Q&As

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QUESTION 1

A Client Service Representative (CSR) receives a call from a customer on Saturday. The CSR determines that the customer is covered, but the coverage is about to expire.

Which two upsell activities should the CSR consider? (Choose two.)

A. Open a Case and send email with new Service offerings.

B. Open a Case and inform Customer of weekend service pricing.

C. Open a Case and a renewal Opportunity for the Sales team.

D. Open a Case and create a Work Order for the Dispatch Team.

Correct Answer: AB

QUESTION 2

A client wants to deconstruct a monolithic app into a collection of smaller apps which should be able to send HTTP requests to each other. The smaller apps should not be publicly accessible on the internet. Which Heroku Enterprise features should an Architect recommend to enable this architecture?

A. Heroku and ApacheKafka on Heroku

B. Heroku Connect and Internal Routing

C. Heroku Private Spaces and Heroku Connect

D. Heroku Private Spaces and Internal Routing

Correct Answer: D

https://www.heroku.com/tech-sessions/get-started-wtth-apache-kafka

QUESTION 3

A company currently uses, and will continue to use, the MulesoftAnypoint Platform integration throughout their architecture. They want to use Heroku Connect to help them integrate Heroku apps with Salesforce apps. What is a benefit of introducing Heroku Connect in this environment?

A. Heroku Connect provides Salesforce a bidirectional synchronization between Platform Events on Salesforce and Apache Kafka on Heroku

B. Heroku Connect provides Mulesoft an endpoint that is easily consumable by a back-end integration tool

C. Heroku Connect provides Salesforce a declarative bidirectional synchronization with Postgres and data proxy capability via Heroku Connect External Objects.

D. Heroku Connect has a Microsoft connector for access to Heroku Postgres Heroku Redis, and Apache Kafka on Heroku

Correct Answer: C

QUESTION 4

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. Create a child Work Order for the follow-up Work Order.

B. Re-use the existing Work Order for the follow-up.

C. Change the Work Order with a closed status of "Cancelled".

D. Change the Work Order with a status of "New".

Correct Answer: AC

QUESTION 5

Universal Containers acquires a company that runs an application on Google Cloud Platform (GCP). TheGCP application needs to communicate securely with a Heroku application. The Heroku application has Internal Routing enabled and is running in a Private Space.

Which two recommendations should an Architect make to satisfy this use case? Choose 2 answers.

A. Ensure that the Private Space and GCP use distinct CIDR ranges

B. Disable Internal Routing on the Heroku app.

C. Ensure that the Private Space and GCP use matching CIDR ranges.

D. Establish a secure site-to-site VPN connection between the Private Spaceand GCP.

Correct Answer: AD

https://devcenter.heroku.com/articles/vpn-private-space. google-cloud-platform#manual-setup

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