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Question: 1

Universal Containers needs to write their Heroku application's logs to two destinations: an onpremise 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.

Answer: D

Explanation:

Question: 2

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.

Answer: C

Explanation:

Question: 3

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

Explanation:

Question: 4

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

Answer: A,B

Explanation:

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

Question: 5

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

Answer: A,B,E

Explanation:

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

Question: 6

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.

Answer: C

Explanation:

Question: 7

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 VPNconnections
- D. Heroku Connect

Answer: C

Explanation:

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

Question: 8

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.

Answer: A,B

Explanation:

Question: 9

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.

Answer: B

Explanation:

Question: 10

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.

Answer: D

Explanation:

Question: 11

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

Answer: A

Explanation:

Question: 12

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.

Answer: A

Explanation:

Question: 13

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

Answer: A

Explanation:

-<https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 14

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: A,D

Explanation:

Question: 15

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.

Answer: A,C

Explanation:

Question: 16

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.

Answer: A

Explanation:

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

Question: 17

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.

Answer: C

Explanation:

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

Question: 18

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.

Answer: C

Explanation:

Question: 19

Universal Containers (UC) has configured SSO for their Heroku EnterpriseTeam 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.

Answer: A

Explanation:

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

Question: 20

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.

Answer: C,D

Explanation:

Question: 21

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.

Answer: A

Explanation:

Question: 22

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.

Answer: A,C

Explanation:

Question: 23

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: A,B,E

Explanation:

Question: 24

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.

Answer: B

Explanation:

Question: 25

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

Answer: B,C

Explanation:

Question: 26

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

Answer: D

Explanation:

- <https://devcenter.heroku.com/articles/heroku-postgresql#data-residency>

Question: 27

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.

Answer: A

Explanation:

Question: 28

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.

Answer: A

Explanation:

Question: 29

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. HerokuConnect 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.

Answer: A,C

Explanation:

Question: 30

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 HerokuConnect.

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.

Answer: B

Explanation:

- <https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strmgs>

Question: 31

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.

Answer: D

Explanation:

Question: 32

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.

Answer: B,D

Explanation:

Question: 33

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.

Answer: C

Explanation:

Question: 34

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

Answer: B

Explanation:

Question: 35

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>

Question: 36

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.

Answer: C

Explanation:

Question: 37

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.

Answer: A

Explanation:

Question: 38

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.

Answer: C

Explanation:

Question: 39

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.

Answer: A

Explanation:

- <https://www.cloudkarafka.com/blog/2016-11-30-part1-kafka-for-beginners-what-is-apache-kafka.html>

Question: 40

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

Answer: A,D

Explanation:

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

Question: 41

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.

Answer: D

Explanation:

Question: 42

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

Answer: A,D

Explanation:

Question: 43

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.

Answer: A,B

Explanation:

Question: 44

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 data clips 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.

Answer: B

Explanation:

-<https://devcenter.heroku.com/articles/heroku-postgresql#data-residency>

Question: 45

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.

Answer: C

Explanation:

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

Question: 46

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.

Answer: A,C

Explanation:

Question: 47

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 Asi

a. Now, both apps need a messaging backbone that will support multi-region 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.

Answer: B

Explanation:

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

Question: 48

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

Explanation:

Question: 49

Universal Containers (UC) wants to allow its developers to only use certain add-ons. UC enables Addon 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>

Question: 50

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.

Answer: C

Explanation:

- <https://devcenter.heroku.com/articles/securing-heroku-redis>

Question: 51

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

Answer: B

Explanation:

Question: 52

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

Answer: A,B,E

Explanation:

Question: 53

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.

Answer: C

Explanation:

Question: 54

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.

Answer: A,C

Explanation:

Question: 55

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

Explanation:

Question: 56

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.

Answer: B,C

Explanation:

Question: 57

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

Explanation:

Question: 58

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.

Answer: C

Explanation:

Question: 59

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

Answer: A,D

Explanation:

Question: 60

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.

Answer: A

Explanation:

Question: 61

A customer's Heroku Redis instance regularly reaches its storage limit. Besides upgrading to a bigger plan, what solution should an Architect recommend for this scenario?

- A. Explore a different key eviction scheme.
- B. Create a fork of the primary Heroku Redis instance.
- C. Migrate the data to a Heroku Postgres database
- D. Failover to ephemeral filesystem for the running dyno

Answer: A

Explanation:

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

Question: 62

A client has an existing Heroku Connect integration. They would like to extend the integration to add Attachments (which are related binary files) from a mapped Salesforce object. What advice should an Architect provide?

- A. A file storage system needs to be added to the Heroku Connect mapping to sync binary files.
- B. Heroku Connect does not support binary files: therefore migration must be done using another method
- C. A column of type Binary String must be added manually to the Heroku Postgres table and amend Attachments before binary transfer can be enabled.
- D. An additional object mapping must be added for the Attachments table in Heroku Connect.

Answer: B

Explanation:

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

Question: 63

Universal Containers is preparing to deploy a high-volume production web application to the Heroku Common Runtime. Which two best practices should an Architect recommend for large-scale load testing of the application? Choose 2 answers.

- A. Open a ticket with Heroku support for approval.
- B. Move the apps into a Private Space to provide an isolated test environment
- C. Disable autoscaling to prevent application startup overhead from skewing results
- D. Ensure that the application runs on Performance-tier dynos

Answer: A,D

Explanation:

<https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 64

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

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

Answer: A

Explanation:

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

Question: 65

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

Answer: B

Explanation:

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

Question: 66

Universal Containers runs an application in a Private Space in the Frankfurt region. The majority of the application's users (based in Asia) are reporting issues related to high latency. What should an Architect recommend to remediate this issue cost-effectively?

- A. Add the Tokyo region to the existing Private Space. Update the application's configuration to move it to Tokyo region.
- B. Deploy the application to the Common Runtime and select Tokyo as the region. Delete the existing Private Space.
- C. Create an additional Private Space in the Tokyo region. Deploy an additional instance of the application to the region.
- D. Create a new Private Space in the Tokyo Region, and deploy the application to the region. Delete the existing Private Space.

Answer: D

Explanation:

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<https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

Question: 67

What are two features of a ShieldPrivate 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 donot 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: B,D

Explanation:

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

Question: 68

Universal Containers needs to integrate three separate apps: a Salesforce app, an app developed to Heroku, and a custom-built app hosted on-premise. Each app needs to send and receive data from any of the other apps. Which two integration options should an Architect recommend that can connect all three systems in a fire-and-forget pattern? Choose 2 answers.

- A. Publish and subscribe to Salesforce platform events
- B. Use Heroku External Objects as a data proxy
- C. Use Heroku Connect to synchronize all systems with Heroku Postgres
- D. Publish and subscribe to topics on Apache Kafka on Heroku

Answer: A,D

Explanation:

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

Question: 69

Universal Containers has a Heroku app that uses Heroku Connect to sync data with their Salesforce org. The app makes frequent updates to the same records over short period of time, and sync speeds have begun to worsen. An Architect recommends using Heroku Connect's Merged Writes algorithm to improve sync speeds. What are 2 implications of using the Merged Writes algorithm in this scenario?

- A. Relationships such as circular dependencies are known to cause issues.
- B. The Merged Writes algorithm does not support using Salesforce SOAP API
- C. The Merged Writes algorithm is more likely to approach Salesforce API rate limits.

D. The Merged Writes algorithm does not support using the Salesforce Bulk API.

Answer: A,D

Explanation:

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

Question: 70

A client is building a collection of Heroku applications that will be audited regularly. To comply with the audit, it must be guaranteed that the applications all forward their logs to the same, single destination. Which solution meets this requirements?

- A. Deploy all of the applications to the Common Runtime, and attach the same instance of a logging add-on to all of them.
- B. Deploy all the applications to the same Shield Private Space with Private Space Logging enabled
- C. Deploy all the applications to the Common runtime, and add the same log drain URL to all of them.
- D. Deploy all the applications to the same Private Space with Logplex disabled.

Answer: B

Explanation:

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

Question: 71

Universal Containers wants to set up communication between multiple public-facing Heroku web applications hosted on the Common Runtime. Which solution should an Architect recommend?

- A. Move the application to a Private Space, and enable Internal Routing for them
- B. Bind all of the Heroku applications to the same port
- C. Configure a worker process type for each application that listens for incoming remote procedure calls.
- D. Send requests to each application's URL using HTTP/HTTPS.

Answer: A

Explanation:

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

Question: 72

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, and run the migration and tests against the database.
- C. Create a follower database, and run the migration and test against the follower database
- D. 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>

Question: 73

Dataclips allows a user to choose which datastore to query. Which type of datastore is supported?

- A. Any datastore, provided that you have the connection URL
- B. Heroku Postgres
- C. Heroku Redis
- D. Any datastore connected via Heroku Connect

Answer: B

Explanation:

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

Question: 74

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>

Question: 75

A client has a Heroku app that uses Apache Kafka on Heroku. They want to refactor the app into 2 distinct apps that will both continue to use Kafka (because they probably don't have so much to do in their life). Based on this refactoring, what should an Architect recommend?

- A. Ensure that the apps consume mutually exclusive sets of Kafka topics
- B. Attach the existing Kafka add-on to both apps
- C. Designate one app as a producer and the other as a consumer
- D. Attach the existing Kafka add-on to one app and attach a new Kafka add-on to the other app

Answer: B

Explanation:

Question: 76

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: A,B

Explanation:

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

Question: 77

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.

Answer: B

Explanation:

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

Question: 78

Which two features of the Heroku platform require Private Spaces? Choose 2 answers.

- A. Automated Certificate Management
- B. Apache Kafka on Heroku
- C. Internal Routing
- D. Trusted IP ranges

Answer: B,D

Explanation:

<https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 79

UniversalContainers (UC) has an on-premise application for reporting damage to their shipments. They want to migrate the application to Heroku. The damage reporting process includes uploading one or more pictures to the application which temporarily stores them on the local system. After the report is submitted, a case is created in UC's Salesforce org for processing, and the images are deleted from the file system. The application's configuration is read from environment variables that are specified in the system user's profile. The application writes its logs to rotating files using an open-source library. Which two recommendations should an Architect make to ensure that the application runs correctly on Heroku? Choose 2 answers.

- A. Load the application's configuration from its source code instead of using environment tables
- B. Use an external object storage service for temporary image uploads
- C. Run the application in a Private Space to enable communication with UC's Salesforce org
- D. Write logs to standard output instead of writing them to the file system

Answer: A,D

Explanation:

- <https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

Question: 80

A client wants to create a set of applications that all communicate with each other. Only one of the applications should be accessible from the public internet. This application will act as an API gateway and route requests to the other applications using HTTPS. Which architecture should an Architect recommend?

- A. Create all of the apps in a Private Space. Configure the Private Space's trusted IP ranges to only permit requests from within the Private Space
- B. Create the API gateway application in the Common Runtime. Create all of the internal apps in a Private Space.
- C. Create all of the apps in the Common Runtime. Ensure that the internal apps do not define a web process type.
- D. Create all of the apps in a Private Space. Create the internal apps with Internal Routing enabled. Create the gateway app as a web app

Answer: D

Explanation:

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

Question: 81

Which two logs and logging recommendations are prescribed by the Twelve-Factor app methodology? Choose 2 answers.

- A. Apps should not concern themselves with routing or storing logs
- B. Logs from all processes and backing services should be aggregated together.
- C. Logs should be written to a shared file system for scalability.
- D. Apps should only keep a limited, rolling buffer of logs available

Answer: A,B

Explanation:

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

Question: 82

Q. 30 A client has a Heroku Redis instance that can be accessed over the public internet. To meet compliance requirements, the IT Security team requires that all databases must be isolated from the public internet. Which solution should be suggested by an Architect?

- A. Enclose the existing Heroku Redis instance inside a Private Space. Enable Private Space VPN.
- B. Use a Heroku Redis instance with a Private Tier plan. Enable Trusted IP ranges on the Redis instance.
- C. Use a Heroku Private Space and a Heroku Redis instance with a Private Tier plan. Redeploy the app into the Space
- D. Enclose the existing Heroku Redis instance inside a Shield Private Space. Configure the firewall to allow Redis traffic through

Answer: C

Explanation:

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

Question: 83

A client needs to securely connect a Heroku app to a database on their on-premise network. Which two Heroku Enterprise features should an Architect consider?

- A. Private Space Peering
- B. SSLEndpoint
- C. Heroku Private Spaces
- D. Private Space VPN Connections

Answer: C,D

Explanation:

-<https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

Question: 84

A client is building a system that will sync data from multiple Salesforce orgs to a single Heroku Postgres database. This system also needs to push the synced data to an external data warehouse for analytics processing. Which solution meets all of the requirements in this scenario?

- A. Use Heroku Connect to synchronize data between the Salesforce orgs, the Heroku Postgres database and the external data warehouse
- B. Use Salesforce Connect to synchronize data between the Salesforce orgs and the Heroku Postgres database Use Heroku Connect to sync data between the Heroku Postgres database and the external data warehouse.
- C. Use Heroku External Objects to synchronize data between the Salesforce orgs and the Heroku Postgres database Use an ETL tool to push data from the Salesforce orgs to the external data warehouse.
- D. Use Heroku Connect to synchronize data between the Salesforce orgs and the Heroku Postgres database Use an ETL tool to push data from the Salesforce orgs to the external data warehouse.

Answer: D

Explanation:

-<https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 85

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 nonpublic-facing web apps.
- D. Network-isolated communication between applications in the Private Space and applications in the Common Runtime

Answer: A,C

Explanation:

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

Question: 86

A client is building a collection of web apps that will serve short-lived marketing sites during REST. The apps must support HTTPS connections. They also need to scale up and down at unpredictable intervals. The client is not currently a Heroku Enterprise customer. Given the scenario, what should an Architect recommend?

- A. Sign up for Heroku Enterprise and deploy each app to a different Private Space
- B. Sign up for Heroku Enterprise without deploying the apps to the same Private Space
- C. Sign up for Heroku Enterprise and deploy the apps to the same Private Space
- D. Deploy the apps to the Common Runtime

Answer: D

Explanation:

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

Question: 87

Universal Containers has an app deployed on Heroku that is now required to handle high-volume message processing. What should an Architect recommend to fulfill this new requirement?

- A. Create a custom buildpack
- B. Configure a Heroku button
- C. Provision an Apache Kafka onHeroku add-on
- D. Add Heroku Redis

Answer: C

Explanation:

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

Question: 88

A customer runs Production Check on an application from the Dashboard. Which two runtime issues does it check for? Choose 2 answers.

- A. Worker dyno scale: ensuring at least 1 worker dyno is available.
- B. Dyno redundancy: ensuring at least 2 web dynos are available
- C. CDN ensuring a CDN is available to the web dynos
- D. Production-tier database: ensuring a production-tier database is being used

Answer: B,D

Explanation:

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

Question: 89

A client has an e-commerce application that stores creditcard information. The application will run the production. Which security certification does the application need to meet?

- A. ISO 27017
- B. PCI level 1
- C. SOC2Typel
- D. ISO 27018

Answer: B

Explanation:

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

Question: 90

A client has data in a Heroku Postgres table. They want to generate analytics based on the table and make the results available in their Salesforce org. Their Salesforce administrator wants to minimize the amount of data

that is written to Salesforce to accomplish this. Which strategy should an Architect recommend on this scenario?

- A. Use Heroku Connect to sync the Heroku Postgres table to the Salesforce org, and generate analytics from the Salesforce org.
- B. Use the Heroku application to generate analytics, and write the results to a separate Heroku Postgres table. Expose that table to the Salesforce org with Heroku External Objects.
- C. Use the Heroku application to generate analytics, and write the results to the Salesforce org with the Salesforce Bulk API.
- D. Use the Heroku application to generate analytics and write them to a separate Heroku Postgres table. Sync that table to the Salesforce org with Heroku Connect.

Answer: B

Explanation:

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

Question: 91

Which Heroku features should an Architect recommend to create a secure connection between Heroku and Microsoft Azure?

- A. Heroku Private Spaces and Private Space VPN Connections, using Azure's built-in VPN endpoint.
- B. Heroku Private Spaces and Private Space VPN Connections, using a compatible VPN endpoint on Azure
- C. Heroku Shield Private Spaces and Internal Routing, using Azure's built-in VPN endpoint
- D. Heroku Private Spaces and Private Space Peering, using Azure's VPC Peering.

Answer: B

Explanation:

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

Question: 92

Universal Containers (UC) uses Heroku Connect to synchronize changes to the Account object in their Salesforce org. UC's Heroku application makes a batch update that changes one million records to the Heroku Postgres database table that mirrors the Account object. Approximately, how long will these updates take to sync back to the Salesforce org?

- A. It depends on the sync performance, which can vary from one connection to another.
- B. 1 hour.
- C. One million updates is too many for Heroku Connect to handle; therefore, the sync will fail

D. 12 hours.

Answer: A

Explanation:

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

Question: 93

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

Explanation:

Question: 94

Universal Containers acquires a company that runs an application on Google Cloud Platform (GCP). The GCP application needs to communicate securely with a Heroku application. The Heroku application has Internal Routing enabled and is running in a Private Space. Which two recommendations should an Architect make to satisfy this use case? Choose 2 answers.

- A. Ensure that the Private Space and GCP use distinct CIDR ranges
- B. Disable Internal Routing on the Heroku app.
- C. Ensure that the Private Space and GCP use matching CIDR ranges.
- D. Establish a secure site-to-site VPN connection between the Private Space and GCP.

Answer: A,D

Explanation:

- Here is the <https://devcenter.heroku.com/articles/vpn-private-space-google-cloud-platform#manual-setup>

Question: 95

Universal Export wants to build an app that serves company data

a. 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.

Answer: C

Explanation:

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

Question: 96

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

execution of the queries cannot be reduced. Which two options should an Architect recommend in this scenario?

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

Answer: B,C

Explanation:

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

Question: 97

When designing a Heroku application, which two approaches observe the Twelve-Factor methodology? Choose 2 answers.

- A. On deployment, Heroku fetches and installs any dependencies that are missing according to the application's list of dependencies
- B. On startup, the application's source code fetches and installs any dependencies that are missing

according to the application's list of dependencies.

- C. The application's database configuration is stored in the application's Profile
- D. The application's database configuration is stored in the application's config vars.

Answer: A,D

Explanation:

- <https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

Question: 98

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

Answer: A,D

Explanation:

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

Question: 99

Which three actions can a user perform on an app in a Heroku Enterprise Team, if that user has been granted only the "deploy" permission for that app? Choose 3 answers.

- A. Provision an add-on with a free plan
- B. Manage the app's config vars.
- C. Transfer the app to another Enterprise Team.
- D. Roll back a release

Answer: A,B,D

Explanation:

- <https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

Question: 100

A client currently runs a Ruby script in a one-off dyno each time they deploy their Go application to Heroku. The development team wants the script to be executed before the application is deployed because it performs necessary database migrations. Which approach should an Architect recommend?

- A. Modify the Go buildpack to install Ruby, and run the script from the `_profile`
- B. Convert the Ruby release script to Go and execute it on application startup
- C. Use both Go and Ruby language buildpacks, and run the Ruby script with release phase
- D. Define different process types for the Ruby script and the Go application in the app's Profile.

Answer: C

Explanation:

E. There are many scenarios in which a single buildpack is not sufficient when building an application.

This includes cases when you need to: Run a buildpack for each language your app uses For example, run a JavaScript buildpack for assets and a Ruby buildpack for your application Run a daemon process such as pgbouncer with your application. Pull in system dependencies with apt. You can check the following for more information: <https://devcenter.heroku.com/articles/using-multiple-buildpacks-for-an-app>

Question: 101

The primary benefit of a workflow outbound message over an Apex trigger is:

- A. The message supports different authentication mechanisms
- B. The message can deliver the payload only as SOAP
- C. Messages are completely declarative.
- D. The message can handle every database event.

Answer: C

Explanation:

Question: 102

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

Explanation:

Question: 103

Which of the following is a Heroku CLI command?

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

Answer: A

Explanation:

Question: 104

The Heroku CLI give 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 toyour 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

Explanation:

Question: 105

What is a Heroku dyno?

- A. An on-prem server that you can install in a rack at your nearest co-location facility
- B. Your application code compiled and ready to be served to a variety of web clients
- C. A specialized dinosaur monitoring service delivered from the cloud
- D. A managed runtime container with a Linux operating system underneath

Answer: D

Explanation:

Question: 106

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

Answer: B,C

Explanation:

Question: 107

A Field Technician from UniversalContainers 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

Explanation:

Question: 108

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

Explanation:

Question: 109

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

Answer: B,C

Explanation:

Question: 110

You can use the Salesforce REST APIs to:

- A. Execute processes as another user
- B. Access database log files
- C. Feed your kitten
- D. Insert or update records

Answer: D

Explanation:

Question: 111

Applications on Heroku that use Salesforce REST APIs can use which authentication mechanisms:

- A. Username and password with an OAuth connected app
- B. None of these
- C. OAuth web or user-agent flow in which the user authorizes a connected app using browser redirects
- D. Anonymous access without credentials on trusted networks

Answer: A,C

Explanation:

Question: 112

A client wants to deconstruct a monolithic application into a set of microservices. The microservices require secure direct peer-to-peer communications.

Which Heroku Enterprise features should an Architect recommend? Choose one answer.

- A. Heroku Private Spaces and Apache Kafka on Heroku
- B. Heroku Private Spaces and Heroku Shield Connect
- C. Heroku Private Spaces and Internal Routing.
- D. Heroku Private Spaces and Private Space VPN connections.

Answer: C

Explanation:

Question: 113

Which of the following is NOT an advantage of data replication over data proxies?

- A. A replicated data set reduces data access latency.
- B. A replicated data set supports bidirectional writes.
- C. A replicated data set offloads processing and requests from an origin data server.
- D. A replicated data set is always and immediately in sync with the origin data.

Answer: D

Explanation:

Question: 114

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

Answer: D

Explanation:

Question: 115

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.

Answer: B

Explanation:

Question: 116

Salesforce Connect custom adapters support:

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

Answer: C

Explanation:

Question: 117

Salesforce Connect is used for:

- A. Replicating external data into Salesforce
- B. Bidirectional syncing of external data in Salesforce
- C. Proxying external data into Salesforce
- D. Developing ETL services

Answer: C

Explanation:

Question: 118

What are 3 examples of backing services, as described in the Twelve Factor app methodology?

- A. A database
- B. A logging tool
- C. An email delivery service
- D. A background process with a long running task

Answer: A,B,C

Explanation:

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

Question: 119

Universal Containers (UC) has an app that allows a customer to schedule a compute-intensive job. It allows the customer to schedule the job on an ad-hoc basis. UC has decided to break up the app into the following services: - Website: an interface for their customers; - Billing: generates monthly invoices based on usage metrics; - Traffic Cop: manages the job queue, job definitions and job schedule; - Job Runner; runs jobs that Traffic Cop queues up. It is responsible for self-introspection and self-scaling. UC also wants to create a data lake for analytics. What foundational technology and design should an Architect use to manage communication between these services?

- A. Apache Kafka on Heroku as a bus between all services. Create topics for billing, jobs, and website clicks. Create an additional service, which will subscribe for all topics, and dump every message into a data lake.
- B. Heroku Redis, create a large Redis store. Allow each service to place messages with an agreed-upon format into a single queue, backed by the Redis store. Services listen for messages addressed to them and take action on them. Redis will serve as the data lake.
- C. Heroku Connect and Salesforce Sync all relevant data into Salesforce and allow it to flow into each service. Create custom objects for each service and allow them to post to each other's objects as needed. Push data from Salesforce into Heroku Postgres for a data lake.
- D. Apache Kafka on Heroku. Create a Kafka queue for each service. Create a central routing service that connects to all of the Kafka queues and routes data. The central router is attached to a data lake, and pushes every message into it.

Answer: A

Explanation:

- <https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 120

Universal Containers has multiple Heroku applications that use the same Heroku Postgres database. One of those applications, SFDC-sync, uses Heroku Connect to sync the data between a Salesforce org and the Heroku Postgres database. If the SFDC-sync app is deleted, Heroku Connect will stop syncing data.

a. What is another consequence of deleting the SFDC-sync app?

- A. All tables synced with Heroku Connect will be removed from the Heroku Postgres database
- B. Existing data will remain in both locations.
- C. All synced objects will be removed from the Salesforce org
- D. All tables will be removed from the Heroku Postgres database

Answer: A

Explanation:

- <https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 121

A client wants to deconstruct a monolithic app into a collection of smaller apps which should be able to send HTTP requests to each other. The smaller apps should not be publicly accessible on the internet. Which Heroku Enterprise features should an Architect recommend to enable this architecture?

- A. Heroku and Apache Kafka on Heroku
- B. Heroku Connect and Internal Routing
- C. Heroku Private Spaces and Heroku Connect
- D. Heroku Private Spaces and Internal Routing

Answer: D

Explanation:

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

Question: 122

A client has a data in a SAP data store. The client uses Heroku External Objects to expose Heroku Postgres tables in their Salesforce org. They want to perform custom transformations on the SAP data and then expose the transformed data in their Salesforce org. Which solution should an Architect recommend?

- A. Use Salesforce Connect to perform any necessary transformations on the SAP data and sync the transformed data to the Salesforce org.
- B. Use Heroku Connect to sync the SAP data to Heroku Postgres and then perform any necessary transformations. Ensure the transformed data is in a table that is exposed in the Salesforce org.
- C. Use an ETL tool to sync the SAP data to Heroku and then perform any necessary transformations. Ensure the

transformes data is in a table that is exposed in the Salesforce org.

D. Perform in-place transformations on the data in SAP and then use Heroku Connect to sync the SAP data to Heroku Postgres. Ensure the transformed data is in a table that is exposed in the Salesforce Org.

Answer: C

Explanation:

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

Question: 123

Universal Containers would like to avoid H12 ("request timeout") and H22 ("connection limit reached") errors when running an e-commerce retail site that must process millions of inbound requests during their one-day semi-annual sale. Which two solution measures should an Architect recommend to prepare for the semi-annual sale?

- A. Implement load balancing using Kafka
- B. Engage with Heroku Support to implement load testing
- C. Enable and load test autoscaling
- D. Perform load test using 10% sample size

Answer: B,C

Explanation:

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

Question: 124

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: A,B

Explanation:

- <https://devcenterheroku.com/articles/dataclips>

Question: 125

What does a follower of Heroku Postgres leader database provide?

- A. A static snapshot of the leader
- B. A in-memory snapshot of the leader.
- C. A read-only replica of the leader.
- D. A writable replica of the leader.

Answer: C

Explanation:

-<https://devcenter.heroku.com/articles/heroku-connect-database-tables#encrypted-strings>

Question: 126

A customer would like to analyze data stored in a single, large, high-traffic Heroku Postgres database using a reporting tool that runs long-running, expensive read queries. What reporting architecture should be recommended?

A client wants to create a Heroku web application that needs to provide a low-latency experience for its users, who are based primarily in Japan. Many common user actions will result in synchronous writes to the application's Heroku Postgres database. The application does not have advanced compliance requirements. Which should an Architect recommend?

- A. Deploy the application to a Shield Private Space in the Tokyo region
- B. Deploy the application to the Common Runtime in the Tokyo region
- C. Deploy the application to a Private Space in the Tokyo region
- D. Deploy the application to the Common Runtime in the U.S region and use a CDN to accelerate content delivery

Answer: C

Explanation:

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

Question: 127

Heroku Connect data replication happens:

- A. Near real time for writes to Salesforce, and on a 30-second polling window for writes to Heroku Postgres
- B. Near real time for writes to Salesforce, and either on a polling window or near real time for writes to Heroku Postgres (depending on the user configuration)

- C. Instantly in both directions
- D. Near real time in both directions

Answer: B

Explanation:

Question: 128

A client has a requirement to deploy versions of their app to different regions around the World. Which Heroku Enterprise feature would an Architect recommend to accomplish this?

- A. Using a Heroku StMM Space an app can be deployed to a specific region at the time of app creation.
- B. When creating a Heroku Private Space, you can determine the specific geographic location for the space
- C. You can changed the region for any app in any runtime by using the Heroku CLI.
- D. Using the Common Runtime, an app will automatically be deployed to multiple regions.

Answer: B

Explanation:

- <https://devcenter.heroku.com/articles/private-spaces#trusted-ip-ranges>

Question: 129

A client has a Heroku Postgres database add-on attached to a production application. The client now wants to access the database from another application that they use to perform administrative tasks. What should an Architect recommend in this scenario?

- A. Copy the database's connection URL and add it to the administrative application as a config var.
- B. Attach the database to an application that acts as a database proxy
- C. Create a fork of the database and attach it to the administrative application.
- D. Attach the same Heroku Postgres add-on to the administrative application

Answer: D

Explanation:

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

Question: 130

Which Is an effect of "locking" an application that belongs to a Heroku Enterprise Team?

- A. New members of the Enterprise Team are granted no automatic permissions for the application.
- B. The application cannot be deployed until it is unlocked.
- C. Members of the Enterprise Team who are not administrators have their permissions for the

application revoked.

- D. Members of the Enterprise Team cannot be granted new permissions for the application until it's unlocked.

Answer: A

Explanation:

Question: 131

A client is writing a Heroku application that requires compliance with PCI DSS Level 1. To accomplish this, they deploy an application to the Shield Private Space. Which statement is true about the application?

- A. The application might still violate PCI DSS Level 1 even though it is deployed to a Shield Private Space
- B. The Shield Private Space guarantees that the application is compliant with PCI DSS Level 1, assuming the application uses only Shield Postgres databases
- C. The application is definitely not compliant with PCI DSS Level 1. because Shield Private Spaces do not provide compliance with it.
- D. The Shield Private Space guarantees that the application is compliant with PCI DSS Level 1

Answer: A

Explanation:

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

Question: 132

Universal Containers has a microservices architecture on Heroku. One microservice, named the Metrics Microservice, periodically fetches metrics from a fleet of IoT sensors. Then, the Metrics Microservice is required to send relevant metrics to each of the other microservices using REST. When a new microservice is added to the architecture, the Metrics Microservice must send metrics to that new microservice too. As a result, adding microservices to the architecture causes performance issues. How should an Architect recommend changing this architecture to improve its scalability?

- A. Configure each microservices to directly fetch the sensor metrics that are relevant to it.
- B. Use Private Space DNS Service Discovery to reduce the amount of time required for the Metrics Microservice to obtain each other microservice's IP address
- C. Configure the other microservices to pull the Metrics Microservice for updates every five seconds
- D. Use Apache Kafka on Heroku to publish metrics to a topic that the other microservices can consume.

Answer: D

Explanation:

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

Question: 133

Universal Containers collects sensor data from millions of sensors that are located around the World. Now, they want to process this data on Heroku. What are three advantages of using a microservices architecture with Apache Kafka on Heroku in this scenario? Choose 3 answers.

- A. Kafka is highly available and fault-tolerant
- B. Individual services can be scaled easily for high-volume event processing
- C. Consumers and producers can be scaled independently.
- D. Individual services can efficiently communicate with each other using REST APIs.

Answer: A,B,C

Explanation:

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

Question: 134

A company currently uses, and will continue to use, the Mulesoft Anypoint Platform integration throughout their architecture. They want to use Heroku Connect to help them integrate Heroku apps with Salesforce apps. What is a benefit of introducing Heroku Connect in this environment?

- A. Heroku Connect provides Salesforce a bidirectional synchronization between Platform Events on Salesforce and Apache Kafka on Heroku
- B. Heroku Connect provides Mulesoft an endpoint that is easily consumable by a back-end integration tool
- C. Heroku Connect provides Salesforce a declarative bidirectional synchronization with Postgres and data proxy capability via Heroku Connect External Objects.
- D. Heroku Connect has a Microsoft connector for access to Heroku Postgres Heroku Redis, and Apache Kafka on Heroku

Answer: C

Explanation:

Question: 135

How does Heroku Connect work with Salesforce authentication?

- A. The end user of a Heroku app authorizes Heroku Connect via OAuth.
- B. OAuth provides Heroku Connect with API tokens after the user authorizes the Heroku Connect application on Salesforce
- C. SAML authorizes Heroku Connect to make API calls
- D. A single integration user's credentials are stored.

Answer: B

Explanation:

Question: 136

A platform as a service (PaaS) is:

- A. A monthly bare-metal server rental service
- B. A way to deliver hardware and software tools, such as those needed for application development, to users as a service
- C. A service to help you buy and install your own server hardware
- D. A piece of software in the cloud that you can use just by logging in

Answer: B

Explanation:

Question: 137

In the hierarchy of cloud services, PaaS generally provides more out of the box than:

- A. Software as a service (SaaS)
- B. Infrastructure as a service (IaaS) and on-premises Infrastructure
- C. Salesforce Marketing Cloud
- D. Visualforce pages

Answer: B

Explanation:

Question: 138

A RESTful API is:

- A. A methodology (or maximizing the effectiveness of any vacation
- B. An Actually Pretty Informative meditation session
- C. How the web displays data in a hierarchical format readable by both people and machines
- D. A web-based service that provides standard ways for clients to make requests and receive responses

Answer: A

Explanation:

Question: 139

Which of the following is a good use case for the Heroku Platform?

- A. Proof-of-concept or lab approaches
- B. Empowering mobile apps with an API service
- C. Data manipulation
- D. Customer engagement applications
- E. All of these

Answer: D

Explanation:

Question: 140

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

Explanation:

Question: 141

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

Answer: B

Explanation:

Question: 142

A Universal Containers is building a new marketing website on Heroku. They want to capture user information on the site and have that data flow into Salesforce for followup. Which Heroku features should an Architect recommend to accomplish this?

- A. Heroku Conned and Heroku Postgres.
- B. HeroKu Private Spaces and Private Space Peering.
- C. Heroku Redis and Heroku Teams.
- D. Heroku Dataclips and the Heroku Platform API.

Answer: A

Explanation:

Question: 143

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: A,B

Explanation:

Question: 144

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

Explanation:

Question: 145

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.

Answer: B

Explanation:

Question: 146

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

Answer: C,D

Explanation:

Question: 147

How are languages, buildpacks, and slugs related?

- A. A slug and a buildpack are sandwiched together between several Heroku add-ons, and the result is a new open-source language.
- B. A slug is a shortened version of a language that compiles down into a buildpack
- C. A buildpack knows how to compile code in a specific language down to a slug that runs on Heroku
- D. A language uses a slug to deploy buildpacks as a service across the entire Salesforce Platform.

Answer: C

Explanation:

Question: 148

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

Explanation:

Question: 149

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

Answer: A,C

Explanation:

Question: 150

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. Set up Skill Requirements. Define Work Types. Set up Routing Rules
- B. Define Skills, Set up Skill Requirements, and Set up Resource Skills
- C. Set up Service Locations, Set up Location Skills. Define work Types

D. Define Work Types, Define Work Order Status. Set up Resource Skills

Answer: B

Explanation:

Question: 151

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

Explanation:

Question: 152

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

Answer: C

Explanation:

Question: 153

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

Explanation:

Question: 154

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

Answer: A

Explanation:

Question: 155

Universal Containers wants to help their dispatches determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

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

Answer: B

Explanation:

Question: 156

4Universal Containers wants to help their dispatches determine the length of time a Work Order should last. What should the Consultant implement to help achieve this goal?

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

Answer: A,D

Explanation:

Question: 157

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: B,C,D

Explanation:

Question: 158

You can use Heroku Connect for:

- A. Bidirectional data replication
- B. Data proxy with Salesforce Connect
- C. One-way data replication
- D. All of these

Answer: D

Explanation:

Question: 159

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

Answer: D

Explanation:

Question: 160

The Private Spaces feature can be useful if you need to:

- A. None of these
- B. Write Apex applications quickly
- C. Speed up an application's response time by running it on dynos that are located geographically closer to your customers
- D. Ensure that your application's incoming traffic originates from a whitelisted set of IP addresses

Answer: C,D

Explanation:

Question: 161

If an Organization member has the operator privilege on an app, that means the user can:

- A. Transfer the app to someone else
- B. Add a paid add-on

- C. Remove a member from the Organization account
- D. Deploy the app

Answer:

B

Explanation:

Question: 162

Heroku Connect is an add-on that syncs Force, com data into:

- A. Someone else's isolated network environment
- B. A Heroku Postgres database
- C. A secondary Salesforce instance
- D. Onlyone dyno in your app's dyno formation

Answer:

B

Explanation:

Question: 163

Callouts from Salesforce to Heroku can be made using:

- A. Corba
- B. Web sockets
- C. Message bus
- D. Apex triggers or outbound messages

Answer:

D

Explanation:

Question: 164

Which technology do SalesforceREST APIs use for authentication?

- A. Basic usernames and passwords
- B. OAuth
- C. SAML
- D. Pre-shared keys

Answer: A

Explanation:

Question: 165

Heroku apps that handle callouts from Salesforce can be written in:

- A. All of these
- B. Python
- C. Node, js / JavaScript
- D. Java, Scala, Clojure
- E. PHP

Answer: A

Explanation:

Question: 166

you can build Canvas apps and run them on Heroku with of the following languages:

- A. Node, js / JavaScript
- B. All of these
- C. Python
- D. Java, Scala, Clojure
- E. PHP

Answer: B

Explanation:

Question: 167

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

Explanation:

Question: 168

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

Explanation:

Question: 169

Canvas apps can authenticate a user with:

- A. OAuth
- B. Signed request
- C. Username and password
- D. Either OAuth or signed request

Answer: D

Question: 170

Universal Containers provides prompt service and has multiple service levels (or different customers). Over 50% of Service Appointments are created on the sameday 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 Dispatch Service Appointments using Drip Feed.
- B. Automatically run Optimization Background Job every hour.
- C. Automatically schedule unscheduled services to available Resources.
- D. Automatically change the status to Dispatched of all Service Appointments.

Answer: B