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Exam : **Certified Heroku Architecture Designer**

Title : Salesforce Certified Heroku Architecture Designer

Version : DEMO

1.Universal Containers has Role-based Technicians and Managers who handle Service Appointments. Many times, Technicians arrive on-site but are unable to gain access to the customer's equipment. In this scenario, only the Manager has permission to cancel the Service Appointment.

How should a Consultant recommend adhering to this business process?

A. Assign Permission Sets that allow Status Transitions.

B. Allow Status Transitions based on Role.

C. Limit Status Transitions based on Profile.

D. Configure Status Transitions based on Resource Type.

Answer: C

2.Universal Containers is tracking customer issues in their call center. Sometimes this requires a Technician to be on-site at the customer's location.

What set of steps should a Consultant recommend to dispatch the Technician?

A. Create Case, Create Service Appointment, Create Work Order, Dispatch Service Appointment.

B. Create Work Order, Create Case, Dispatch Work Order, Create Service Appointment.

C. Create Service Appointment, Create Work Order, Create Case, Dispatch Service Appointment.

D. Create Case, Create Work Order, Create Service Appointment, Dispatch Service Appointment.

Answer: D

3.Universal Containers wants Field Technicians to capture customer authorization via a signature through Salesforce mobile app.

What should a Consultant recommend?

A. Create a Quick Action on the Service Appointment to launch a Visualforce signature page.

B. Create an Approval Process from the Service Appointment for the customer's Authorization.

C. Create a checkbox on the Service Appointment that will capture the customer's Authorization.

D. Create a custom text field to capture the customer's signature on Salesforce mobile app.

Answer: C

4.Universal Containers maintains their service level agreements at the customer level only.

How can a Consultant ensure agents can verify coverage?

A. Set up Entitlement Process, set up Service Contracts, display the related List on the Contact Page Layout.

B. Create Milestones, set up Entitlement Process, display the related List on the Work Order Page Layout.

C. Create Milestones, set up Entitlement Process, display the related List on the Account Page Layout.

D. Create Contract Line Items, set up Entitlement Process, display the related List on the Asset Page Layout.

Answer: C

5.In the Dispatch Console, when viewing the Map, which three data elements can be presented to the Dispatcher? (Choose three.)

A. Google Traffic Data

B. Service Appointment Dependencies

C. Resource's Home Base

D. Service Appointments

E. Resource's Travel Speed

Answer: ACD