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QUESTION NO: 1

Universal Containers wants to allow Field Technicians to view work progress through the Work Order Line Item card in the Field Service mobile app.

How can this be supported?

- A.** Create a Report Chart that summarizes Work Order Line Items and add a link to the Lens on the Service Appointment Layout.
- B.** Create a custom Visualforce page, add an external link from the Mobile app to view the page in the mobile browser.
- C.** Add the Work Order Line Items Related List to the Work Order Page Layout and assign the Layout to the Technician's profile.
- D.** Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Mobile app.

ANSWER: C**QUESTION NO: 2**

A Field Service Technician wants to view a list of parts consumed during a given time period. The Technician will then use the data to replenish inventory on the truck. Which three steps should a Consultant recommend to track the number of parts consumed? (Choose three.)

- A.** Build a report to view Products Consumed on Work Order Line Items.
- B.** Build a report to view Inventory Transactions.
- C.** Build a report to view Products Consumed on Work Orders.
- D.** Build a report using the Service Appointment Inventory module.
- E.** Build a report using the Work Order inventory module.

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

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

QUESTION NO: 4

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

ANSWER: C D E

QUESTION NO: 5

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

QUESTION NO: 6

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

QUESTION NO: 7

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 Heroku Connect.

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

QUESTION NO: 8

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

QUESTION NO: 9

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

QUESTION NO: 10

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:

Reference: <https://elements.heroku.com/buildpacks/axonepro/heroku-buildpack-wkhtmltopdf>

QUESTION NO: 11

Which of the following is a Heroku CLI command?

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

ANSWER: A

QUESTION NO: 12

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**QUESTION NO: 13**

Universal Containers does not want the lunch break to interfere with existing scheduled work.

How should a Consultant configure the Scheduling Policy to ensure a 30-minute lunch break that begins every day after 1pm?

- A. Create Resource Absences every day.
- B. Create a recurring Service Appointment.
- C. Use appropriate Resource Operating Hours.
- D. Use the Resource Availability Rule.

ANSWER: D**QUESTION NO: 14**

Universal Containers (UC) is using Field Service and has customer meetings at UC's offices. When booking meetings, they would like them to begin on the hour, every hour, between 9am-5pm.

How can this be achieved?

- A. Use Customer Operating Hours.
- B. Use Exact Appointments on the Work Types.
- C. Use Territory-specific Operating Hours.
- D. Use Multiple Operating Hours with Slots for each hour.

ANSWER: B

QUESTION NO: 15

Universal Containers provides 24/7 service support to its customers. However, their Field Service Technicians have specified working hours. Which two items should the Consultant create? (Choose two.)

- A. Create operating hours for the Service Resource.
- B. Create operating hours for the Optimization Engine.
- C. Create operating hours for the Service Appointment.
- D. Create operating hours for the Service Territory.

ANSWER: A D