

DUMPS ARENA

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QUESTION NO: 1

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:**

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

QUESTION NO: 2

Universal Containers wants to ensure that only Field Technicians with a specialized certification are sent Work Orders of a specific type. In which two ways can a Consultant ensure the correct Resources are assigned to Work Orders? (Choose two.)

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

ANSWER: A C**QUESTION NO: 3**

Universal Containers wants to process mobile payments.

How can this requirement be met?

- A. Attach a picture of the credit card.
- B. Add a custom field to store the credit card number.

- C. Install an AppExchange package.
- D. Create a custom payments object.

ANSWER: C

QUESTION NO: 4

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

QUESTION NO: 5

A customer's IT department will not allow VPN access through their on-premise gateway. Users need to be able to access trusted Heroku applications only when they are in the office. These applications are deployed to a Heroku Private Space.

Which two Private Spaces features should an Architect recommend to enable on-premise users to gain the access they need? (Choose two.)

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

ANSWER: A D

Explanation:

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

QUESTION NO: 6

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate.

Which two recommendations should a Consultant make? (Choose two.)

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

ANSWER: A C**QUESTION NO: 7**

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**QUESTION NO: 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:

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

QUESTION NO: 9

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 others' 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**QUESTION NO: 10**

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically

What should a Consultant recommend to meet this requirement?

- A.** Create a custom report.
- B.** Create a Process Builder to generate a report.
- C.** Use the standard Work Order email template.
- D.** Use the standard Service Report

ANSWER: D**QUESTION NO: 11**

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

QUESTION NO: 12

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

QUESTION NO: 13

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

QUESTION NO: 14

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

QUESTION NO: 15

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups.

Which two options should a Consultant recommend? (Choose two)

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

ANSWER: A D