

Salesforce Integration Architect

1. The director of customer service at Northern Trail Outfitters (NTO) wants to capture and trend specific business events that occur in Salesforce in real time. The metrics will be accessed in an ad-hoc manner using an external analytics system. The events that are of interest are:

- A customer has initiated a product exchange via a Case
- A customer service rep clicks on the "Authorize Exchange Product" menu item on the Case
- A customer has initiated a subscription cancellation via a Case
- A customer service rep clicks on the "Initiate Refund" menu item on the Case

Which two solutions will meet these business requirements? Choose 2 answers

- A. Case after insert Trigger that executes a callout.
- B. Case Workflow Rule that sends an Outbound Message.
- C. Case after insert Trigger that publishes a Platform Event.
- D. Custom Apex controller that publishes a Platform Event.

Answer(s): C D

2. A company is planning on sending orders from Salesforce to a fulfillment system. The integration architect has been asked to plan for the integration.

Which two questions should the integration architect consider? Choose 2 answers

- A. Can the fulfillment system create new addresses within the Order Create service?
- B. Can the fulfillment system make a callback into Salesforce?
- C. Can the fulfillment system implement a contract-first Outbound Messaging interface?
- D. Is the product catalog data identical at all times in both systems?

Answer(s): B C

3. A call center manager uses a custom dashboard to track Case related metrics. The manager wants a component to display the number of closed Cases in real time.

What type of event should be used to meet this requirement?

- A. Push Topic Event
- B. Change Data Capture Event
- C. Platform Event

D. Generic Event

Answer(s): A

4. 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.

Answer(s): A

5. 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

Answer(s): C

6. 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:

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

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

A. Bulk API, Chatter REST API, Apex SOAP API, Tooling API

B. Bulk API, Chatter REST API, Apex REST API, Analytics REST API

C. Bulk API, Streaming API, Apex REST API, Analytics REST API

D. Bulk API, Streaming API, Apex SOAP API, Analytics REST API

Answer(s): C

7. 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.

Answer(s): A

8. 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 1Million 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.

Answer(s): A

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

1. 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

A. When subscribing to Salesforce Event bus, ReplayID is used with a value of -2 to be able to see old and new events.

B. High-volume event messages are stored for 24 hours (one day).

C. When subscribing to Salesforce Event bus, ReplayID is used with a value of -1 to be able to see new events.

D. High-volume event messages are stored for 72 hours (three days).

Answer(s): A D

10. 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.

Answer(s): A B

11. 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:

1. Internal users from each country have to be authenticated with their local active directory.
2. Customers can create their own login or use Google login.
3. Partners have to be authenticated through a central system which is to be determined.
4. Internal users will have access to the central ERP with their credentials maintained in the ERP.
5. 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

A. Evaluate Salesforce solution for customers and for partners, using third party solution for internal users.

B. Assess security requirements for internal systems and decide Integration methods that support the requirements.

C. Evaluate the build of a custom authentication mechanism for users in each country and support for customers and partners.

D. Consider Third party Single Sign On solution supporting all user authentication including customer and partner.

E. Evaluate Salesforce native authentication mechanism for all users including customers and partners.

Answer(s): B C E

12. 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 on-premise file store that can be accessed by UC internal users and the third party agencies. UC would like to collaborate with the 3rd party 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.

Answer(s): B

13. 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.

Answer(s): A

14. 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

Answer(s): A D

15. 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:

1. Legacy mainframe systems that have remained untouched for years and are due to be decommissioned.
2. Salesforce Commerce Cloud Service Cloud, Marketing Cloud, and Community Cloud.
3. 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

A. Manual steps and procedures that may be necessary.

B. Impact of deleted records on system functionality.

C. Ability to delete personal data in every system.

D. Feasibility to restore deleted records when needed.

E. Ability to provide a 360-degree view of the customer.

Answer(s): B C D

16. 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 .

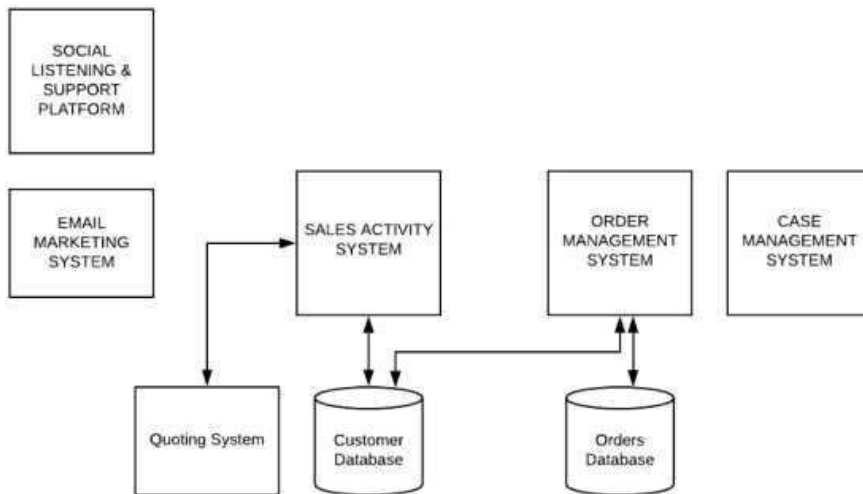
C. Validate the Platform Event definition matches leads definition.

D. Monitor the volume of leads that are created in Salesforce.

Answer(s): B

17. 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:

1. Develop a 360 view of customer
2. 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

A. Order Management System

B. Case Management System

C. Sales Activity System

D. Email Marketing System

E. Quoting System

Answer(s): B C D

18. 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.

Answer(s): B

19. 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.

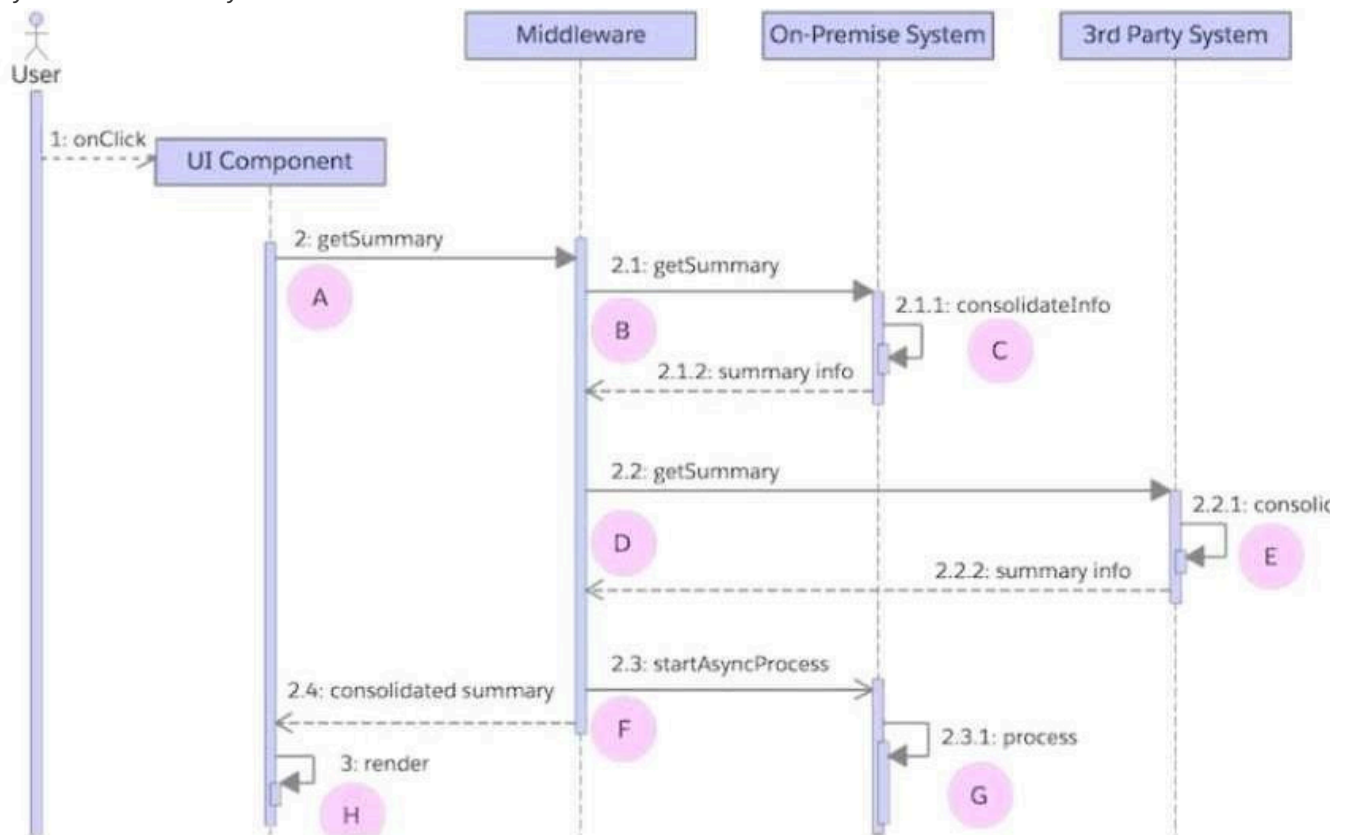
B. Platform Events for Salesforce to Legacy System direction and SOAP API using Partner WSDL for the communication back from legacy system to salesforce.

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.

Answer(s): A

20. 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:

1. Log every call's start and finish date and time to a central analytics data store.
2. 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?

A. Sum of A to H

B. Sum of A to F

C. Sum of A, G, and H

D. Sum of A and H

Answer(s): D
