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**QUESTION 1**

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

Correct Answer: C

QUESTION 2

An app has two web dynos, Dyno A and Dyno B. The app receives a request, which is routed to Dyno A. A second request is sent from the same client. Which Dyno is the request routed to?

- A. The request is routed to Dyno A if it has finished handling the first request
- B. The request is routed randomly to Dyno A or Dyno B
- C. The request is definitely routed to Dyno A.
- D. The request is definitely routed to Dyno B.

Correct Answer: B

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

QUESTION 3

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.

Correct Answer: A



QUESTION 4

4 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.

Correct Answer: AD

QUESTION 5

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

Correct Answer: B

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