

## Q&As

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## QUESTION 1

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

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## QUESTION 2

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

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## QUESTION 3

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

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

Correct Answer: BC

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## QUESTION 4

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

Correct Answer: AB

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

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## QUESTION 5

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

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

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## QUESTION 6

An app has two web dynos, Dyno A and Dyno B. The app receives a request, which is routed to Dyno A. A second request is sent from the same client. Which Dyno is the request routed to?

- A. The request is routed to Dyno A if it has finished handling the first request
- B. The request is routed randomly to Dyno A or Dyno B
- C. The request is definitely routed to Dyno A.
- D. The request is definitely routed to Dyno B.

Correct Answer: B

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

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## QUESTION 7

Universal Export wants to build an app that serves company data. The data has no strong compliance requirements, and the app should only be reachable from trusted IP addresses.

Which solution should an Architect recommend?

- A. Deploy the app in a Shield Private Space with a Shield-tier Heroku Postgres database
- B. Deploy the app in the Common Runtime with a Standard-tier Heroku Postgres database
- C. Deploy the app in a Private Space with a Private-tier Heroku Postgres database.
- D. Deploy the app in the Common Runtime with a Premium-tier Heroku Postgres database.

Correct Answer: C

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

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## QUESTION 8

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

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## QUESTION 9

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

- A. Jedi, Padawan, and Co-pilot
- B. Owner, Author and Viewer
- C. Admin, Programmer, and Operator
- D. Admin, Member, and Viewer

Correct Answer: D

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## QUESTION 10

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

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## QUESTION 11

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

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## QUESTION 12

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

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**QUESTION 13**

Universal Containers is developing a Salesforce app that invokes a Heroku app's web service, which asynchronously generates customer invoices. The Heroku app is deployed to a Private Space. When an invoice is ready, the Heroku app sends a POST request to the Salesforce REST API. Which two options should an Architect recommend to ensure that neither the Salesforce nor the Heroku app is accessible from the public internet? Choose 2 answers.

- A. Restrict the Private Space's trusted IP range to Salesforce IP addresses
- B. Restrict the Private Space's trusted IP range to Universal Containers' VPN
- C. Restrict the Salesforce connected app's login IP ranges to Universal Containers' VPN
- D. Restrict the Salesforce connected app's login IP ranges to the stable outbound IP addresses of the Private Space

Correct Answer: AD

This is no VPN connection and a trusted IP range is used to limit the trusted outside application's IP address. And there is a document related to this use case: <https://devcenter.heroku.com/articles/establish-trust-private-space-and-salesforce#salesforce-heroku-apps>

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**QUESTION 14**

You can use Salesforce Connect to proxy which types of data sources:

- A. OData 2.0 and 4.0
- B. REST with JSON payloads
- C. SOAP
- D. All of these
- E. REST with XML payloads

Correct Answer: D

**QUESTION 15**

Which 2 architectures are enabled by using a single Private Space and the Internal Routing feature?

- A. A microservices architecture that also uses DNS ServiceDiscovery to facilitate communication
- B. Multiple public-facing web apps with different sets of trusted inbound IP ranges
- C. A single public-facing web app that performs network-isolated communication with multiple non-public-facing web apps.
- D. Network-isolated communication between applications in the Private Space and applications in the Common Runtime

Correct Answer: AC

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

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