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**QUESTION 1**

Universal Containers performs service on field assets that require a sequence of work tasks. A Consultant has recommended Work Order Line Items to manage the tasks and assets/parts necessary to manage the work.

Which two of the following must be considered as part of this solution to ensure Work Orders are properly completed? (Choose two.)

- A. Use of Work Order Line Items that automatically inherit the hierarchy of Assets attached to Work Order.
- B. Use of a parent-child Work Order Line Item to create a Work Order Line Item hierarchy.
- C. Use of Work Order Line Items to link to a specific Asset within the Asset Hierarchy that represents the BoM.
- D. Use of Standard Reports to view Parent and Root Work Order Lines Items within Work Orders by Customer.

Correct Answer: BC

QUESTION 2

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 3

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

Correct Answer: A



QUESTION 4

A client wants to deconstruct a monolithic application into a set of microservices. The microservices require secure direct peer-to-peer communications. Which Heroku Enterprise features should an Architect recommend? Choose one answer.

- A. Heroku Private Spaces and Apache Kafka on Heroku
- B. Shield Private Spaces and Heroku Shield Connect
- C. Heroku Private Spaces and Internal Routing.
- D. Heroku Private Spaces and Private Space VPN connections.

Correct Answer: C

QUESTION 5

A customer's IT department will not allow VPN access through their on-premise gateway. Users need to be able to access trusted Heroku applications only when they are in the office. These applications are deployed to a Heroku Private Space.

Which two Private Spaces features should an Architect recommend to enable on-premise users to gain the access they need? (Choose two.)

- A. Stable outbound IP addresses
- B. VPC peering
- C. Internal routing
- D. Trusted IP ranges

Correct Answer: AD

Reference: <https://devcenter.heroku.com/articles/private-spaces>

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