

Salesforce

Exam Questions Heroku-Architect

Salesforce Certified Heroku Architect (SU22)



NEW QUESTION 1

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.

Answer: A

NEW QUESTION 2

Universal Containers wants to process mobile payments. How can this requirement be met?

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

Answer: A

NEW QUESTION 3

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

Answer: ACD

NEW QUESTION 4

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

Answer: C

NEW QUESTION 5

Callouts in Apex trigger support which authentication mechanisms:

- A. Pre-shared keys
- B. username and password credentials
- C. All of these
- D. OAuth flows using named credentials in the Remote Site settings

Answer: C

NEW QUESTION 6

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

Answer: C

NEW QUESTION 7

What are the three access levels a user can have in a Heroku Organization account?

- A. Jed
- B. Padawan, and Co-pilot
- C. Owner, Author and Viewer
- D. Admi

- E. Programmer, and Operator
- F. Admin, Member, and Viewer

Answer: D

NEW QUESTION 8

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

Answer: B

NEW QUESTION 9

The best use of Canvas apps is to:

- A. Render custom widgets on Chatter feeds
- B. All of these
- C. Display third-party apps in Salesforce
- D. Display real estate photos in Salesforce for house listings

Answer: B

NEW QUESTION 10

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support What Objects should be set up for Entitlement Management?

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

Answer: D

NEW QUESTION 10

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

Answer: B

NEW QUESTION 14

The Heroku CLI gives you the ability to:

- A. Leverage the most powerful interface in the galaxy to have complete control over a fully operational battle station
- B. Install your own Heroku instance on your on-prem servers
- C. Use Heroku with an expressive and powerful toolset on the command line
- D. Make a mean cup of Java

Answer: C

NEW QUESTION 16

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

Answer: D

NEW QUESTION 18

Universal Containers has enabled Field Service Lightning and is looking to enable Entitlements for Work Orders. What should a Consultant take into consideration?

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

Answer: A

NEW QUESTION 22

According to the Twelve-Factor methodology, which best practice helps minimize the gap between development and production?

- A. Using the same backing services in all of an application's environments.
- B. Configuring application logging to write stdout.
- C. Executing long-running tasks as background processes.
- D. Writing processes that are fast to start up and gracefully shut down

Answer: A

Explanation:

- <https://devcenter.heroku.com/articles/internal-routing>

NEW QUESTION 27

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

Answer: BCD

NEW QUESTION 30

Which Heroku feature allows you to deploy a real app complete with code, config, and add-ons already configured?

- A. Heroku Getting Started guides
- B. Heroku Deployment wizard
- C. git push heroku master
- D. Heroku Buttons

Answer: D

NEW QUESTION 35

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

Answer: BD

NEW QUESTION 37

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

Answer: D

NEW QUESTION 38

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

Answer: AD

NEW QUESTION 43

Heroku add-ons are cool because they:

- A. Give you the ability to add complex functionality to your application without having to manage the underlying software or infrastructure.
- B. Accessorize your dynos with over-clocked CPU power and faster I/O speeds
- C. Can be provisioned easily from the Heroku Enterprise Flea Market system.
- D. Cost nothing — billing is easy because they're always provided at no additional cost with every Heroku Enterprise account.

Answer: A

NEW QUESTION 45

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

Answer: D

NEW QUESTION 49

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.

Answer: B

NEW QUESTION 51

A client has 3 Heroku applications: App 1, App 2, App 3. They would like to restrict external web traffic to App 3 only. Which two Heroku features should an Architect recommend to enable this architecture?

- A. VPC Peering
- B. Trusted IP ranges
- C. Private Spaces
- D. Internal Routing

Answer: B

NEW QUESTION 55

A customer needs to test a database schema migration. Which approach should an Architect recommend?

- A. Fork the production database, and run the migration and tests against the fork
- B. Detach the Heroku Postgres add-on
- C. and run the migration and tests against the database.
- D. Create a follower database, and run the migration and test against the follower database
- E. Place the app into maintenance mode, and then perform the tests

Answer: A

Explanation:

-<https://www.heroku.com/tech-sessions/get-started-with-apache-kafka>

NEW QUESTION 57

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

Answer: AB

NEW QUESTION 58

Which of the following is a Heroku CLI command?

- A. heroku create
- B. heroku new
- C. git pushheroku master
- D. git push

Answer: A

NEW QUESTION 60

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

Answer: ABE

NEW QUESTION 62

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.

Answer: D

Explanation:

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

NEW QUESTION 63

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.

Answer: B

NEW QUESTION 67

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

Answer: BD

NEW QUESTION 70

Universal Containers (UC) has a front-end web application and a back-end service application running on Heroku. The applications are running in the Common Runtime. Now, UC wants to prevent any public access to the back-end application. Which two Heroku features should an Architect propose?

- A. Private Space VPN Connections
- B. Private Spaces DNS Service Discovery
- C. Heroku Internal Routing
- D. Apache Kafka on Heroku

Answer: AB

Explanation:

- <https://devcenter.heroku.com/articles/dataclips>

NEW QUESTION 71

Which 2 users can remove an application from a Heroku Enterprise Team?

- A. An administrator of the Enterprise Team
- B. A user with the "manage" permission for the app
- C. A user with the "deploy" permission for the app
- D. A user with the "operate" permission for the app

Answer: AB

Explanation:

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

NEW QUESTION 76

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.

Answer: D

Explanation:

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

NEW QUESTION 78

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

Answer: A

NEW QUESTION 81

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

Answer: AD

NEW QUESTION 83

What are two features of a Shield Private Space that has Private Space Logging enabled? Choose 2 answers.

- A. Logs must be forwarded to a destination either within the Shield Private Space or within a VPN that includes the Shield Private Space.
- B. Applications in the Shield Private Space do not forward logs to Heroku's Logplex router.
- C. Applications in the Shield Private Space forward logs to a separate, high-compliance instance of Heroku's Logplex router
- D. All applications in the Shield Private Space forward their logs to the same destination.

Answer: BD

Explanation:

-<https://devcenter.heroku.com/articles/using-sso-services-with-heroku#prerequisites-for-sso-with-heroku>

NEW QUESTION 88

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