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# **Q&A**

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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