
- D. Shield
- E. Premium

**Correct Answer: ABE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/heroku-postgres-production-tier-technical-characterization> (data encryption)

**QUESTION 84**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 85**

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

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/ssl>

**QUESTION 86**

A client wants to perform complex processing on large data sets in Salesforce. The data is confidential, but it does not have advanced compliance requirements.

What Heroku Enterprise features should an Architect recommend in this scenario?

- A. Shield Private Spaces and Heroku External Objects
- B. Private Spaces and Heroku Connect
- C. Private Spaces and Heroku External Objects
- D. Shield Private Spaces and Heroku Shield Connect

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 87**

A Heroku application uses Heroku Connect to integrate with data from a Salesforce org. Since then, several fields from the Salesforce objects that were mapped using Connect have been removed. As a result, the development team will reload the mapping using Heroku Connect.

What is an implication of reloading the mapping?

- A. The mapped tables in Heroku Postgres will continue to store the previously synchronized data, and synchronization will restart normally.
- B. The mapped tables in Heroku Postgres will be truncated as part of the reload action. The data in removed fields will be lost, and synchronization will pause until manually restarted.
- C. The mapped tables in Heroku Postgres will continue to store the previously synchronized data, but synchronization will pause until manually restarted.
- D. The mapped tables in Heroku Postgres will be truncated as part of the reload action. The data in removed fields will be lost, and synchronization will restart normally.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 88

Universal Containers has recently experienced a higher volume of traffic on their mobile app hosted on Heroku. When Universal Containers was running 4 standard-2x dynos with 1 GB RAM each, they encountered multiple H12 ("request timeout") errors. The app never consumed more than 800 MB of RAM. They then switched to performance-m dynos, with 2.5 GB RAM, and set autoscaling to a maximum of 2 dynos. However, they still encountered H12 ("request timeout") errors.

What remediation should an Architect recommend to alleviate this problem?

- A. Move long-running tasks to worker dynos.
- B. Add a logging add-on from the Elements marketplace.
- C. Upgrade to performance-L dynos with 14 GB RAM.
- D. Replace autoscaling with a manual scaling option of 2.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://storage.hinterland.nu/webdav/Documents/To%20Read/Heroku%20Cloud%20Application%20Development.pdf> (290)

**QUESTION 89** A customer wants to sync data between their Salesforce org and Heroku Postgres.

Which two limitations should an Architect remember when recommending Heroku Connect? (Choose two.)

- A. Heroku Connect can only access fields and objects that its associated Salesforce integration user can access.
- B. Heroku Connect does not support all Salesforce objects and fields.
- C. Heroku Connect does not provide an API.
- D. Heroku Connect cannot sync custom objects.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/heroku-connect#provisioning-the-add-on>

#### QUESTION 90

A healthcare client is creating a web portal for their customers on Heroku, which is sourced from a Salesforce instance. Some of the Salesforce data they wish to display falls under HIPAA compliance, and their auditors have determined this data must be stored encrypted-at-rest. To satisfy this requirement, they have enabled Platform Encryption on Salesforce. They are investigating Heroku Shield Private Spaces, Shield Dynos, Shield Postgres, and Shield Heroku Connect.

How will Shield Heroku Connect interact with the encrypted fields in Salesforce?

- A. Shield Heroku Connect will be able to access only cypher text in the fields from Salesforce. They will need to import the encryption key from Salesforce to decrypt to store in Shield Postgres.
- B. Shield Heroku Connect will be able to synchronize data from fields in Salesforce without additional customization, but any writes will need to be encrypted using the Salesforce encryption key first before being written.
- C. Shield Heroku Connect requires customization on the Salesforce side to decrypt the data before transmitting to Heroku.
- D. Shield Heroku Connect will be able to synchronize data bidirectionally without additional customization.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 91

A financial reporting application, hosted on an on-premise server, uses a native library (`wkhtmltopdf`) to convert its HTML reports into PDFs. The app is being migrated to Heroku.

What option should an Architect recommend to enable the Heroku application to use `wkhtmltopdf`?

- A. Ensure that the Heroku app fetches the `wkhtmltopdf` library from cloud storage on dyno restart.
- B. Install the dependency using `sudo apt install wkhtmltopdf` from `.profile` in the project root.
- C. Continue to host `wkhtmltopdf` on-premise, and build a REST API so the library can be invoked from the Heroku app.
- D. Use a custom buildpack to install `wkhtmltopdf` using `apt`.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://elements.heroku.com/buildpacks/axonepro/heroku-buildpack-wkhtmltopdf>

#### QUESTION 92

A client is running an app on 20 Standard-2x dynos. They are noticing highly variable performance when the application is experiencing a heavy load. Which

two suggestions should an Architect make in this scenario? (Choose two.)

- A. Configure the app to use Standard-1x dynos.
- B. Configure the app to use Performance dynos.
- C. Install a performance monitoring tool.
- D. Add additional Standard-2x dynos.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/optimizing-dyno-usage>

#### QUESTION 93

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 messages are never processed more than once. Scale up the consumer dynos to match the number of partitions so that there is one process for each partition.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 94**

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/integrating-heroku-and-salesforce>

**QUESTION 95** 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.



**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

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

**QUESTION 96**

A client requires that their web application's logs are accessible only from within the same isolated network as the application itself.

Which solution should an Architect recommend in this scenario?

- A. Deploy the application to a Private Space. Provide the Private Space's stable outbound IPs to Heroku's Logplex router to block all logs originating from the Private Space.
- B. Deploy the application to a Shield Private Space with Private Space Logging enabled. Forward logs to a destination within the Shield Private Space.
- C. Deploy the application to a Private Space. Connect the Private Space to an on-premise logging system using VPN and specify it as a log drain.
- D. Deploy the application to a Private Space. Enable Internal Routing to prevent the application's logs from being forwarded outside of the Private Space.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 97** A client has a web application that persists data to a local JSON file. They are migrating the application to Heroku. In order for the application to conform to the Twelve-Factor methodology, what changes should an Architect recommend?

- A. The application should persist the data to a database add-on.
- B. The application should persist the data to a local SQLite database.

- C. The application should use at least 2 dynos to ensure that the JSON file is highly available.
- D. The application should be stateless and therefore not persist data at all.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 98

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 99** A client's Heroku application is publishing messages to an instance of Apache Kafka on Heroku.

What does a second Heroku application need to do to consume those messages?

- A. Subscribe to the Kafka partition(s) that the messages are being published to.
- B. Join a consumer group that also includes the publishing application.
- C. Subscribe to the Kafka topic(s) that the messages are being published to.
- D. Convert the publishing application into a stream processor.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 100** 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

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 101** Universal Containers is developing a new application that has a lightweight Node.js front end. They will also be using a Java-based API, which combines data with Salesforce customer data. All of the data, and the API, is highly confidential.

What should an Architect suggest to enforce security?

- A. Deploy the apps into either Heroku runtime. Force the Java app to use a CDN, and point the Node.js app to its `appname.herokuapp.com` domain.
- B. Deploy all of the apps to the Common Runtime. Force the Java app to use SSI/TLS sessions, and point the Node.js app to its `appname.herokuapp.com` domain.
- C. Deploy all of the apps to a Heroku Private Space. Force the Java app to use SSI/TLS sessions, and point the Node.js app to its `appname.herokuapp.com` domain.
- D. Deploy all of the apps to a Heroku Private Space. Deploy the Java app with Internal Routing enabled. Deploy the Node.js app without Internal Routing enabled.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 102** Which two Heroku features require Heroku Enterprise Teams? (Choose two.)

- A. Fire-grained app access controls
- B. Single Sign-on
- C. Paid add-on plans
- D. Heroku Pipelines

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 103**

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.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/dynos>

**QUESTION 104** A client's application needs to run in a European country for data residence purposes.

What is a consideration in this scenario?

- A. When a dyno is cycled, its replacement might run in a different region.
- B. European regions are only available for applications running in Private Spaces.



- C. Heroku Postgres backup snapshots and dataclips are always stored in the U.S.
- D. There is no guarantee that a Heroku Postgres database will be created in the same region as the application that provisions it.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/regions>

#### QUESTION 105

Universal Containers wants to limit the total cost of their Heroku usage while they're getting started on the platform. To accomplish this, they are considering replacing certain add-ons with comparable open-source components, but the development team doesn't want to lose access to certain features that the add-ons provide.

Which option should an Architect recommend for reducing add-on costs without affecting feature availability?

- A. Remove aliases for high-cost add-ons.
- B. Share a single instance of a compatible paid add-on across multiple applications.
- C. Remove data store add-ons from the staging and development versions of the applications.
- D. Migrate add-ons to free plans.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 106

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.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 107

Universal Containers (UC) has a Heroku application that runs in Virginia, in the U.S., that uses Apache Kafka on Heroku. They have deployed a copy of the app in Asia. Now, both apps need a messaging backbone that will support multiregion distribution.

What is the least complex architecture that an Architect should recommend?

- A. Deploy a multi-region version of Apache Kafka on Heroku.
- B. Use Heroku's multi-tenant Kafka Basic plan.
- C. The app in Asia should write to the Kafka instance in Virginia.
- D. Provision a second Kafka add-on in Asia. Each instance of the app should sync with each other.

**Correct Answer:** B



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/multi-tenant-kafka-on-heroku>

**QUESTION 108**

Universal Containers (UC) has a Heroku Postgres database attached to a Heroku app, which is running in the Common Runtime.

What should an Architect recommend UC do to secure their database to only trusted locations?

- A. Move the database and the app into the Private Space.
- B. Add a Trusted IP range to the Heroku Postgres configuration.
- C. Set up a VPN from the trusted locations to the app.
- D. Set up a VPC in a one-off dyno when access to Heroku Postgres is needed.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 109**

Universal Containers (UC) wants to allow its developers to only use certain add-ons. UC enables Add-on Controls for Enterprise Teams and adds the add-ons they wish to allow to the list. There is an existing set of add-ons attached to applications, which are **NOT** on the list.

What happens to these add-ons?

- A. They are deleted, and all data is backed up and saved.
- B. They are added to the allowed add-ons list.
- C. They are added to the exception list and not affected.
- D. They are flagged for removal, and the developers are notified.



**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 110**

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.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 111** Which Heroku runtimes provide keystroke logging?

- A. The Common Runtime, Private Spaces, and Shield Private Spaces
- B. Private Spaces and Shield Private Spaces
- C. Shield Private Spaces only
- D. Keystroke logging is not available on Heroku

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.heroku.com/shield>  
<https://elements.heroku.com/addons/heroku-private-spaces>

**QUESTION 112** 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

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.heroku.com/elements>



**QUESTION 113**

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.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/security-privacy-compliance>

**QUESTION 114** Which two statements describe characteristics of Private Space Logging? (Choose two.)

- A. Log entries are forwarded as HTTPS POST requests.
- B. Log entries are collated and forwarded by Heroku's Logplex router.
- C. Log entries can be forwarded to up to three logging services.
- D. Log entries can be forwarded to only one logging service.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 115**

A client wants to migrate their on-premise application to Heroku. The application maintains a local, in-memory cache for its data store to improve performance.

What should an Architect advise the client about running the application on Heroku?

- A. The application should declare its in-memory cache as a separate process type to preserve it across deploys.
- B. All of the application's web dynos will share a single in-memory cache.
- C. The application should replicate its in-memory cache to a local disk to preserve it across deploys.
- D. The application's in-memory cache might be cleared at any time.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 116**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 117**

A client's Heroku web application displays data that is fetched from a back-end file storage system. The client now wants this data to be viewable, but not editable, from their Salesforce org.

Which recommendation should an Architect make in this scenario?

- A. Replicate the files to tables in a Heroku Postgres database, and use Heroku Connect to synchronize the tables to the Salesforce org.
- B. Store all file URLs in a Heroku Postgres table, and use Heroku Connect to synchronize the table to the Salesforce org.
- C. Replicate the files to tables in a Heroku Postgres database, and use Heroku External Objects to expose the tables to the Salesforce org.
- D. Replicate the files to the application's local filesystem, and use worker dynos to periodically sync them to the Salesforce org.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 118**

When creating a Private Space, what is a valid reason to specify a region other than the default region?

- A. Private Spaces restrict inbound traffic to the current region.
- B. Heroku pricing varies by region.
- C. Running an application closer to its intended users can reduce latency.
- D. Available compute resources vary by region.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/regions#default-regions>

#### QUESTION 119

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? (Choose two.)

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

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://devcenter.heroku.com/articles/private-spaces>



#### QUESTION 120

Universal Containers (UC) is opening offices in Japan and Germany. This will allow them to serve new customers in Asia and in Europe. UC is concerned about application latency for their new customers, especially because the app serves large amounts of dynamic content.

Which Heroku Enterprise feature should an Architect recommend to alleviate this concern?

- A. Create Salesforce orgs in each region and use Heroku Connect to link them.
- B. Deploy instances of their applications into Private Spaces in Tokyo and Frankfurt.
- C. Deploy a globally-distributed CDN in front of the application.
- D. Create a Heroku Pipeline to mirror the app and its data in each region.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**