

## Q&As

Salesforce Certified Heroku Architecture Designer

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### QUESTION 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.

Correct Answer: C

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### QUESTION 2

What are two features of a Shield Private 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 do not 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.

Correct Answer: BD

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

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### QUESTION 3

An existing app is experiencing performance degradation because of multiple executions of multiple, expensive SQL read queries. This SQL code cannot be optimized any further and the frequency of the execution of the queries cannot be reduced.

Which two options should an Architect recommend in this scenario?

- A. Hardcode the results of the query into app logic
- B. Add a read-only HerokuPostgres follower
- C. Create a database caching layer

D. Restart the Heroku Postgres server to reclaim cache

Correct Answer: BC

<https://devcenter.heroku.com/articles/using-sso-services-with-heroku#end-user-account-creation-and-removal>

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#### QUESTION 4

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 same Private 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.

Correct Answer: C

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#### QUESTION 5

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 Work Orders
- B. Products Required for Service Appointments
- C. Products Required for Work Order Line Items
- D. Products Required for Service Resources

Correct Answer: AC

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#### QUESTION 6

What does a follower of Heroku Postgres leader database provide?

- A. A static snapshot of the leader
- B. A in-memory snapshot of the leader.
- C. A read-only replica of the leader.
- D. A writable replica of the leader.

Correct Answer: C

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

### QUESTION 7

A client has a Heroku app that uses Apache Kafka on Heroku. They want to refactor the app into 2 distinct apps that will both continue to use Kafka (because they probably don't have so much to do in their life). Based on this refactoring, what should an Architect recommend?

- A. Ensure that the apps consume mutually exclusive sets of Kafka topics
- B. Attach the existing Kafka add-on to both apps
- C. Designate one app as a producer and the other as a consumer
- D. Attach the existing Kafka add-on to one app and attach a new Kafka add-on to the other app

Correct Answer: B

### QUESTION 8

At Universal Containers (UC), a developer named Yuichiro wrote a PHP application that, in production, uses a MySQL database. Yuichiro is onboarding Mary, a new UC developer, who is setting up her development environment. Yuichiro asks Mary to:

1) install the related PHP libraries manually so the application will run; 2) use MongoDB, instead of MySQL, in the development environment.

According to the Twelve-Factor methodology, which changes should an Architect recommend?

- A. Explicitly declare code dependencies in the application's environment variables and use the same type of database in both development and production.
- B. Persist code dependencies in the application's production database. Use the same type of database locally to ensure that the dependencies are accessible.
- C. Recursively determine code dependencies on application startup and maintain separate Git branches for the MongoDB- and MySQL- compatible versions of the application.
- D. Explicitly declare code dependencies in the application's source and use the same type of database in both development and production.

Correct Answer: B

### QUESTION 9

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire.

Which two upsell activities should the CSR consider? (Choose two.)

- A. Open a Case and send email with new Service offerings.
- B. Open a Case and inform Customer of weekend service pricing.
- C. Open a Case and a renewal Opportunity for the Sales team.
- D. Open a Case and create a Work Order for the Dispatch Team.

Correct Answer: AB

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#### QUESTION 10

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.

Correct Answer: B

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

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#### QUESTION 11

What are 3 examples of backing services, as described in the Twelve Factor app methodology?

- A. A database
- B. A logging tool
- C. An email delivery service
- D. A background process with a long running task

Correct Answer: ABC

<https://devcenter.heroku.com/articles/internal-routing>

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#### QUESTION 12

You can build Canvas apps and run them on Heroku with of the following languages:

- A. Node, js / JavaScript
- B. All of these

- C. Python
- D. Java, Scala, Clojure
- E. PHP

Correct Answer: B

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#### QUESTION 13

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

Correct Answer: A

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#### QUESTION 14

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. Heroku Pipelines

Correct Answer: AD

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#### QUESTION 15

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.

Correct Answer: BD

Reference: <https://devcenter.heroku.com/articles/optimizing-dyno-usage>

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