

Salesforce.Design and Build Integration Solutions (ARC-101).vMay-2024.by.AnNguyen.95q

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Passing Score: 800  
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File Version: 6.0

**Exam Code: ARC-101**  
**Exam Name: Design and Build Integration Solutions**



## Exam A

### QUESTION 1

An Architect has received a request to prevent employees that leave the company from accessing data in Salesforce after they are deactivated in the company's HR system.

What should an Architect determine before recommending a solution?

- A. Determine inbound integration requirements, then identify frequency.
- B. Determine data access prevention requirements, then identify frequency.
- C. Determine data volume requirements, then identify the loading schedule.
- D. Determine data access prevention requirements, then identify system constraints.

**Correct Answer: A**

**Section:**

### QUESTION 2

Universal Containers (UC) is a leading provider of management training globally, UC requested students course registration data generated from the Salesforce student community to be synced with the learning management system (LMS). Any update to the course registration data needs to be reflected in the LMS.

Which integration mechanism should be used to meet the requirement?

- A. Change Data Capture (CDC)
- B. Platform Event
- C. Streaming API
- D. Outbound Message

**Correct Answer: C**

**Section:**

### QUESTION 3

Northern Trail Outfitters (NTO) has hired an Integration Architect to design the integrations between existing systems and a new instance of Salesforce. NTO has the following requirements:

- A. Initial load of 2M Accounts, 5.5M Contacts, 4.3M Opportunities, and 45k Products into the new org.
- B. Notification of new and updated Accounts and Contacts needs to be sent to 3 external systems.
- C. Expose custom business logic to 5 external applications in a highly secure manner.
- D. Schedule nightly automated dataflows, recipes and data syncs.

Which set of APIs are recommended in order to meet the requirements?

- E. Bulk API, Chatter REST API, Apex SOAP API, Tooling API
- F. Bulk API, Chatter REST API, Apex REST API, Analytics REST API
- G. Bulk API, Streaming API, Apex REST API, Analytics REST API
- H. Bulk API, Streaming API, Apex SOAP API, Analytics REST API

**Correct Answer: C**

**Section:**

### QUESTION 4



An Architect is required to integrate with an External Data Source via a Named Credential with an Apex callout due to technical constraints. How is authentication achieved?

- A. Handle authentication with login flows.
- B. Handle authentication in the code.
- C. Connect via Salesforce Connect.
- D. Connect via Communities.

**Correct Answer: A**

**Section:**

**Explanation:**

[https://help.salesforce.com/articleView?id=named\\_credentials\\_define.htm&type=5](https://help.salesforce.com/articleView?id=named_credentials_define.htm&type=5)

#### QUESTION 5

Universal Containers has a requirement for all accounts that do NOT qualify for a business extension (Custom field on the account record) for the next month to send a meeting invite to their contacts from the marketing automation system to discuss the next steps. It is estimated there will be approximately 1 Million contacts per month.

What is the recommended solution?

- A. Use Batch Apex.
- B. Use Time-based workflow rule.
- C. Use Process builder.
- D. Use Trigger.

**Correct Answer: A**

**Section:**



#### QUESTION 6

Northern Trail Outfitters wants to use Salesforce as a front end for creating accounts using the lead-to-opportunity process.

- A. An order is created in Salesforce when the opportunity is closed and won, but the back-end ERP system is the data master for order, 2. Customer wants to be able to see within Salesforce all the stages of order processing like Order Created, Order Shipped, Order Paid that are within the retention window.

Which two message durability considerations should an Integration Architect make when designing a solution to meet these business requirements?

Choose 2 answers

- B. When subscribing to Salesforce Event bus, ReplayID is used with a value of -2 to be able to see old and new events.
- C. High-volume event messages are stored for 24 hours (one day).
- D. When subscribing to Salesforce Event bus, ReplayID is used with a value of -1 to be able to see new events.
- E. High-volume event messages are stored for 72 hours (three days).

**Correct Answer: A, D**

**Section:**

**Explanation:**

[https://developer.salesforce.com/docs/atlas.enus.api\\_streaming.meta/api\\_streaming/using\\_streaming\\_api\\_durability.htm](https://developer.salesforce.com/docs/atlas.enus.api_streaming.meta/api_streaming/using_streaming_api_durability.htm)

#### QUESTION 7

Northern Trail Outfitters needs to use Shield Platform Encryption to encrypt social security numbers in order to meet a business requirement.

Which two considerations should an Integration Architect do prior to the implementation of Shield Platform Encryption?

Choose 2 answers

- A. Encrypt the data using the most current key.
- B. Review shield platform encryption configurations.
- C. Encrypt all the data so that it is secure.
- D. Use Shield Platform Encryption as a user authentication or authorization tool.

**Correct Answer: A, B**

**Section:**

#### QUESTION 8

A large consumer goods manufacturer operating in multiple countries is planning to implement Salesforce for their Sales and Support operations globally. They have the following security requirements:

- A. Internal users from each country have to be authenticated with their local active directory.
- B. Customers can create their own login or use Google login.
- C. Partners have to be authenticated through a central system which is to be determined.
- D. Internal users will have access to the central ERP with their credentials maintained in the ERP.
- E. Additional internal systems will be integrated with Salesforce for Sales and Support business processes.  
Which three requirements should the integration architect evaluate while designing the integration needs of this project?  
Choose 3 answers
- F. Evaluate Salesforce solution for customers and for partners, using third party solution for internal users.
- G. Assess security requirements for internal systems and decide Integration methods that support the requirements.
- H. Evaluate the build of a custom authentication mechanism for users in each country and support for customers and partners.
- I. Consider Third party Single Sign On solution supporting all user authentication including customer and partner.
- J. Evaluate Salesforce native authentication mechanism for all users including customers and partners.

**Correct Answer: B, C, E**

**Section:**

#### QUESTION 9

Universal Containers (UC) is a large printing company that sells advertisement banners. The company works with third-party agents on banner initial design concepts. The design files are stored in an onpremise file store that can be accessed by UC internal users and the third party agencies. UC would like to collaborate with the 3rd part agencies on the design files and allow them to be able to view the design files in the community.

The conceptual design files size is 2.5 GB.

Which solution should an integration architect recommend?

- A. Create a lightning component with a Request and Reply integration pattern to allow the community users to download the design files.
- B. Define an External Data Source and use Salesforce Connect to upload the files to an external object. Link the external object using Indirect lookup.
- C. Create a custom object to store the file location URL, when community user clicks on the file URL, redirect the user to the on-prem system file location.
- D. Use Salesforce Files to link the files to Salesforce records and display the record and the files in the community.

**Correct Answer: B**

**Section:**

**Explanation:**

[https://help.salesforce.com/articleView?id=collab\\_files\\_connect\\_share.htm&type=5](https://help.salesforce.com/articleView?id=collab_files_connect_share.htm&type=5)

#### QUESTION 10

An organization needs to integrate Salesforce with an external system and is considering authentication options. The organization already has implemented SAML, using a third-party Identity Provider for integrations between other systems.

Which use case can leverage the existing SAML integration to connect Salesforce with other internal systems?

- A. Make formula fields with HYPERLINK() to external web servers more secure.
- B. Make Apex SOAP outbound integrations to external web services more secure.
- C. A Make Apex REST outbound integrations to external web services more secure.
- D. Make an API inbound integration from an external Java client more secure.

**Correct Answer: A**

**Section:**

#### QUESTION 11

The URL for an external service has been changed without prior notice. The service provides up to date money exchange rates that is accessed several times from Salesforce and is a business critical function for end users.

Which two solutions should an Integration Architect recommend be implemented to minimize potential downtime for users in this situation?

Choose 2 answers

- A. Named Credentials
- B. Remote Site Settings
- C. Content Security Policies
- D. Enterprise ESB

**Correct Answer: A, D**

**Section:**

**Explanation:**

[https://help.salesforce.com/articleView?id=collab\\_files\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=collab_files_overview.htm&type=5)



#### QUESTION 12

A US business-to-consumer (B2C) company is planning to expand to Latin America. They project an initial Latin American customer base of about one million, and a growth rate of around 10% every year for the next 5 years.

They anticipate privacy and data protection requirements similar to those in the European Union to come into effect during this time. Their initial analysis indicates that key personal data is stored in the following systems:

- A. Legacy mainframe systems that have remained untouched for years and are due to be decommissioned.
- B. Salesforce Commerce Cloud Service Cloud, Marketing Cloud, and Community Cloud.
- C. The company's CIO tasked the integration architect with ensuring that they can completely delete their Latin American customer's personal data on demand.  
Which three requirements should the integration architect consider?  
Choose 3 answers
- D. Manual steps and procedures that may be necessary.
- E. Impact of deleted records on system functionality.
- F. Ability to delete personal data in every system.
- G. Feasibility to restore deleted records when needed.
- H. Ability to provide a 360-degree view of the customer.

**Correct Answer: B, C, D**

**Section:**

#### QUESTION 13

A customer of Salesforce has used Platform Events to integrate their Salesforce instance with an external third party Artificial Intelligence (AI) system. The AI system provides a prediction score for each lead that is received by Salesforce. Once the prediction score is received, the lead information is saved to Platform events for other processes. The trigger on the Platform Events is failing once this was rolled out to Production.

What type of monitoring should the Integration Consultant have considered to monitor this integration?

- A. Monitor Platform Events created per hour limits across the Salesforce instance.
- B. Set up debug logs for Platform Event triggers to monitor performance .
- C. Validate the Platform Event definition matches leads definition.
- D. Monitor the volume of leads that are created in Salesforce.

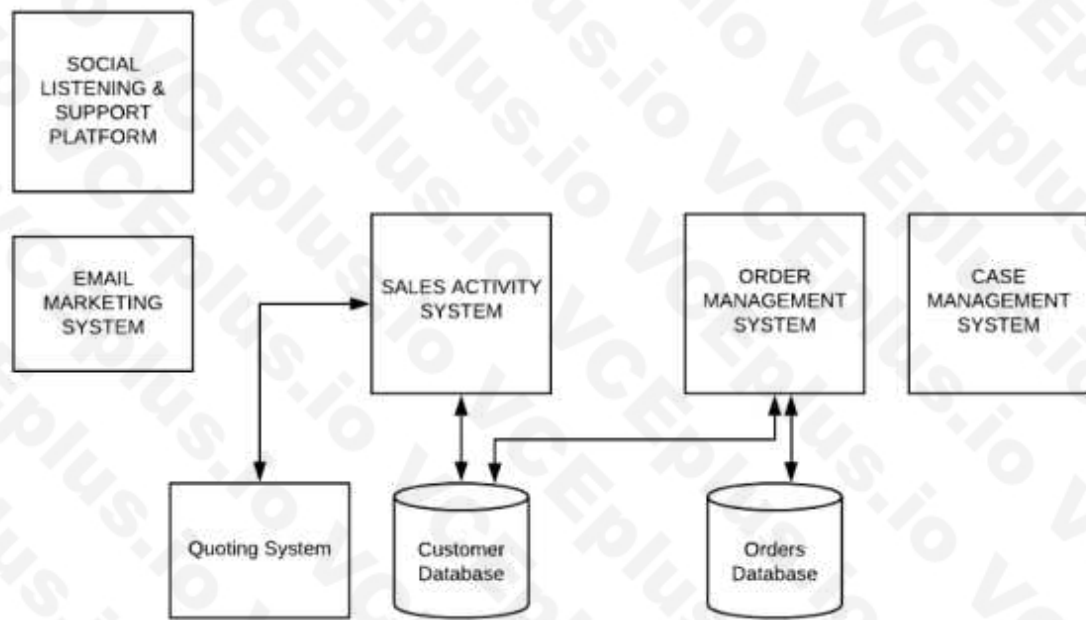
**Correct Answer: B**

**Section:**

**QUESTION 14**

A large B2C customer is planning to implement Salesforce CRM to become a Customer centric enterprise. Below, is their current system landscape diagram.

Current System Landscape



The goals for implementing Salesforce follows:

- A. Develop a 360 view of customer
- B. Leverage Salesforce capabilities for Marketing, Sales and Service processes 3. Reuse Enterprise capabilities built for Quoting and Order Management processes Which three systems from the current system landscape can be retired with the implementation of Salesforce?  
Choose 3 answers
- C. Order Management System
- D. Case Management System
- E. Sales Activity System
- F. Email Marketing System
- G. Quoting System

**Correct Answer: B, C, D**

**Section:**

**QUESTION 15**

What is the first thing an Integration Architect should validate if a callout from a Lightning Web Component to an external endpoint is failing?

- A. The endpoint domain has been added to Cross-Origin Resource Sharing.
- B. The endpoint URL has been added to Content Security Policies.
- C. The endpoint URL has added been to an outbound firewall rule.
- D. The endpoint URL has been added to Remote Site Settings.

**Correct Answer: B**

**Section:**

**QUESTION 16**

A company needs to integrate a legacy on premise application that can only support SOAP API. After the Integration Architect has evaluated the requirements and volume, they determined that the Fire and Forget integration pattern will be most appropriate for sending data from Salesforce to the external application and getting response back in a strongly typed format.

Which integration capabilities should be used to integrate the two systems?

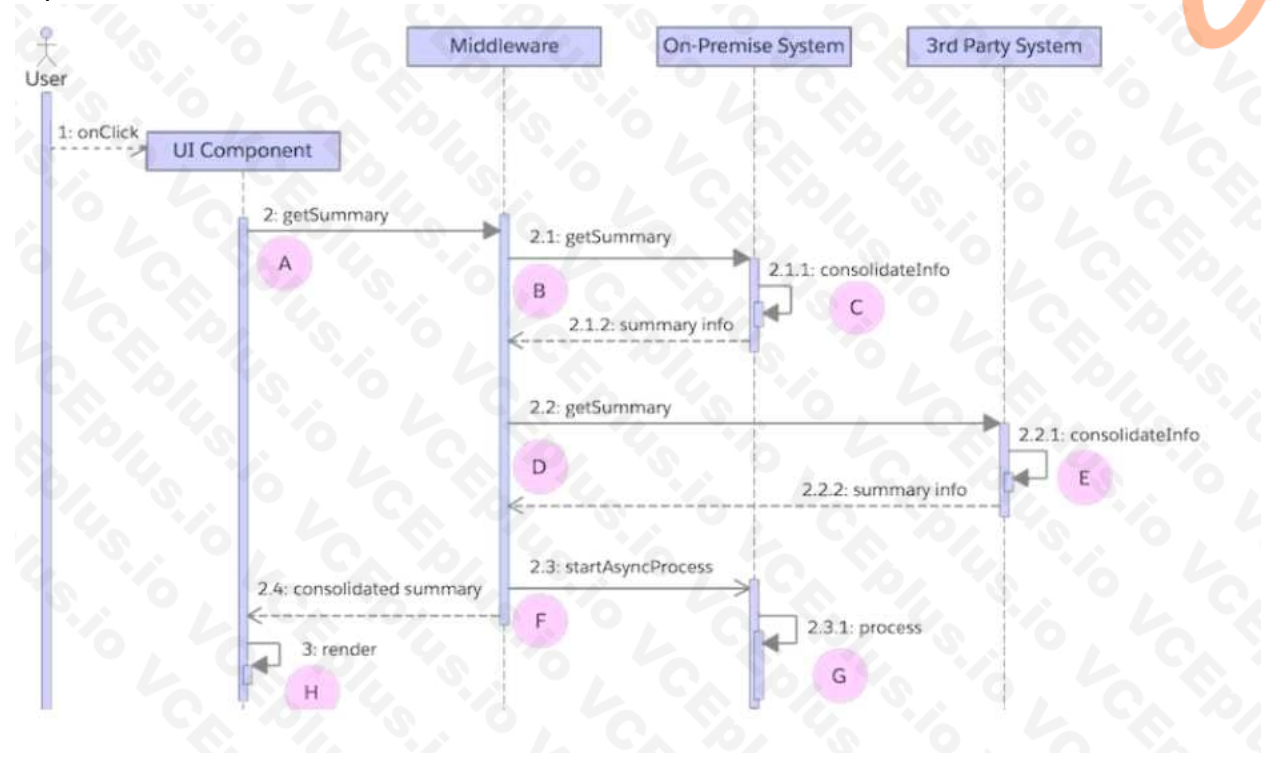
- A. Outbound Message for Salesforce to Legacy System direction and SOAP API using Enterprise WSDL for the communication back from legacy system to salesforce.
- B. Platform Events for Salesforce to Legacy System direction and SOAP API using Partner WSDL for the communication back from legacy system to salesforce.
- C. Platform Events for Salesforce to Legacy System direction and SOAP API using Enterprise WSDL for the communication back from legacy system to salesforce.
- D. Outbound Message for Salesforce to Legacy System direction and SOAP API using Partner WSDL for the communication back from legacy system to salesforce.

**Correct Answer: A**

**Section:**

**QUESTION 17**

A company's cloud-based single page application consolidates data local to the application with data from on premise and 3rd party systems. The diagram below typifies the application's combined use of synchronous and asynchronous calls.



The company wants to use the average response time of its application's user interface as a basis for certain alerts. For this purpose, the following occurs:

- A. Log every call's start and finish date and time to a central analytics data store.
  - B. Compute response time uniformly as the difference between the start and finish date and time — A to H in the diagram.
- Which computation represents the end-to-end response time from the user's perspective?



- C. Sum of A to H
- D. Sum of A to F
- E. Sum of A, G, and H
- F. Sum of A and H

**Correct Answer: D**

**Section:**

**QUESTION 18**

Universal Containers (UC) is currently managing a custom monolithic web service that runs on an on-premise server. This monolithic web service is responsible for Point-to-Point (P2P) integrations between:

- A. Salesforce and a legacy billing application
- B. Salesforce and a cloud-based Enterprise Resource Planning application 3. Salesforce and a data lake.  
UC has found that the tight interdependencies between systems is causing integrations to fail. What should an architect recommend to decouple the systems and improve performance of the integrations?
- C. Re-write and optimize the current web service to be more efficient.
- D. Leverage modular design by breaking up the web service into smaller pieces for a microservice architecture.
- E. Use the Salesforce Bulk API when integrating back into Salesforce.
- F. Move the custom monolithic web service from on-premise to a cloud provider.

**Correct Answer: B**

**Section:**



**QUESTION 19**

An Integration Architect has built a solution using REST API, updating Account, Contact, and other related information. The data volumes have increased, resulting in higher API calls consumed, and some days the limits are exceeded. A decision was made to decrease the number of API calls using bulk updates. The customer prefers to continue using REST API to avoid architecture changes.

Which REST API composite resources should the Integration Architect use to allow up to 200 records in one API call?

- A. SObject Collections
- B. SObject Tree
- C. Batch
- D. Composite

**Correct Answer: B**

**Section:**

**Explanation:**

[https://developer.salesforce.com/docs/atlas.enus.api\\_rest.meta/api\\_rest/resources\\_composite\\_subject\\_tree.htm](https://developer.salesforce.com/docs/atlas.enus.api_rest.meta/api_rest/resources_composite_subject_tree.htm)

**QUESTION 20**

A company's security assessment noted vulnerabilities on the un managed packages in their Salesforce orgs, notably secrets that are easily accessible and in plain text, such as usernames, passwords, and OAuth tokens used in callouts from Salesforce.

Which two persistence mechanisms should an integration architect require to be used to ensure that secrets are protected from deliberate or inadvertent exposure?

Choose 2 answers

- A. Encrypted Custom Fields
- B. Named Credentials



- C. Protected Custom Metadata Types
- D. Protected Custom Settings

**Correct Answer: A, B**

**Section:**

**QUESTION 21**

Northern Trail Outfitters (NTO) leverages Sales Cloud for tracking and managing leads, accounts, contacts, and opportunities- Orders and order fulfillment is taken care of by an Order Management System (OMS) in the back-office. When an opportunity has changed it's status to "Closed/Won" and there are products attached, the details should be passed to the OMS for fulfillment operations.

The callout from Salesforce to the OMS should be synchronous.

What should an Integration Architect do to satisfy these requirements?

- A. Write a trigger that invokes an Apex proxy class to make a REST callout to the Order Management System.
- B. Use Process Builder to call an Apex proxy class to make a REST callout to the Order Management System.
- C. Develop a batch Apex job that aggregates Closed Opportunities and makes a REST callout to the Order Management System hourly.
- D. Build a Lightning Component that makes a synchronous Apex REST callout to the Order Management System when a button is clicked.

**Correct Answer: B**

**Section:**

**QUESTION 22**

A company in a heavily regulated industry requires data in legacy systems to be displayed in Salesforce user interfaces (UIs). They are proficient in their cloud-based ETL (extract, transform, load) tools. They expose APIs built on their on-premise middleware to cloud and on-premise applications.

Which two findings about their current state will allow copies of legacy data in Salesforce?

Choose 2 answers

- A. Only on-premise systems are allowed access to legacy systems.
- B. Cloud-based ETL can access Salesforce and supports queues.
- C. On-premise middleware provides APIs to legacy systems data.
- D. Legacy systems can use queues for on-premise integration.

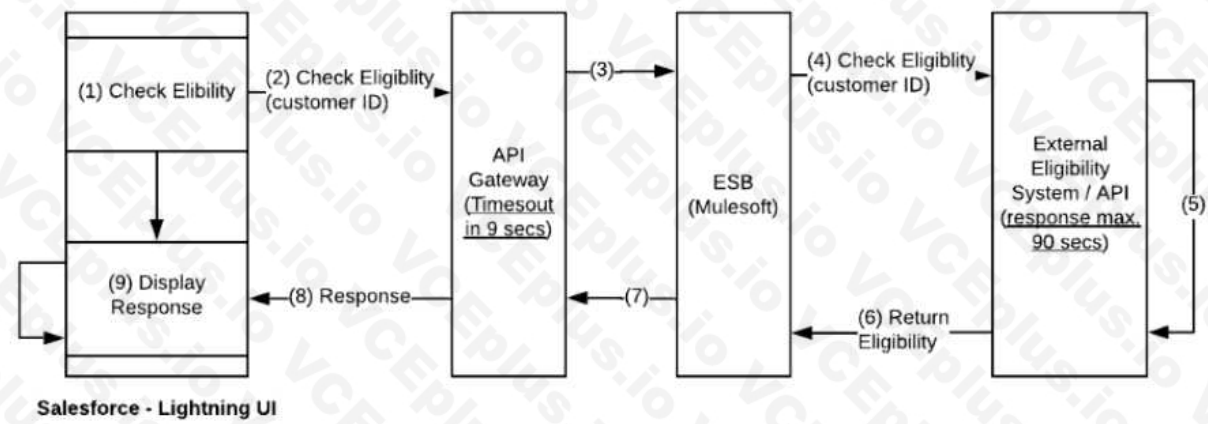
**Correct Answer: B, C**

**Section:**

**QUESTION 23**

An enterprise architect has requested the Salesforce Integration architect to review the following (see diagram & description) and provide recommendations after carefully considering all constraints of the enterprise systems and Salesforce platform limits.





- About 3,000 phone sales agents use a Salesforce Lightning UI concurrently to check eligibility of a customer for a qualifying offer.
- There are multiple eligibility systems that provides this service and are hosted externally. However, their current response times could take up to 90 seconds to process and return (there are discussions to reduce the response times in future, but no commitments are made).
- These eligibility systems can be accessed through APIs orchestrated via ESB (MuleSoft).
- All requests from Salesforce will have to traverse through customer's API Gateway layer and the API Gateway imposes a constraint of timing out requests after 9 seconds.

Which three recommendations should be made?

Choose 3 answers

- A. ESB (Mule) with cache/state management to return a requestID (or) response if available from external system.
- B. Recommend synchronous Apex call-outs from Lightning UI to External Systems via Mule and implement polling on API gateway timeout.
- C. Use Continuation callouts to make the eligibility check request from Salesforce from Lightning UI at page load.
- D. When responses are received by Mule, create a Platform Event in Salesforce via Remote-Call-In and use the empAPI in the lightning UI to serve 3,000 concurrent users.
- E. Implement a 'Check Update' button that passes a requestID received from ESB (user action needed).

**Correct Answer: A, C, E**

**Section:**

#### QUESTION 24

Northern Trail Outfitters has a requirement to encrypt few of widely used standard fields. They also want to be able to use these fields in workflow rules. Which security solution should an Integration Architect recommend to fulfill the business use case?

- A. Cryptography Class
- B. Data Masking
- C. Classic Encryption
- D. Platform Shield Encryption

**Correct Answer: D**

**Section:**

**Explanation:**

[https://help.salesforce.com/articleView?id=data\\_mask\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=data_mask_overview.htm&type=5)

[https://help.salesforce.com/articleView?id=security\\_pe\\_vs\\_classic\\_encryption.htm&type=5](https://help.salesforce.com/articleView?id=security_pe_vs_classic_encryption.htm&type=5)

#### QUESTION 25

Northern Trail Outfitters uses a custom Java application to display code coverage and test results for all of their enterprise applications and is planning to include Salesforce as well. Which Salesforce API should an Integration Architect use to meet the requirement?

- A. SOAP API

- B. Analytics REST API
- C. Metadata API
- D. Tooling API

**Correct Answer: D**

**Section:**

**Explanation:**

[https://developer.salesforce.com/docs/atlas.enus.api\\_tooling.meta/api\\_tooling/tooling\\_api\\_objects\\_apexcodecoverage.htm](https://developer.salesforce.com/docs/atlas.enus.api_tooling.meta/api_tooling/tooling_api_objects_apexcodecoverage.htm)

#### QUESTION 26

A large enterprise customer has decided to implement Salesforce as their CRM. The current system landscape includes the following:

- A. An Enterprise Resource Planning (ERP) solution that is responsible for Customer Invoicing and Order fulfillment.
- B. A Marketing solution they use for email campaigns.  
The enterprise customer needs their sales and service associates to use Salesforce to view and log their interactions with customers and prospects in Salesforce.  
Which system should be the System of record for their customers and prospects?
- C. ERP with all prospect data from Marketing and Salesforce.
- D. Marketing with all customer data from Salesforce and ERP.
- E. Salesforce with relevant Marketing and ERP information.
- F. New Custom Database for Customers and Prospects.

**Correct Answer: C**

**Section:**

**Explanation:**

<https://www.workfront.com/blog/systems-of-record>



#### QUESTION 27

Northern Trail Outfitters is seeking to improve the performance and security of outbound integrations from Salesforce to on-premise servers. What should the Architect consider before recommending a solution?

- A. External gateway products in use
- B. A Default gateway restrictions
- C. Considerations for using Deterministic Encryption
- D. Shield Platform Encryption Limitations

**Correct Answer: A**

**Section:**

#### QUESTION 28

An Integration Architect has built a Salesforce application that integrates multiple systems and keeps them synchronized via Platform Events. What is taking place if events are only being published?

- A. The platform events are published immediately before the Apex transaction completes.
- B. The platform events are published after the Apex transaction completes.
- C. The platform events has a trigger in Apex.
- D. The platform events are being published from Apex.

**Correct Answer: B**

**Section:**

**Explanation:**

[https://developer.salesforce.com/docs/atlas.enus.platform\\_events.meta/platform\\_events/platform\\_events\\_define\\_ui.htm](https://developer.salesforce.com/docs/atlas.enus.platform_events.meta/platform_events/platform_events_define_ui.htm)

**QUESTION 29**

Northern Trail Outfitters' ERP is integrated with Salesforce and syncs several million contacts per day. To prevent specific data from syncing, the integration uses a SOQL query filtered by sharing hierarchy. Which two things should an architect do to improve the performance of the integration?  
Choose 2 answers

- A. Include non-selective criteria in query filters.
- B. Remove the query filters.
- C. Include selective criteria in query filters.
- D. Remove the sharing restrictions.

**Correct Answer: C, D**

**Section:**

**Explanation:**

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**QUESTION 30**

Service Agents at Northern Trail Outfitters uses Salesforce to manage cases and B2C Commerce for ordering. Which integration solution should an architect recommend in order for the service agents to see order history from a B2C Commerce system?

- A. Salesforce B2C Commerce to Service Cloud Connector
- B. A REST API offered by Commerce Platform
- C. Mulesoft Anypoint Platform
- D. REST API offered by Salesforce Platform

**Correct Answer: A**

**Section:**

**Explanation:**

[https://help.salesforce.com/articleView?id=icx\\_b2c\\_conversationalcommerce\\_connector.htm&type=5](https://help.salesforce.com/articleView?id=icx_b2c_conversationalcommerce_connector.htm&type=5)

**QUESTION 31**

When user clicks Check Preferences as part of a Lightning flow in Salesforce, preferences from an externally hosted RESTful service are to be checked in real-time. The RESTful service has OpenAPI 2.0 JSON definitions, responding in data types of Boolean and string values. Which integration pattern and mechanism should be selected to meet the conditions?

- A. Fire and Forget: Process-driven platform events publishes events on Salesforce Event Bus.
- B. Remote Call-In: Salesforce REST API with REST Composite Resources.
- C. Request-Reply: Enhanced External Services invokes a REST API.
- D. Data Virtualization: Salesforce Connect map data external REST data in external objects.

**Correct Answer: C**

**Section:**

**QUESTION 32**

Universal learning (UC) is embarked on Salesforce transformation journey, UC will decommission the legacy CRM system and migrate data to Salesforce. The data migration team asked for a recommendation to optimize the performance of the data load to Salesforce.

Which approach should be used to meet the requirement?

- A. Use Bulk API to process jobs in parallel mode.
- B. Contact Salesforce support to schedule performance load.
- C. Use Bulk API to process jobs in serial mode.
- D. Use Bulk API to process jobs in high performance mode.

**Correct Answer: A**

**Section:**

**QUESTION 33**

What should an Architect recommend to ensure all integrations to the Northern Trail Outfitters company portal use SSL mutual authentication?

- A. Enable My Domain and SSL/TLS.
- B. Enforce SSL/TLS Mutual Authentication.
- C. Generate a Self-signed Certificate.
- D. Generate a CA-signed Certificate.

**Correct Answer: B**

**Section:**

**Explanation:**

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**QUESTION 34**

Northern Trail Outfitters has had an increase in requests from other business units to integrate opportunity information with other systems from Salesforce. The developers have started writing asynchronous @future callouts directly into the target systems. The CIO is concerned about the viability of this approach scaling for future growth and has requested a solution recommendation.

What should be done to mitigate the concerns that the CIO has?

- A. Implement an ETL tool and perform nightly batch data loads to reduce network traffic using last modified dates on the opportunity object to extract the right records.
- B. Develop a comprehensive catalog of Apex classes to eliminate the need for redundant code and use custom metadata to hold the endpoint information for each integration.
- C. Refactor the existing @future methods to use Enhanced External Services, import Open API 2.0 schemas and update flows to use services instead of Apex.
- D. Implement an Enterprise Service Bus for service orchestration, mediation, routing and decouple dependencies across systems.

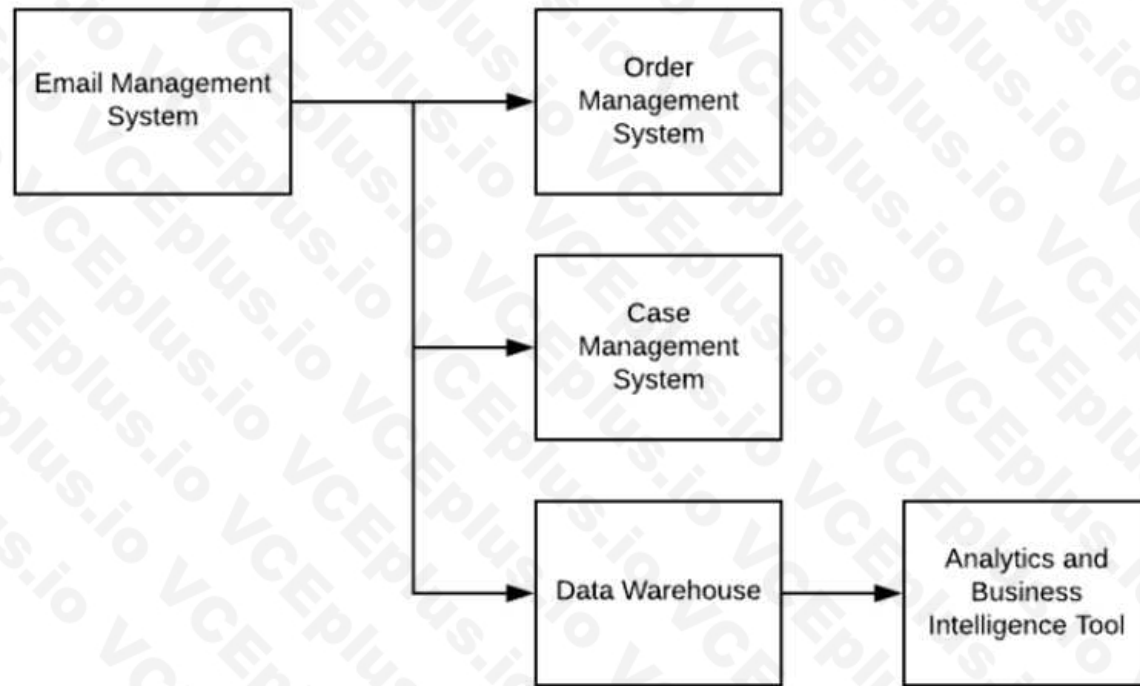
**Correct Answer: C**

**Section:**

**QUESTION 35**

An Enterprise Customer is planning to implement Salesforce to support case management. Below, is their current system landscape diagram.

### Current System Landscape



Considering Salesforce capabilities, what should the Integration Architect evaluate when integrating Salesforce with the current system landscape?

- A. Integrating Salesforce with Order Management System, Email Management System and Case Management System.
- B. Integrating Salesforce with Order Management System, Data Warehouse and Case Management System.
- C. Integrating Salesforce with Data Warehouse, Order Management and Email Management System.
- D. Integrating Salesforce with Email Management System, Order Management System and Case Management System.

**Correct Answer: C**

**Section:**

### QUESTION 36

The Sales Operations team at Northern Trail Outfitters imports new leads each day. An integrated legacy territory management system assigns territories to leads before Sales team members can work on them. The current integration often experiences latency issues.

Which two recommendations should an Architect make to improve the integration performance?

Choose 2 answers

- A. Reduce batch size of asynchronous BULK API.
- B. Reduce batch size of synchronous BULK API.
- C. Legacy system should submit in serial mode.
- D. Legacy system should submit in parallel mode.

**Correct Answer: A, D**

**Section:**

### QUESTION 37

A large enterprise customer operating in a high regulated industry is planning to implement Salesforce for customer facing associates in both Sales and Service, and back office staff. The business processes that Salesforce

supports are critical to the business.

Salesforce will be integrated to multiple back office systems to provide a single interface for associates. Reliability and monitoring of these integrations is required as associates support customers. Which integration solution should the architect consider when planning the implementation?

- A. Architect Services in back office systems to support callouts from Salesforce and build reliability, monitoring and reporting capabilities.
- B. Decouple back office system callouts into separate distinct services that have inbuilt error logging and monitoring frameworks.
- C. Build a custom integration gateway to support back office system integrations and ensure reliability and monitoring capabilities.
- D. Leverage Middleware for all back office system integrations ensuring real time alerting, monitoring and reporting capabilities.

**Correct Answer: D**

**Section:**

### QUESTION 38

A company has an external system that processes and tracks orders. Sales reps manage their leads and opportunity pipeline in Salesforce. In the current state, the two systems are disconnected and processing orders requires a lot of manual entry on sales rep part. This creates delays in processing orders and incomplete data due to manual entry.

As a part of modernization efforts the company decided to integrate Salesforce and the order management system. The following technical requirements were identified:

- A. Orders need to be created in real time from salesforce
- B. Minimal customization\*, and code should be written due to a tight timeline and lack of developer resources 3. Sales reps need to be able to see order history and be able to see most up to date information on current order status.
- C. Managers need to be able to run reports in Salesforce to see daily and monthly order volumes and fulfillment timelines.
- D. The legacy system is hosted on premise and is currently connected to the Enterprise Service Bus (ESB). The ESB is flexible enough to provide any methods and connection types needed by salesforce team.
- E. There are 1000 sales reps. Each user processes/creates on average 15 orders per shift. Most of the orders contain 20-30 line items.  
How should an integration architect integrate the two systems based on the technical requirements and system constraints?
- F. Use Salesforce external object and OData connector.
- G. Use Salesforce custom object, custom REST API and ETL.
- H. Use Salesforce standard object, REST API and ETL.
- I. Use Salesforce big object, SOAP API and Dataloader.

**Correct Answer: C**

**Section:**

### QUESTION 39

Customer is evaluating Platform Events solution and would like help in comparing/contrasting it with Outbound Message for a real-time / near-real time needs. They expect 3,000 consumers of messages from Salesforce. Which three considerations should be evaluated and highlighted when deciding between the solutions?

Choose 3 answers

- A. Both Platform Events and Outbound Message offer declarative means for asynchronous near-real time needs. They aren't best suited for realtime integrations.
- B. In both Platform Events and Outbound Messages, the event messages are retried by and delivered in sequence, and only once. Salesforce ensures there is no duplicate message delivery.
- C. Message sequence is possible in Outbound Message but not guaranteed with Platform Events.  
Both offer very high reliability. Fault handling and recovery are fully handled by Salesforce.
- D. Number of concurrent subscribers to Platform Events is capped at 2,000. An Outbound Message configuration can pass only 100 notifications in a single messages to a SOAP end point.
- E. Both Platform Events and Outbound Message are highly scalable. However, unlike Outbound Message, only Platform Events have Event Delivery and Event Publishing limits to be considered.

**Correct Answer: B, D, E**

**Section:**

**Explanation:**



[https://developer.salesforce.com/docs/atlas.enus.platform\\_events.meta/platform\\_events/platform\\_event\\_limits.htm](https://developer.salesforce.com/docs/atlas.enus.platform_events.meta/platform_events/platform_event_limits.htm)  
[https://help.salesforce.com/articleView?id=workflow\\_om\\_considerations.htm&type=5](https://help.salesforce.com/articleView?id=workflow_om_considerations.htm&type=5)

#### QUESTION 40

An Integration Developer is developing an HR synchronization app for a client. The app synchronizes Salesforce record data changes with an HR system that's external to Salesforce. What should the integration architect recommend to ensure notifications are stored for up to three days if data replication fails?

- A. Change Data Capture
- B. Generic Events
- C. Platform Events
- D. Callouts

**Correct Answer: A**

**Section:**

**Explanation:**

<https://trailhead.salesforce.com/en/content/learn/modules/change-data-capture/understandchange-data-capture>

#### QUESTION 41

A customer is migrating from an old legacy system to Salesforce. As part of the modernization effort, they would like to integrate all existing systems that currently work with their legacy application with Salesforce. Which three constraints and pain-points should an integration architect consider when choosing the integration pattern/mechanism? Choose 3 answers

- A. System types - APIs, File systems, Email
- B. Reporting and usability requirements
- C. Multi-language and multi-currency requirement
- D. Error handling mechanisms
- E. Data Volume and Processing volume

**Correct Answer: A, D, E**

**Section:**

#### QUESTION 42

An Integration Architect has designed a mobile application for Salesforce users to get data while on the road using a custom UI. The application is secured with OAuth and is currently functioning well. There is a new requirement where the mobile application needs to obtain the GPS coordinates and store it on a custom geolocation field. The geolocation field is secured with Field Level Security, so users can view the value without changing it. What should be done to meet the requirement?

- A. The mobile device makes a SOAP API inbound call.  
The mobile device receives a REST Apex callout call.
- B. The mobile device makes a REST API inbound call.
- C. The mobile device makes a REST Apex inbound call.

**Correct Answer: C**

**Section:**

#### QUESTION 43

Northern Trail Outfitters (NTO) uses Salesforce to track leads, opportunities and order details that convert leads to customers. However, Orders are managed by an external (remote) system. Sales representatives want to view and update real-time order information in Salesforce. NTO wants the data to only persist in the external system.



Which type of Integration should an architect recommend to meet this business requirement?

- A. Data Visualization
- B. Data Synchronization
- C. Process Orchestration
- D. Batch Processing

**Correct Answer: A**

**Section:**

**Explanation:**

[https://developer.salesforce.com/docs/atlas.enus.integration\\_patterns\\_and\\_practices.meta/integration\\_patterns\\_and\\_practices/integ\\_pat\\_data\\_virtualization.htm](https://developer.salesforce.com/docs/atlas.enus.integration_patterns_and_practices.meta/integration_patterns_and_practices/integ_pat_data_virtualization.htm)

#### QUESTION 44

Northern Trail Outfitters (NTO) has recently changed their Corporate Security Guidelines. The guidelines require that all cloud applications pass through a secure firewall before accessing onpremise resources. NTO is evaluating middleware solutions to integrate cloud applications with onpremise resources and services.

What are two considerations an Integration Architect should evaluate before choosing a middleware solution?

Choose 2 answers

- A. The middleware solution is capable of establishing a secure API gateway between cloud applications and on-premise resources.
- B. An API gateway component is deployable behind a Demilitarized Zone (DMZ) or perimeter network.
- C. The middleware solution enforces the OAuth security protocol.
- D. The middleware solution is able to interface directly with databases via an ODBC connection string.

**Correct Answer: A, B**

**Section:**



#### QUESTION 45

A company wants to standardize exception tracking, handling, and analytics. Given the following actions:

- A. Build a company wide logging service hosted on a middleware platform 2. Create case object records for exceptions based thresholds 3. Change all their Apex Loggers to publish Application Exceptions as custom Platform Events.

Which two specifications should the integration architect include in the logging service architecture?

Choose 2 answers

- B. Receive Application Events through Change Data Capture (CDC).
- C. Create Salesforce Cases using the Salesforce REST, SOAP or Bulk API.
- D. Create Salesforce Cases conditionally using automatic Case creation rules.
- E. Subscribe to the Application Exceptions using the Salesforce Streaming API.

**Correct Answer: B, C**

**Section:**

#### QUESTION 46

Universal Containers (UC) uses Salesforce to track the following customer data:

- A. Leads,
- B. Contacts
- C. Accounts

D. Cases

Salesforce is considered to be the system of record for the customer. In addition to Salesforce, customer data exists in an Enterprise Resource Planning (ERP) system, ticketing system, and enterprise data lake. Each of these additional systems have their own unique identifier. UC plans on using middleware to integrate Salesforce with the external systems.

UC has a requirement to update the proper external system with record changes in Salesforce and vice versa.

Which two solutions should an Integration Architect recommend to handle this requirement?

Choose 2 answers

- E. Locally cache external ID'S at the middleware layer and design business logic to map updates between systems.
- F. Store unique identifiers in an External ID field in Salesforce and use this to update the proper records across systems.
- G. Use Change Data Capture to update downstream systems accordingly when a record changes.
- H. Design an MDM solution that maps external ID's to the Salesforce record ID.

**Correct Answer: C, D**

**Section:**

**QUESTION 47**

A company needs to be able to send data from Salesforce to a home grown system behind a corporate firewall. The data needs to be pushed only one way and doesn't need to be sent in real time. The average volume is 2 million records per day.

What should an integration architect consider when choosing the right option in building the integration between the external system and Salesforce?

- A. Due to high volume of records, number of concurrent requests can hit the limit for the REST API call to external system.
- B. Due to high volume of records, a third party integration tool is required to stage records off platform.
- C. Due to high volume of records, the external system will need to use a BULK API Rest endpoint to connect to salesforce.
- D. Due to high volume of records, salesforce will need to make a REST API call to external system.

**Correct Answer: B**

**Section:**

**QUESTION 48**

Northern Trail Outfitters (NTO) uses different shipping services for each of the 34 countries it serves.

Services are added and removed frequently to optimize shipping times and costs. Sales Representatives serve all NTO customers globally and need to select between valid service(s) for the customer's country and request shipping estimates from that service.

Which two solutions should an architect propose?

Choose 2 answers

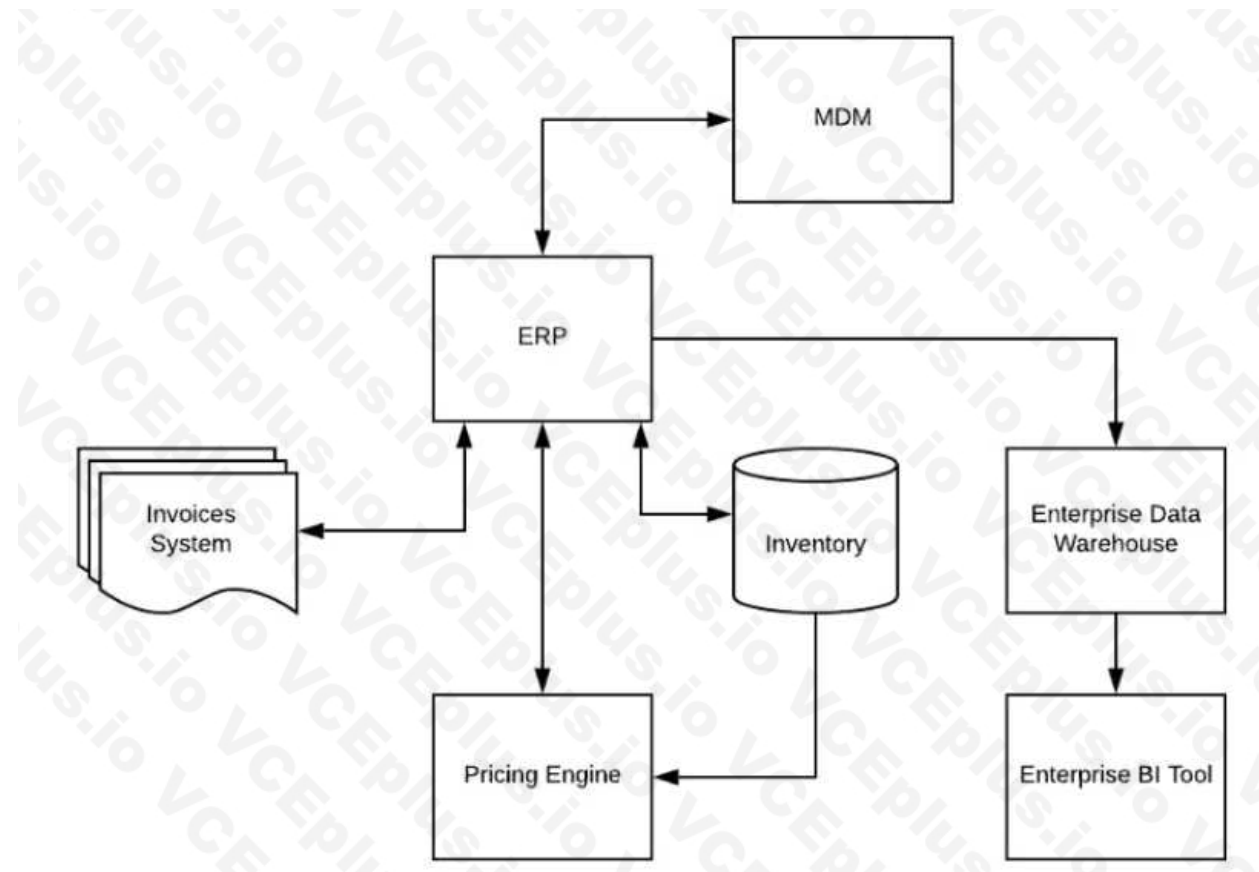
- A. Use Platform Events to construct and publish shipper-specific events.
- B. Invoke middleware service to retrieve valid shipping methods.
- C. Use middleware to abstract the call to the specific shipping services.
- D. Store shipping services in a picklist that is dependent on a country picklist.

**Correct Answer: B, C**

**Section:**

**QUESTION 49**

A large enterprise customer with the following system landscape is planning to implement Salesforce Sales Cloud.



The following business processes need to be supported in Salesforce:

- A. Sales Consultants should be able to have access to current inventory.
- B. Enterprise Resource Planning System(ERP) is the system of record for pricing information.
- C. Quotes should be generated in Salesforce with pricing from ERP.
- D. Sales Management uses a Enterprise Business Intelligence (BI) tool to view Sales dashboards.
- E. Master Data Management (MDM) is the system of record for customers and prospects.
- F. Invoices should be accessible in Salesforce.

Which systems in the landscape should the Integration Consultant consider to be integrated with Salesforce to support the business requirements?

- G. ERP, Invoices system, Data Warehouse and BI Tool
- H. ERP, Inventory, Pricing Engine, Invoices system
- I. ERP, MDM, BI tool and Data Warehouse
- J. ERP, MDM, Data Warehouse, Invoices system

**Correct Answer: B**

**Section:**

#### QUESTION 50

A conglomerate is designing a Lightning Web Component (LWC) to display transactions aggregated from different sources. Their current system landscape is as follows:

- A. Transactions are created at any time through their various on-premise and cloud-based systems.
- B. All necessary transactions are replicated to a custom Transaction object in Salesforce. It is updated periodically so it only has a subset of the necessary transactions between updates.
- C. Middleware supports publish-subscribe interactions and provides RESTful Enterprise APIs that can retrieve transactions from on-premise and cloud-based systems.  
The company wants to address a usability concern regarding incomplete data displayed on the LWC component. What should the Integration Architect specify so the LWC will be able to display all the required transactions?

- D. Use the Continuation class to call the Enterprise APIs and then process the response in a callback method.
- E. Let the Lightning Data Service with an @wire adapter display new values when the custom object records change.
- F. Call the Enterprise APIs directly from the LWC's JavaScript code and redisplay the LWC on receipt of the API response.
- G. Publish a Platform Event, have the middleware subscribe and update the custom object on receipt of Platform Event.

**Correct Answer: C**

**Section:**

#### QUESTION 51

Northern Trail Outfitters (NTO) has an integration set up between a Salesforce org and a quoting system. NTO would like to show a notification to all sales representatives that use Salesforce anytime the quoting system will be taken down for maintenance.

Which Salesforce API should an Integration Architect use to fulfill this requirement?

- A. Connect REST API
- B. Tooling API
- C. REST API
- D. Streaming API

**Correct Answer: D**

**Section:**

#### QUESTION 52

Northern Trail Outfitters (NTO) has an affiliate company that would like immediate notifications of changes to opportunities in the NTO Salesforce instance. The affiliate company has a CometD client available.

Which solution is recommended in order to meet the requirement?

- A. Create a connected app in the affiliate org and select the "Accept CometD API Requests".
- B. Implement a polling mechanism in the client that calls the SOAP API getupdated method to get the ID values of each updated record.
- C. Configure External Services to call the subscriber in Apex in the Onchange Trigger event as part of the flow.
- D. Create a PushTopic update event on the Opportunity Object to allow the subscriber to react to the streaming API.

**Correct Answer: D**

**Section:**

#### QUESTION 53

Given the diagram below, a Salesforce org, middleware, and Historical data store (with 20million records and growing) exists with connectivity between them Historical records are archived from Salesforce and moved to Historical Data store (which houses 20M records and growing; fine-tuned to be performant with search queries).

Call center agents use Salesforce, when reviewing occasional special cases, have requested access to view the related historical case items that relate to submit cases.

Which mechanism and patterns are recommended to maximize declarative configuration?

- A. Use ESB tool with Data Virtualization pattern, expose OData endpoint, and then use Salesforce Connect to consume and display the External Object alongside with the Caseobject.
- B. Use an ESB tool with a fire and forget pattern and then publish a platform event for the requested historical data.
- C. Use an ESB tool with Request-Reply pattern and then make a real-time Apex callout to the ESB endpoint to fetch and display component related to Case object
- D. Use an ETL tool with a Batch Data Synchronization pattern to migrate historical data into Salesforce and into a custom object (historical data) related to Case object.

**Correct Answer: A**

**Section:**

**QUESTION 54**

Northern Trail Outfitters needs to secure an integration with an external Microsoft Azure API Gateway. What integration security mechanism should be employed?

- A. Configure mutual server authentication with two-way SSL using CA issued certificates.
- B. Configure a connected app with an authorization endpoint of the API gateway and configure OAuth settings.
- C. Use an API only user profile and implement use an external identity provider with federated API access.
- D. Implement Salesforce Shield with Encryption at Rest and generate a tenant secret.

**Correct Answer: A**

**Section:**

**QUESTION 55**

Northern Trail Outfitters has recently experienced intermittent network outages in its call center. When network service resumes, Sales representatives have inadvertently created duplicate orders in the manufacturing system because the order was placed but the return acknowledgement was lost during the outage. Which solution should an architect recommend to avoid duplicate order booking?

- A. Use Outbound Messaging to ensure manufacturing acknowledges receipt of order.
- B. Use scheduled apex to query manufacturing system for potential duplicate or missing orders.
- C. Implement idempotent design and have Sales Representatives retry order(s) in question.
- D. Have scheduled Apex resubmit orders that do not have a successful response.

**Correct Answer: A**

**Section:**

**QUESTION 56**

Northern Trail Outfitters wants to improve the quality of call-outs from Salesforce to their REST APIs. For this purpose, they will require all API clients/consumers to adhere to RESTAPI Markup Language (RAML) specifications that include field-level definition of every API request and response payload. RAML specs serve as interface contracts that Apex REST API Clients can rely on.

Which two design specifications should the Integration Architect include in the integration architecture to ensure that Apex REST API Clients unit tests confirm adherence to the RAML specs? Choose 2 answers

- A. Call the Apex REST API Clients in a test context to get the mock response.
- B. Require the Apex REST API Clients to implement the HttpCalloutMock.
- C. Call the HttpCalloutMock implementation from the Apex REST API
- D. Clients. D Implement HttpCalloutMock to return responses per RAMLspecification.

**Correct Answer: A, D**

**Section:**

**QUESTION 57**

Which two system constraint questions should be considered when designing an integration to send orders from Salesforce to a fulfillment system? Choose 2 answers

- A. What latency is acceptable for orders to reach the fulfillment system?
- B. Which system will validate order shipping addresses?
- C. Can the fulfillment system implement a contract-first Outbound Messaging interface?
- D. Can the fulfillment system participate in idempotent design to avoid duplicate orders?

**Correct Answer: C, D**

**Section:**

**QUESTION 58**

A customer's enterprise architect has identified requirements around caching, queuing, error handling, alerts, retries, event handling, etc. The company has asked the Salesforce integration architect to help fulfill such aspects with their Salesforce program.

Which three recommendations should the Salesforce integration architect make?

Choose 3 answers

- A. Transform a fire-and-forget mechanism to request-reply should be handled by middleware tools (like ETL/ESB) to improve performance.
- B. Provide true message queueing for integration scenarios (including orchestration, process choreography, quality of service, etc.) given that a middleware solution is required.
- C. Message transformation and protocol translation should be done within Salesforce.  
Recommend leveraging Salesforce native protocol conversion capabilities as middle tools are NOT suited for such tasks
- D. Event handling processes such as writing to a log, sending an error or recovery process, or sending an extra message, can be assumed to be handled by middleware.
- E. Event handling in a publish/subscribe scenario, the middleware can be used to route requests or messages to active data-event subscribers from active data-event publishers.

**Correct Answer: B, D, E**

**Section:**

**QUESTION 59**

Universal Containers is a global financial company that sells financial products and services.

There is a daily scheduled Batch Apex job that generates invoice from a given set of orders.

UC requested building a resilient integration for this batch apex job in case the invoice generation fails.

What should an integration architect recommend to fulfill the requirement?

- A. Build Batch Retry & Error Handling in the Batch Apex Job itself.
- B. Batch Retry & Error Handling report to monitor the error handling.
- C. Build Batch Retry & Error Handling using BatchApexErrorEvent.
- D. Build Batch Retry & Error Handling in the middleware.

**Correct Answer: C**

**Section:**

**QUESTION 60**

- A. At peak, their call center can receive up to 100,000 calls per day.
- B. The phone number type classification is a service provided by an external service API.
- C. Business is flexible with timing and frequency to check and update the records (throughout the night or every 6-12 hours is sufficient).  
A Remote-Call-In pattern and/or Batch Synchronization (Replication via ETL: System -> Salesforce) are determined to work with a middleware hosted on custom premise.  
In order to implement these patterns and mechanisms, which component should an integration architect recommend?
- D. ConnectedApp configured in Salesforce to authenticate the middleware.
- E. IoConfigure Remote Site Settings in Salesforce to authenticate the middleware.
- F. An API Gateway that authenticates requests from Salesforce into the Middleware(ETL/ESB).
- G. Firewall and reverse proxy are required to protect internal APIs and resource being exposed.

**Correct Answer: A**

**Section:**



**QUESTION 61**

Northern Trail Outfitters (NTO) use Salesforce to track leads, opportunities, and to capture order details. However, Salesforce isn't the system that holds or processes orders. After the order details are captured in Salesforce, an order must be created in the remote system, which manages the orders lifecycle. The Integration Architect for the project is recommending a remote system that will subscribe to the platform event defined in Salesforce. Which integration pattern should be used for this business use case?

- A. Remote Call In
- B. Request and Reply
- C. Fire and Forget
- D. Batch Data Synchronization

**Correct Answer: C**

**Section:**

**QUESTION 62**

Northern Trail Outfitters (NTO) uses a custom mobile app to interact with their customers.

One of the features of the app are Salesforce Chatter Feeds. NTO wants to automatically post a Chatter item to Twitter whenever the post includes the #thanksNTO hashtag.

Which API should an Integration Architect use to meet this requirement?

- A. Connect REST API
- B. REST API
- C. Streaming API
- D. Apex REST

**Correct Answer: A**

**Section:**

**QUESTION 63**

Northern Trail Outfitters has a registration system that is used for workshops offered at its conferences. Attendees use a Salesforce community to register for workshops, but the scheduling system manages workshop availability based on room capacity. It is expected that there will be a big surge of requests for workshop reservations when the conference schedule goes live.

Which integration pattern should be used to manage the influx in registrations?

- A. Remote Process Invocation-Request and Reply
- B. Remote Process Invocation-Fire and Forget
- C. Batch Data Synchronization
- D. Remote Call-In

**Correct Answer: C**

**Section:**

**QUESTION 64**

Northern Trail Outfitters (NTO) has recently implemented middleware for orchestration of services across platforms. The ERP system being used requires transactions be captured near real time at a REST endpoint initiated in Salesforce when creating an order object. Additionally, the Salesforce team has limited development resources and requires a low code solution.

Which two options will fulfill the use case requirements?

Choose 2 answers

- A. Use Remote Process Invocation fire and forget pattern on insert on the order object using Flow Builder.
- B. Implement a Workflow Rule with Outbound Messaging to send SOAP messages to the designated endpoint.

- C. Implement Change Data Capture on the order object and leverage the replay Id in the middleware solution.
- D. Use a process builder to create a Platform Event, selecting the record type as the Platform Event Name on insert of record.

**Correct Answer: A, C**

**Section:**

#### QUESTION 65

A company that is a leading provider of courses and training delivers courses using third party trainers. The trainer for the company has to be verified from 10 different training accreditation verification agencies before providing training for the company. Each training accreditation agency has its own response time, which could take days to confirm a trainer.

The company decided to automate the trainer accreditation verification process by integrating to the agencies web services.

What is the recommended approach to automate this process?

- A. Use salesforce external service to make the call out, Salesforce external service should check the verification agencies until the result is verified, then update the trainer status to "verified".
- B. Create a trigger on the trainer record to make a Callout to each verification agencies, write business logic to consolidate the verification then update the trainer status to verified".
- C. Make an apex callout using @future annotation to make the call out to all different agencies. The response should update the trainer status to "verified".
- D. Use middleware to handle the call out to the 10 different verification services, the middleware will handle the business logic of consolidating the verification result from t 10 services, then make a callin to sa lesforce and update the verification status to "verified".

**Correct Answer: D**

**Section:**

#### QUESTION 66

A customer imports data from an external system into Salesforce using Bulk API. These jobs have batch sizes of 2000 and are run in parallel mode. The batc fails frequently with the error "Max CPU time exceeded". A smaller batch size will fix this error.

Which two options should be considered when using a smaller batch size?

Choose 2 answers

- A. Smaller batch size may cause record-locking errors.
- B. Smaller batch size may increase time required to execute bulk jobs.
- C. Smaller batch size may exceed the concurrent API request limits.
- D. Smaller batch size can trigger "Too many concurrent batches" error.

**Correct Answer: A, B**

**Section:**

#### QUESTION 67

Universal Containers (UC) owns a variety of cloud-based applications, including Salesforce, alongside several on premise applications. The on-premise applications are protected behind a corporate network with limited outside access to external systems.

UC would like to expose data from the on-premise applications to Salesforce for a more unified user experience. The data should be accessible from Salesforce in real-time.

Which two actions should be recommended to fulfill this system requirement?

Choose 2 answers

- A. Develop an application in Heroku that connects to the on-premise database via an ODBC string and VPC connection.
- B. Develop custom APIs on the company's network that are invocable by Salesforce.
- C. Deploy MuleSoft to the on-premise network and design externally facing APIs to expose the data.
- D. Run a batch job with an ETL tool from an on-premise server to move data to Salesforce.

**Correct Answer: B, C**

**Section:**

**QUESTION 68**

Northern Trail Outfitters is creating a distributable Salesforce package for other Salesforce orgs within the company. The package needs to call into a custom Apex REST endpoint in the central org. The security team wants to ensure a specific integration account is used in the central org that they will authorize after installation of the package.

Which three items should an architect recommend to secure the integration in the package?

Choose 3 answers

- A. Create an Auth provider in the package and set the consumer key and consumer secret of the connected app in the central org.
- B. Contact Salesforce support and create a case to temporarily enable API access for managed packages.
- C. Create a connected app in the central org and add the callback URL of each org the package is installed in to redirect to after successful authentication.
- D. Use an encrypted field to store the password that the security team enters and use password management for external orgs and set the encryption method to TLS 1.2. Use the Auth Provider configured and select the identity type as Named Principal with OAuth 2.0 as the protocol and
- E. Select Start Authentication Flow on Save.

**Correct Answer: A, C, E**

**Section:**

**QUESTION 69**

Northern Trail Outfitters' (NTO) Salesforce org usually goes through 8k-10k batches a day to synch data from external sources. NTO's Integration Architect has received requirements for a new custom object, FooBarc, for which 90M records will need to be loaded into the org. Once complete, 20GB (about 30M records) needs to be extracted to an external auditing system.

What should the architect recommend using to meet these requirements in a day?

- A. Insert using Bulk API 2.0 and query using REST API.
- B. Insert and query using Bulk API 1.0.
- C. Insert using Bulk API 1.0 and query using REST API.
- D. Insert and query using Bulk API 2.0.



**Correct Answer: D**

**Section:**

**QUESTION 70**

An architect decided to use Platform Events for integrating Salesforce with an external system for a company.

Which three things should an architect consider when proposing this type of integration mechanism?

Choose 3 answers

- A. To subscribe to an event, the integration user in Salesforce needs read access to the event entity.
- B. Salesforce needs to be able to store information about the external system in order to know which event to send out.
- C. External system needs to have the same uptime in order to be able to keep up with Salesforce Platform Events.
- D. To publish an event, the integration user in Salesforce needs create permission on the event entity.
- E. Error handling must be performed by the remote service because the event is effectively handed off to the remote system for further processing.

**Correct Answer: A, D, E**

**Section:**

**QUESTION 71**

Northern Trail Outfitters needs to send order and line items directly to an existing finance application webservice when an order is fulfilled. It is critical that each order reach the finance application exactly once for accurate invoicing.

What solution should an architect propose?

- A. Trigger invokes Queueable Apex method, with custom error handling process.
- B. Trigger makes @future Apex method, with custom error handling process.
- C. Button press invokes synchronous callout, with user handling retries in case of error
- D. Outbound Messaging, which will automatically handle error retries to the service.

**Correct Answer: A**

**Section:**

#### QUESTION 72

A company accepts payment requests 24x7. Once they accept a payment request, their service level agreement (SLA) requires them to make sure each payment request is processed by their Payment System. They track payment requests using a globally unique identifier created at the Data Entry Point. Their simplified flow is as shown in the diagram.

They encounter intermittent update errors when two or more processes try to update the same Payment Request record at the same time.

Which two recommendations should an integration architect make to improve their SLA and update conflict handling?

Choose 2 answers

- A. Middleware should coordinate request delivery and payment processing.
- B. Data Entry Point and Middleware should automatically retry requests.
- C. Payment System should process a payment request only once.
- D. Payment System and Middleware should automatically retry requests.

**Correct Answer: A, C**

**Section:**



#### QUESTION 73

KiA B2C Enterprise Customer has the following use case that involves processing payment from an external payment gateway service in Salesforce.

- A. Customer requests Customer Service Representative (CSR) for a Service upgrade.
- B. Customer provides credit card details to CSR for payment.
- C. CSR submits payment information in Salesforce, and processed in a
- D. CSR receives confirmation of payment.
- E. CSR upgrades service for customer and confirms Customer. external payment gateway.  
This use case requires the CSR to obtain confirmation of payment before upgrading the service.  
The integration with Payment gateway needs to be reliable and monitored for audit purposes.  
The payment gateway service is an external RESTful service that the B2C Enterprise Customer has subscribed for.  
What should an Integration Architect recommend for this integration?
- F. Build a custom Apex Callout to external Payment gateway service and provide success message to the CSR, the details of callouts and responses are logged for audit purposes.
- G. Use External Services feature to integrate gateway to Salesforce ensuring real-time updates to the CSR and support post payment processes.
- H. Make a callout to the payment gateway through ESB supporting error handling and logging for audit purposes.
- I. Platform events allow integration to payment gateway through the exchange of real-time event data, platform events are scalable and secure.

**Correct Answer: C**

**Section:**

**QUESTION 74**

Northern Trail Outfitters is planning to create a native employee facing mobile app with the look and feel of Salesforce's Lightning Experience. The mobile app needs to integrate with their Salesforce org. Which Salesforce API should be used to implement this integration?

- A. Streaming API
- B. REST API
- C. Connect REST API
- D. User Interface API

**Correct Answer: D**

**Section:**

**QUESTION 75**

Universal Containers (UC) is a global financial company. UC support agents would like to open bank accounts on the spot for a customer who is inquiring about UC products.

During opening the bank account process, the agents execute credit checks for the customers through external agencies. At a given time, up to 30 concurrent requests will be using the service for performing credit checks for customers.

What error handling mechanisms should be built to display an error to the agent when the credit verification process failed?

- A. In case the verification process is down, Use mock service to send the response to the agent.
- B. Handle verification process error in the Verification Webservice API in case there is a connection issue to the Webservice if it responds with an error.
- C. Handle integration errors in the middleware in case the verification process is down, then the middleware should retry processing the request multiple times.
- D. In case the verification process is down, use fire and forget mechanism instead of request and reply to allow the agent to get the response back when the service is back online.

**Correct Answer: B**

**Section:**

**QUESTION 76**

Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce from an external system with a custom Java application using the SOAP API and the CIO is curious about monitoring recommendations for the jobs from the Technical Architect. Which two recommendations will help meet the requirements?

Choose 2 answers

- A. Write the error response from the Bulk API status to a custom error logging object in Salesforce using an Apex trigger and create reports on the object.
- B. Visually monitor in the Salesforce UI using the "Bulk Data Load Jobs in Salesforce" in the setup menu.
- C. Set the Salesforce debug logs level to "finest" and add the user ID running the job to monitor in the "Debug Logs" in the setup menu.
- D. Use the getBatchInfo method in the Java application to monitor the status of the jobs from the Java application.

**Correct Answer: B, D**

**Section:**

**QUESTION 77**

Salesforce users need to read data from an external system via HTTPS request.

Which two security methods should an integration architect leverage within Salesforce to secure the integration?

Choose 2 answers

- A. Connected App
- B. Named Credentials
- C. Authorization Provider

D. Two way SSL

**Correct Answer: B, D**

**Section:**

**QUESTION 78**

Which two requirements should the Salesforce Community Cloud support for self-registration and SSO?

Choose 2 answers

- A. SAML SSO and Registration Handler
- B. OpenId Connect Authentication Provider and Registration Handler
- C. SAML SSO and just-in-time provisioning
- D. OpenId Connect Authentication Provider and just-in-time provisioning

**Correct Answer: B, C**

**Section:**

**QUESTION 79**

Northern Trail Outfitters needs to make synchronous callouts "available to promise" services to query product availability and reserve inventory during customer checkout process.

Which two considerations should an integration architect make when building a scalable integration solution?

Choose 2 answers

- A. The typical and worst-case historical response times.
- B. The number batch jobs that can run concurrently.
- C. How many concurrent service calls are being placed.
- D. The maximum query cursors open per user on the service.



**Correct Answer: B, D**

**Section:**

**QUESTION 80**

Sales representatives at Universal Containers (UC) use Salesforce Sales Cloud as their primary CRM. UC owns a legacy homegrown application that stores a copy of customer data as well.

Sales representatives may edit or update Contact records in Salesforce if there is a change.

Both Salesforce and the homegrown application should be kept synchronized for consistency. UC has these requirements:

- A. When a Contact record in Salesforce is updated, the external homegrown application should be 2. The synchronization should be event driven.
- B. The integration should be asynchronous.  
Which option should an architect recommend to satisfy the requirements?
- C. Leverage Platform Events to publish a custom event message containing changes to the Contact object.
- D. Leverage Change Data Capture to track changes to the Contact object and write a CometD subscriber on the homegrown application.
- E. Write an Apex Trigger with the @future annotation.  
D Use an ETL tool to keep Salesforce and the homegrown application in sync on a regular cadence.

**Correct Answer: B**

**Section:**

**QUESTION 81**

Which three considerations should an Integration Architect consider when recommending Platform Event as a Integration solution?

Choose 3 answers

- A. Inability to query event messages using SOQL
- B. Subscribe to an AssetToken Event stream to monitor OAuth 2.0 authentication activity. C
- C. Inability to create a Lightning record page for platform events.
- D. When you delete an event definition, it's permanently removed and can't be restored.
- E. You can use Event Monitoring to track user activity, such as logins and running reports.

**Correct Answer: A, C, D**

**Section:**

#### QUESTION 82

A new Salesforce program has the following high level abstract requirement: Business processes executed on Salesforce require data updates between the internal systems and Salesforce Which three relevant details should a Salesforce Integration Architect seek to specifically solve for Integration architecture needs of the program?

Which three relevant details should a Salesforce Integration Architect seek to specifically solve for Integration architecture needs of the program?

Choose 3 answers

- A. Source and Target system, Directionality, data volume & transformation complexity long with any middleware that can be leveraged.
- B. Integration skills, SME availability and Program Governance details.
- C. Timing aspects - real-time/near real-time (synchronous or asynchronous), batch; update frequency.
- D. Integration Style Process based, Data based, Virtual integration. E Core functional and non functional requirements for User Experience design, Encryption needs, Community, and license choices.

**Correct Answer: A, C, D**

**Section:**



#### QUESTION 83

An Architect is asked to build a solution that allows a service to access Salesforce through the API.

What is the first thing the Architect should do?

- A. Create a new user with System Administrator profile.
- B. Authenticate the integration using existing Single Sign-On.
- C. Authenticate the integration using existing Network-BasedSecurity.
- D. Create a special user solely for the integration purposes.

**Correct Answer: D**

**Section:**

#### QUESTION 84

A company that is a leading provider of training delivers courses to students globally. The company decided to use customer community in order to allow student to log in to the community, register for courses and pay course fees. The company has a payment gateway that takes more than 30 seconds to process the payment transaction. Students would like to get the payment result in real-time so in case an error happens, the students can retry the payment process.

What is the recommended integration approach to process payments based on this requirement?

- A. Use platform event to process payment to the payment gateway.
- B. Use continuation to process payment to the payment gateway.
- C Use change data capture to process payment to the payment gateway.
- C. Use request and reply to make an API call to the payment gateway.



**Correct Answer: B**

**Section:**

**QUESTION 85**

An architect recommended using Apex code to make callouts to an external system to process insurance quote. What should the integration architect consider to make sure this is the right option for the integration?

- A. The maximum callouts in a single Apex transaction.
- B. The maximum number of parallel Apex callouts in a single continuation.
- C. The limit on long-running requests (total execution time).
- D. The limit of pending operations in the same transaction.

**Correct Answer: D**

**Section:**

**QUESTION 86**

Which WSDL should an architect consider when creating an integration that might be used for more than one salesforce organization and different met

- A. Corporate WSDL
- B. Partner WSDL
- C. SOAP API WSDL
- D. Enterprise WSDL

**Correct Answer: B**

**Section:**

**QUESTION 87**

A developer has been tasked by the integration architect to build a solution based on the Streaming API. The developer has done some research and has found there are different implementations of the events in Salesforce (Push Topic Events, Change Data Capture, Generic Streaming, Platform Events), but is unsure of to proceed with the implementation. The developer asks the system architect for some guidance. What should the architect consider when making the recommendation?

- A. Push Topic Event can define a custom payload.
- B. Change Data Capture does not have record access support.
- C. Change Data Capture can be published from Apex.
- D. Apex triggers can subscribe to Generic Events.

**Correct Answer: B**

**Section:**

**QUESTION 88**

A healthcare services company maintains a Patient Prescriptions System that has 50+ million records in a secure database. Their customer base and data set growing rapidly. They want to make sure that the following policies are enforced:

- A. Identifiable patient prescriptions must exist only in their secure system's database and encrypted at rest.
- B. Identifiable patient prescriptions must be made available only to people explicitly authorized in the Patient Prescriptions System assigned nurses and doctors, patient, and people explicitly the patient may authorize.
- C. Must be available only to verified and pre-approved people or legal entities.  
To enable this, the company provides the following capabilities:



- D. One-time use identity tokens for patients, nurses, doctors, and other people that expire within a few minutes.
- E. Certificates for legal entities.  
. RESTful services.

The company has a Salesforce Community Cloud portal for patients, nurses, doctors, and other authorized people. A limited number of employees analyze de identified data in Einstein Analytics.  
Which two capabilities should the integration architect require for the Community Cloud portal and Einstein Analytics?

Choose 2 answers

- F. Identity token data storage
- G. Bulk load for Einstein Analytics
- H. Callouts to RESTful services
- I. Encryption in transit and at rest

**Correct Answer: B, C**

**Section:**

#### QUESTION 89

An integration architect needs to build a solution that will be using the Streaming API, but the data loss should be minimized, even when the client re-connects every couple of days.  
Which two types of Streaming API events should be considered?

Choose 2 answers

- A. Generic Events
- B. Change Data Capture Events
- C. PushTopic Events
- D. High Volume Platform Events

**Correct Answer: B, D**

**Section:**

#### QUESTION 90

Only authorized users are allowed access to the EBS and the Enterprise DMS.

Customers call Customer Support when they need clarification on their bills. Customer Support needs seamless access to customer billing information from the E and view generated bills from the DMS.

Which three authorization and authentication needs should an integration consultant consider while integrating the DMS and ESB with Salesforce? should an integration consultant consider while integrating the DMS and ESB with Salesforce?

Choose 3 answers

- A. Users should be authorized to view information specific to the customer they are servicing without a need to search for customer.
- B. Identify options to maintain DMS and EBS authentication and authorization details in Salesforce.
- C. Consider Enterprise security needs for access to DMS and EBS.
- D. Consider options to migrate DMS and EBS into Salesforce.
- E. Users should be authenticated into DMS and EBS without having to enter username and password.

**Correct Answer: B, D, E**

**Section:**

#### QUESTION 91

Universal Containers (UC) is a leading provider of management training globally, UC embarked on a Salesforce transformation journey to allow students to register for courses in the Salesforce community. UC has a learning system that masters all courses and student registration.

UC requested a near real-time feed of student registration from Salesforce to the learning system. The integration architect recommends using Salesforce event.



Which API should be used for the Salesforce platform event solution?

- A. Tooling API
- B. Streaming API
- C. O REST AP
- D. SOAP API

**Correct Answer: B**  
**Section:**

#### QUESTION 92

Northern Trail Outfitters is in the final stages of merging two Salesforce orgs but needs to keep the retiring org available for a short period of time for lead management as it is connected to multiple public web site forms. The sales department has requested that new leads are available in the new Salesforce instance within 30 minutes.

Which two approaches will require the least amount of development effort?

Choose 2 answers

- A. Configure named credentials in the source org.
- B. Use the Composite REST API to aggregate multiple leads in a single call.
- C. Use the tooling API with Process Builder to insert leads in real time.
- D. Call the Salesforce REST API to insert the lead into the target system.

**Correct Answer: A, B**  
**Section:**

#### QUESTION 93

A global financial company sells financial products and services that include the following:

- A. Bank Accounts
- B. Loans
- C. Insurance

The company has a core banking system that is state of the art and is the master system to store financial transactions, financial products and customer information. The core banking system currently processes 10M financial transactions per day. The CTO for the company is considering building a community port so that customers can review their bank account details, update their information and review their account financial transactions.

What should an integration architect recommend as a solution to enable customer community users to view their financial transactions?

A Use Salesforce Connect to display the financial transactions as an external object.

- D. Use Salesforce Connect to display the financial transactions as an external object.C Use Salesforce External Service to display financial transactions in a community lightning page.
- D Use Iframe to display core banking financial transactions data in the customer community.

**Correct Answer: C**  
**Section:**

#### QUESTION 94

Universal containers is planning to implement Salesforce as their CRM system. Currently they have the following systems 1. Leads are managed in a Marketing System.

- A. Sales people use Microsoft Outlook to enter contacts, emails and manage activities.
- B. Inventory, Billing and Payments are managed in their ERP system. 4. The proposed CRM system is expected to provide Sales and Support people the ability to have a single view of their customers and manage their contacts, emails and activities in Salesforce CRM.



What should an Integration Consultant consider to support the proposed CRM system strategy?

- C. Plan for migration of customer and sales data across systems on a regular basis to keep them in sync.
- D. Evaluate current and future data and system usage and then identify potential integration requirements to Salesforce.
- E. Explore Out of box Salesforce connectors for integration with ERP, Marketing and Microsoft Outlook systems.
- F. Propose a middleware system that can support interface between systems with Salesforce.

**Correct Answer: B**

**Section:**

#### QUESTION 95

Universal Containers (UC) currently owns a middleware tool and they have developed an API-led integration architecture with three API tiers. The first tier interfaces directly with the systems of engagement, the second tier implements business logic and aggregates data, while the third tier interfaces directly with systems of record. Some of the systems of engagement will be a mobile application, a web application, and Salesforce.

UC has a business requirement to return data to the systems of engagement in different formats while also enforcing different security protocols.

What should an Integration Architect recommend to meet these requirements?

- A. Enforce separate security protocols and return formats at the first tier of the API-led architecture.
- B. Implement an API gateway that all systems of engagement must interface with first.
- C. Enforce separate security protocols and return formats at the second tier of the API-led architecture.
- D. Leverage an Identity Provider solution that communicates with the API tiers via SAML

**Correct Answer: B**

**Section:**

