

## Q&As

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## QUESTION 1

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.

Correct Answer: CDE

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## QUESTION 2

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

Correct Answer: AC

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

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## QUESTION 3

Universal Export wants to build an app that serves company data. The data has no strong compliance requirements, and the app should only be reachable from trusted IP addresses.

Which solution should an Architect recommend?

- A. Deploy the app in a Shield Private Space with a Shield-tier Heroku Postgres database
- B. Deploy the app in the Common Runtime with a Standard-tier Heroku Postgres database
- C. Deploy the app in a Private Space with a Private-tier Heroku Postgres database.

D. Deploy the app in the Common Runtime with a Premium-tier Heroku Postgres database.

Correct Answer: C

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

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#### QUESTION 4

Universal Containers wants to track the total associated price when servicing Work Orders for customers.

Which two of the following should the Consultant recommend? (Choose two.)

- A. Use Work Order and Work Order Line Items.
- B. Use a custom object to model the Work Order pricing.
- C. Use the Einstein Pricing Configurator.
- D. Set up Products and Price Books.

Correct Answer: AD

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#### QUESTION 5

Universal Containers (UC) has a Heroku Postgres database attached to a Heroku app, which is running in the Common Runtime. What should an Architect recommend UC do to secure their database to only trusted locations?

- A. Move the database and the app into the Private Space.
- B. Add a Trusted IP range to the Heroku Postgres configuration.
- C. Set up a VPN from the trusted locations to the app.
- D. Set up a VPC in a one-off dyno when access to Heroku Postgres is needed.

Correct Answer: B

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