

# Exam Questions Heroku-Architect

Salesforce Certified Heroku Architect (SU22)

<https://www.2passeasy.com/dumps/Heroku-Architect/>



#### NEW QUESTION 1

A. Universal Containers is building a new marketing website on Heroku. They want to capture user information on the site and have that data flow into Salesforce for followup.

Which Heroku features should an Architect recommend to accomplish this?

- A. Heroku Conned and Heroku Postgres.
- B. Heroku Private Spaces and Private Space Peering.
- C. Heroku Redis and Heroku Teams.
- D. Heroku Dataclips and the Heroku Platform API.

**Answer:** A

#### NEW QUESTION 2

Universal Containers would like to engage contractors and customers directly in their Field Service solution. Which three options will provide read, write, and edit access to Work Order objects? (Choose three.)

- A. Partner Community license
- B. Chatter File Connect
- C. Customer Community license
- D. Chatter Customer Group
- E. Customer Community Plus license

**Answer:** ACD

#### NEW QUESTION 3

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

**Answer:** B

#### NEW QUESTION 4

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. Move the 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 5

Universal Containers wants to give Field Technicians the ability to create follow-up appointments if they are unable to complete a Work Order due to missing inventory

What should a Consultant implement to meet this requirement?

- A. Implement a Macro to generate Service Appointments on the existing Work Order
- B. Implement a Quick Action to create a new Work Order Line item on the existing Work Order
- C. Implement a Quick Action to create a new Service Appointment on the existing Work Order
- D. Implement a Custom Button to Create a Service Appointment on the existing Work Order

**Answer:** C

#### NEW QUESTION 6

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.

**Answer:** B

#### Explanation:

-<https://devcenter.heroku.com/articles/heroku-postgresql#data-residency>

#### NEW QUESTION 7

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 to a 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 8

Universal Containers is looking to implement Entitlement Management to meet the following requirements:

- 1) Any employee from the customer account is eligible for support.
- 2) Specific purchased products are eligible for support. What Objects should be set up for Entitlement Management?

- A. Contacts and Service Contracts
- B. Accounts and Service Contracts
- C. Contacts and Assets
- D. Accounts and Assets

**Answer:** D

#### NEW QUESTION 9

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.

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 10

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 10

According to the Twelve-Factor methodology, which best practice helps minimize the gap between development and production?

- A. Using the same backing services in all of an application's environments.
- B. Configuring application logging to write stdout.
- C. Executing long-running tasks as background processes.
- D. Writing processes that are fast to start up and gracefully shut down

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 12

Universal Containers has 3 Heroku apps in its microservices and requires that logs for all of the apps be stored in the same location for analysis and alerting purposes. How would they achieve this?

- A. Send logs from each app to their own Heroku redis Store, and then combine all logs in a fourth master store.
- B. Set up the 3 apps as producers for Apache Kafka on Heroku and save their logs to Kafka
- C. Set up a file on the filesystem and share it with all the apps
- D. Install a logging add-on for one app and attach it to the other two apps

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 14

Universal Containers has an initiative to increase customer satisfaction by committing preferred resources to accounts and providing prompt service. Which two Scheduling Policies would assist to meet this initiative? (Choose two)

- A. Emergency Policy
- B. Customer First
- C. Soft Boundaries
- D. High Intensity

**Answer:** BC

#### NEW QUESTION 18

Which Heroku feature allows you to deploy a real app complete with code, config, and add-ons already configured?

- A. Heroku Getting Started guides
- B. Heroku Deployment wizard
- C. git push heroku master
- D. Heroku Buttons

**Answer:** D

#### NEW QUESTION 19

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 20

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 Heroku Postgres follower
- C. Create a database caching layer
- D. Restart the Heroku Postgres server to reclaim cache

**Answer:** BC

#### Explanation:

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

#### NEW QUESTION 23

Universal Containers needs to integrate three separate apps: a Salesforce app, an app developed to Heroku, and a custom-built app hosted on-premise. Each app needs to send and receive data from any of the other apps.

Which two integration options should an Architect recommend that can connect all three systems in a fire-and-forget pattern? Choose 2 answers.

- A. Publish and subscribe to Salesforce platform events
- B. Use Heroku External Objects as a data proxy
- C. Use Heroku Connect to synchronize all systems with Heroku Postgres
- D. Publish and subscribe to topics on Apache Kafka on Heroku

**Answer:** AD

#### Explanation:

<https://devcenter.heroku.com/articles/dataclips>

#### NEW QUESTION 25

Salesforce Connect is used for:

- A. Replicating external data into Salesforce
- B. Bidirectional syncing of external data in Salesforce
- C. Proxying external data into Salesforce
- D. Developing ETL services

**Answer:** C

#### NEW QUESTION 29

A customer runs Production Check on an application from the Dashboard. Which two runtime issues does it check for? Choose 2 answers.

- A. Worker dyno scale: ensuring at least 1 worker dyno is available.
- B. Dyno redundancy: ensuring at least 2 web dynos are available
- C. CDN ensuring a CDN is available to the web dynos

D. Production-tier database: ensuring a production-tier database is being used

**Answer:** BD

**Explanation:**

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

### NEW QUESTION 33

Upon arrival for a Service Appointment, the Field Service Technician reports that a team of people is required to resolve the issue. How can the Dispatcher ensure that the required staff is assigned to the project?

- A. Assign the existing Service Appointment to a Crew.
- B. Assign the existing WorkOrder to each staff member
- C. Create a new Service Appointment and assign a Crew.
- D. Assign the existing Work Order to a Crew.

**Answer:** C

### NEW QUESTION 37

Universal Containers provides installation, repair, and consulting services. When Technicians complete the work, they need to provide different reports for the installation, repair, and consulting services.

Which two configurations should a Consultant recommend to meet this requirement? (Choose two )

- A. Work Types
- B. Assets
- C. Service Report Templates
- D. Product Templates

**Answer:** AC

### NEW QUESTION 40

Universal Containers wants the ability for their Field Technicians to log sales opportunities associated with their Work Orders.

What configuration should a Consultant implement so Field Technicians can easily achieve this through the Field Service mobile app?

- A. Quick Action on Opportunity to Create Work Order Line Item
- B. Quick Action on Opportunity to Create Work Order
- C. Quick Action on Work Order Line Items to Create Opportunity
- D. Quick Action on Work Order to Create Opportunity

**Answer:** D

### NEW QUESTION 41

A client requires that their web application's logs are accessible only from within the same isolated network as the application itself.

Which solution should an Architect recommend in this scenario?

- A. Deploy the application to a Private Space
- B. Provide the Private Space's stable outbound IPs to Heroku's Logplex router to block all logs originating from the Private Space.
- C. Deploy the application to a Shield Private Space with Private Space Logging enable
- D. Forward logs to a destination within the Shield Private Space.
- E. Deploy the application to a Private Space
- F. Connect the Private Space to an on-premise logging system using VPN and specify it as a log drain.
- G. Deploy the application to a Private Space
- H. Enable Internal Routing to prevent the application's logs from being forwarded outside of the Private Space.

**Answer:** C

### NEW QUESTION 43

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 45

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 49

A client runs an application on a background worker dyno. The application allows its users to request personalized information as a PDF. At peak usage, the app processes millions of requests at once. The resulting number of requests has caused a bottleneck that is impacting its performance. Which two solutions can an Architect recommend to resolve the bottleneck and improve performance? (Choose two.)

- A. Increase the number of workers to consume the job faster.
- B. Move the application to a Private Space.
- C. Add Heroku Redis as a job queue.
- D. Add a CDN add-on from the Elements marketplace.

**Answer:** AB

#### NEW QUESTION 50

Universal Containers has a microservices architecture on Heroku. One microservice, named the Metrics Microservice, periodically fetches metrics from a fleet of IoT sensors. Then, the Metrics Microservice is required to send relevant metrics to each of the other microservices using REST. When a new microservice is added to the architecture, the Metrics Microservice must send metrics to that new microservice too. As a result, adding microservices to the architecture causes performance issues. How should an Architect recommend changing this architecture to improve its scalability?

- A. Configure each microservice to directly fetch the sensor metrics that are relevant to it.
- B. Use Private Space DNS Service Discovery to reduce the amount of time required for the Metrics Microservice to obtain each other microservice's IP address.
- C. Configure the other microservices to pull the Metrics Microservice for updates every five seconds.
- D. Use Apache Kafka on Heroku to publish metrics to a topic that the other microservices can consume.

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 53

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 least one 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 55

If an Organization member has the operator privilege on an app, that means the user can:

- A. Transfer the app to someone else
- B. Add a paid add-on
- C. Remove a member from the Organization account
- D. Deploy the app

**Answer:** B

#### NEW QUESTION 56

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.

**Answer:** B

#### NEW QUESTION 57

Universal Containers (UC) has an on-premise 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 on the local system. After the report is submitted, a case is created in UC's Salesforce org for processing, and 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. WriteP Inns 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 60**

A client's Heroku application syncs data between a Heroku Postgres database and a Salesforce org using the Salesforce Bulk API. The client has determined the application currently uses 90% of the client's daily Salesforce Bulk API limit.

To overcome this issue, what feature, to replace the Bulk API implementation in this scenario, should an Architect recommend?

- A. Custom Apex callouts
- B. Heroku Connect
- C. Salesforce SOAP API
- D. Salesforce Connect

**Answer:** B

**NEW QUESTION 62**

The Disaster at Universal Containers would like to schedule Service Appointments from the Dispatcher's Console while taking the Scheduling Policy into consideration.

Which three options are available to the Disaster? (Choose three.)

- A. Select a Service Appointment from the list, press the "Change Status" action and "Dispatch".
- B. Select a Service Appointment from the list, press the "Candidates" action, and select the best time slot.
- C. Select multiple Service Appointment from the list and bulk schedule them. Select a Service Appointment from the list, press the "Edit" action and allocate the Resource
- D. Create a Workflow to close the Milestone when the Wrap Up is complete.
- E. Select a Service Appointments from the list and press the "Schedule" action.

**Answer:** ACE

**NEW QUESTION 64**

You can use the Salesforce REST APIs to:

- A. Execute processes as another user
- B. Access database log files
- C. Feed your kitten
- D. Insert or update records

**Answer:** D

**NEW QUESTION 65**

Universal 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:** B

**NEW QUESTION 69**

Which 2 users can remove an application from a Heroku Enterprise Team?

- A. An administrator of the Enterprise Team
- B. A user with the "manage" permission for the app
- C. A user with the "deploy" permission for the app
- D. A user with the "operate" permission for the app

**Answer:** AB

**Explanation:**

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

**NEW QUESTION 71**

A client wants to use Heroku Connect to sync data from a Heroku Postgres table to a Salesforce org. The client only needs to sync a specific subset of the rows in the table.

How should this be performed?

- A. Add a mapping filter to the table when setting up the sync, and select appropriate criteria from the list.
- B. Filter the data in the database, and provide an alternative table or view for use in the sync.
- C. Use the Heroku Connect Mapping Query Editor, and add filters to the query.

D. Place Sharing Rules on the records, and restrict visibility to only those rows that are needed.

**Answer:** D

**Explanation:**

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

#### NEW QUESTION 72

A financial reporting application, hosted on an on-premise server, uses a native library (wkhtmltopdf) to convert its HTML reports into PDFs. The app is being migrated to Heroku.

What option should an Architect recommend to enable the Heroku application to use wkhtmltopdf?

- A. Ensure that the Heroku app fetches the wkhtmltopdf library from cloud storage on dyno restart.
- B. Install the dependency using `sudo apt install wkhtmltopdf` from `.profile` in the project root.
- C. Continue to host wkhtmltopdf on-premise, and build a REST API so the library can be invoked from the Heroku app.
- D. Use a custom buildpack to install wkhtmltopdf using `apt`.

**Answer:** D

#### NEW QUESTION 73

The primary benefit of a workflow outbound message over an Apex trigger is:

- A. The message supports different authentication mechanisms
- B. The message can deliver the payload only as SOAP
- C. Messages are completely declarative.
- D. The message can handle every database event.

**Answer:** C

#### NEW QUESTION 74

Universal Containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups.

Which two options should a Consultant recommend? (Choose two )

- A. Change the Work Order with a closed status of "Cancelled".
- B. Address
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order
- E. Change the Work Order with a status of "New".

**Answer:** AD

#### NEW QUESTION 77

A client wants to secure their web application using SSL/TLS. They do not have specific requirements regarding using a particular version of SSL/TLS. Which two Heroku features should an Architect recommend as options? (Choose two.)

- A. Heroku Private Spaces
- B. Automated Certificate Management
- C. Heroku SSL
- D. Heroku Shield Private Spaces

**Answer:** BC

#### NEW QUESTION 79

Universal Containers has noticed that with every new product release there is a rise in customer reported Cases and a decrease in first-time fix-rate.

Which two recommendations should a Consultant make? (Choose two.)

- A. Increase training to Field Service Technicians
- B. Publish training documentation in a closed Chatter group
- C. Publish pre-release documentation on the Customer Community.
- D. Increase training to Sales Representatives.

**Answer:** AC

#### NEW QUESTION 81

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