

Q&As

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QUESTION 1

Universal Containers (UC) wants to generate Work Orders from their Customer Service Cases. UC would like the Work Order to be linked to the Case and have the Customer Service Representative select a pre-defined template for the Work Order within the Service Console.

Which two items should a Consultant recommend in order to achieve this? (Choose two.)

- A. Use Record Types to achieve pre-defined templates.
- B. Add the Work Order Quick Action on the Case.
- C. Add the Work Order Quick Action on the Account.
- D. Use Work Types to achieve pre-defined templates.

Correct Answer: BD

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>

QUESTION 3

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

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

QUESTION 4

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.

Correct Answer: A

QUESTION 5

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

Correct Answer: AB

Reference: <https://www.heroku.com/podcasts/codeish/8-sharing-data-with-dataclips>

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