Salesforce

Exam Questions Heroku-Architect

Salesforce Certified Heroku Architect (SU22)

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NEW QUESTION 1
A ClientService Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is aboutto 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: CD

NEW QUESTION 2
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 ap
D. Divide each video processing task across multiple web dynos to mitigate added CPU load.

Answer: AB

NEW QUESTION 3
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

NEW QUESTION 4
A client wants to deconstruct a monolithic application into a set of microservices The microservicesrequire securer 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. Shield Private Spaces and Heroku Shield Connect
C. Heroku Private Spaces and Internal Routing.
D. Heroku Private Spaces and Private Space VPN connections.

Answer: C

NEW QUESTION 5
Universal Containers uses Heroku Connect to sync their Salesforce org's data with Heroku Postgres. Periodically, they write a very large set ofchanges 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 themto 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 6
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. Movethe 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

NEW QUESTION 7
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 8
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: AD

NEW QUESTION 9
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? (Choosetwo.)

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

Answer: AD

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 toan 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.eom/articles/using-sso-services-with-heroku#prerequisiles-for-sso-with-tieroku

NEW QUESTION 10
A Field Technician from UniversalContainers arrived onsite for an appointment, and unfortunately the customer was not present UC wants to ensure they cantrack 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 14
A RESTfulAPIis:

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

NEW 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 toa 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 20
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 ap
B. The microservices communicate byusing Apache Kafka as a message bus.
C. Each microservice is a separate process type in a single Heroku ap
D. The microservices communicate by using Redis as a message bus.
E. Each microservice is a separate private spac
F. The microservices communicate byusing DNS Service Discovery.
G. Each microservice is a separate process in a single Heroku ap
H. The microservices communicate by using shared memory.

Answer: C

Explanation:
- httDs://devcenterheroku.com/artJcles/event-driven-microservices-with-aDache-kafka

NEW QUESTION 23
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 27
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

NEW QUESTION 31
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. HerokuPipelines

Answer: AD

NEW QUESTION 35
Universal Containers would like toenforce 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 toclose 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: BCD

NEW QUESTION 39
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 42
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: AB

Explanation:
-https://devcenter.heroku.com/arlicles/dataclips

NEW QUESTION 43
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

NEW QUESTION 47
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 threelogging services.
D. Log entries can be forwarded to only one logging service.

Answer: AC

NEW QUESTION 51
A customer would like to analyze data stored in a single, large, high-traffic Heroku Postgres database using a reporting tool that runslong-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

NEW QUESTION 54
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 59
Universal Containers utilizes two contractors, Contractor 1 and Contractor 2, to perform repair work Contractor 1 has provided service longer for
UniversalContainers 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

NEW QUESTION 63
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

NEW QUESTION 64
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

NEW QUESTION 65
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

NEW QUESTION 66
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-o
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.herokuxom/tech-sessions/get-started-with-apache-kafka

NEW QUESTION 70
Universal Containers provides multiple service types (i.e., Installation, Maintenance, Break/Fix, etc.) Each service requires a variety of skills and certifications inorder 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: AB

NEW QUESTION 75
Universal Containers (UC) wants to allow itsdevelopers to only use certain add-ons. UC enables Add-on 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

NEW QUESTION 80
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 leastone valid SSO certificate
E. Administrative permissions on the selected identity provider

Answer: ABE

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

NEW QUESTION 83
Which technology do SalesforceREST APIs use for authentication?

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

Answer: A

NEW QUESTION 88
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 samePrivate 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

NEW QUESTION 93
UniversalContainers (UC) has an on-permise 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 onthe local system. After the report is submitted, a case is created in UC's Salesforce org for processing, amd 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. WritP lnns tn stdmit instead nf writinn thpm tn the flip svstpm

Answer: AD

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

NEW QUESTION 94
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 Hems 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 98
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: AB

Explanation:
- https //devcenterherokucom/articles/dataclips

NEW QUESTION 100
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.herokuxom/articles/using-sso-services-with-heroku#prerequisites-for-sso-with-heroku

NEW QUESTION 104
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 inthis 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

NEW QUESTION 107
Heroku Connect data replication happens:

A. Near real time for writes to Salesforc
B. and on a 30-second polling window for writes to Heroku Postgres
C. Near real time for writes to Salesforc
D. and either on a polling window or near real time for writes to Heroku Postgres (depending on the user configuration)
E. Instantly in both directions
F. Near real time in both directions

Answer: B

NEW QUESTION 108
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