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QUESTION 1

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.

Correct Answer: C

Reference: https://devcenter.heroku.com/articles/regions#default-regions

QUESTION 2

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 Cannot Complete; Create a new Service Appointment against the same Work Order for the follow-up trip.

B. Set the existing Service Appointment status to Complete; Create a new Work Order and Service Appointment for the follow-up trip.

C. Set the existing Service Appointment status to In Progress; Create a new Work Order and Service Appointment for the follow-up trip.

D. Set the existing Service Appointment status to Cannot Complete; Create a new Work Order Line Item for the follow-up trip.

Correct Answer: A

QUESTION 3

Universal Containers is developing a Salesforce app thatinvokes 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

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Correct Answer: AD

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 4

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.

Correct Answer: B

QUESTION 5

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.

Correct Answer: AD

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