

# Exam Questions Heroku-Architect

Salesforce Certified Heroku Architect (SU22)

<https://www.2passeasy.com/dumps/Heroku-Architect/>



#### NEW QUESTION 1

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

#### NEW QUESTION 2

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

#### NEW QUESTION 3

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 Postgre
- B. Then allow Heroku Connect to expose them to the Salesforce org using Heroku External Objects.
- C. Use Data Loader to write the changes to the Salesforce or
- D. Then allow Heroku Connect to sync them to Heroku Postgres.
- E. Make the changes directly in Heroku Postgre
- F. Then allow Heroku Connect to use the Bulk API to sync them to the Salesforce org.
- G. Pause Heroku Connect then make the changes directly in the Salesforce or
- H. Then allow Heroku Connect to use the Salesforce Bulk API to sync them to Heroku Postgres.

**Answer:** AC

#### NEW QUESTION 4

Universal Containers would like to engage contractors and customers directly in their Field Service solution. Which three options will provide read, write, and edit access to Work Order objects? (Choose three.)

- A. Partner Community license
- B. Chatter File Connect
- C. Customer Community license
- D. Chatter Customer Group
- E. Customer Community Plus license

**Answer:** ACD

#### NEW QUESTION 5

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

#### NEW QUESTION 6

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

#### NEW QUESTION 7

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

#### NEW QUESTION 8

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 dataclips 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>

#### NEW QUESTION 9

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 transformed 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.
- E. 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-with-apache-kafka>

#### NEW QUESTION 10

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>

#### NEW QUESTION 10

A Field Technician from Universal Containers 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

#### NEW QUESTION 15

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

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

**Answer:** AC

#### Explanation:

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

#### NEW QUESTION 16

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

#### NEW QUESTION 18

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 23

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

#### NEW QUESTION 28

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:** ABD

#### Explanation:

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

#### NEW QUESTION 31

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

**Answer:** D

#### NEW QUESTION 32

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:**

AC

#### NEW QUESTION 34

Salesforce Connect custom adapters support:

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

**Answer:** C

#### NEW QUESTION 35

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>

#### NEW QUESTION 37

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

#### NEW QUESTION 39

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

#### NEW QUESTION 43

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

#### NEW QUESTION 47

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

#### NEW QUESTION 48

The Heroku CLI gives 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 to your 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

#### NEW QUESTION 49

Which two Heroku features require Heroku Enterprise Teams? (Choose two.)

- A. Fine-grained app access controls
- B. Single Sign-on
- C. Paid add-on plans
- D. Heroku Pipelines

**Answer:** AD

#### NEW QUESTION 52

Which three overview cards does the Field Service mobile app provide as context to Technicians on upcoming Service Appointments? (Choose three.)

- A. Asset History
- B. Contact
- C. Address
- D. Site Details
- E. Product Catalog

**Answer:** BCD

#### NEW QUESTION 56

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>

#### NEW QUESTION 58

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.
- D. Scale up the consumer dynos to match the number of partitions so that there is one process for each partition.

**Answer:** C

#### NEW QUESTION 63

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:

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

#### NEW QUESTION 68

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

#### NEW QUESTION 69

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:** BD

#### NEW QUESTION 71

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>

#### NEW QUESTION 76

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

#### NEW QUESTION 80

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:** AD

#### Explanation:

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

#### NEW QUESTION 85

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:

- 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>

#### NEW QUESTION 89

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 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

#### NEW QUESTION 90

What set of configurations make up Scheduling Policies and let companies adhere to their business constraints and preferences?

- A. Service Levels and Work Rules
- B. Service Objectives and WonX Rules
- C. Service Contracts and Service Levels
- D. Service Objectives and Work Types

**Answer:** B

#### NEW QUESTION 95

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

#### NEW QUESTION 97

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:** BD

#### Explanation:

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

#### NEW QUESTION 98

A company currently uses, and will continue to use, the MulesoftAnypoint 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. HerokuConnect 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

#### NEW QUESTION 102

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 orDyno 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>

#### NEW QUESTION 106

Universal Containers is preparing to deploy a high-volume production web application to the Heroku Common Runtime. Which two best practices should an Architectrecommend 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 applicationstartup overhead from skewing results
- D. Ensure that the application runs on Performance-tier dynos

**Answer:** AD



**Explanation:**

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

**NEW QUESTION 108**

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

**NEW QUESTION 110**

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. 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>

**NEW QUESTION 111**

Universal Containers wants to reduce their mean-time-to-service

Which three Field Service process should a Consultant recommend to accomplish this goal? (Choose three )

- A. Knowledge Base
- B. Customer Entitlements
- C. Adjust Scheduling Policy
- D. Dispatching

**Answer:** ACD

**NEW QUESTION 112**

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
- B. Force the Java app to use a CDN, and point the Node.js app to its appname.herokuapp.com domain.
- C. Deploy all of the apps to the Common Runtime
- D. Force the Java app to use SSL/TLS sessions, and point the Node.js app to its appname.herokuapp.com domain.
- E. Deploy all of the apps to a Heroku Private Space
- F. Force the Java app to use SSL/TLS sessions, and point the Node.js app to its appname.herokuapp.com domain.
- G. Deploy all of the apps to a Heroku Private Space
- H. Deploy the Java app with Internal Routing enabled. Deploy the Node.js app without Internal Routing enabled.

**Answer:** D

**NEW QUESTION 117**

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 VPN connections
- D. Heroku Connect

**Answer:** C

**Explanation:**

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

**NEW QUESTION 121**

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:** AD

#### NEW QUESTION 126

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 Milestone
- B. Create Entitlement records, Set Up Entitlements Process for Work Orders.
- C. Set Up Entitlements Process for Work Orders, Set Up Milestones, Create Entitlement records
- D. Create Entitlement records, Set Up Entitlements Process for Work Order
- E. Set Up Milestones
- F. Set Up Milestone
- G. Set Up Entitlements Process for Work Orders, Create Entitlement records.

**Answer:** B

#### NEW QUESTION 129

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

#### NEW QUESTION 134

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

#### NEW QUESTION 139

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 Asia. 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
- E. Each instance of the app should sync with each other.

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 142

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>

#### NEW QUESTION 143

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:** CD

**Explanation:**

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

#### NEW QUESTION 146

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>

#### NEW QUESTION 149

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

#### NEW QUESTION 151

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:** BC

#### NEW QUESTION 154

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>

#### NEW QUESTION 155

Universal Containers has implemented a Knowledge solution for Agents to provide Field Technicians with information necessary to complete assigned work. Which two capabilities will now be available? (Choose two.)

- A. Attach Knowledge Articles to Work Order Line Items Only.
- B. Manage Attached Articles and Search the Knowledge Base
- C. include Quick Actions and Global Actions in Attached Articles.
- D. Attach Articles to Work Orders and Work Order Line Items.

**Answer:** BD

#### NEW QUESTION 160

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

#### NEW QUESTION 164

The Disaster at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration.

Which three options are available to the Disaster? (Choose three.)

- A. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch".
- B. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- C. Select multiple Service Appointments from the list and bulk schedule them. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource.
- D. Create a Workflow to close the Milestone when the Wrap Up is complete.
- E. Select a Service Appointments from the list and press the "Schedule" action.

**Answer:** ACE

#### NEW QUESTION 168

Canvas apps can authenticate a user with:

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

**Answer:** D

#### NEW QUESTION 173

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

#### NEW QUESTION 176

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>

#### NEW QUESTION 180

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

#### NEW QUESTION 184

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:** AD

**Explanation:**

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://devcenter.heroku.com/articles/establish-trust-private-space-and-salesforce#salesforce-heroku-apps>

**NEW QUESTION 185**

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

**NEW QUESTION 187**

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

**NEW QUESTION 191**

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:** BD

**Explanation:**

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

**NEW QUESTION 193**

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 Appointment

**Answer:** B

**NEW QUESTION 198**

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