

Q&As

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QUESTION 1

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

QUESTION 2

Which of the following is NOT an advantage of Salesforce Connect over ETL?

- A. The data is always fetched on demand
- B. If the origin is offline, the data is still available via Salesforce Connect.
- C. Standard protocols like OData can easily proxy external data into Salesforce.
- D. Data security can be enforced using per-user or per-application authentication.

Correct Answer: B

QUESTION 3

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

QUESTION 4

Universal Containers has 3 Heroku apps in its microservices and requires that logs for all of the apps be stored in the same location for analysis and alerting purposes. How would they achieve this?

- A. Send logs from each app to their own Heroku redis Store, and then combine all logs in a fourth master store.
- B. Set up the 3 apps as producers for Apache Kafka on Heroku and save their logs to Kafka
- C. Set up a file on the filesystem and share it with all the apps
- D. Install a logging add-on for one app and attach it to the other two apps

Correct Answer: B

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

QUESTION 5

A client wants to add CPU-intensive video processing functionality to their Heroku web application. Which two strategies should an Architect recommend for implementing this functionality? (Choose two.)

- A. Add a new process type for worker dynos that pull video processing jobs from a queue.
- B. Attach a video processing add-on from the Heroku Elements Marketplace to the application.
- C. Delegate video processing tasks to the app's staging version to remove load from the production app.
- D. Divide each video processing task across multiple web dynos to mitigate added CPU load.

Correct Answer: AB

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

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