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## Salesforce Certified Platform Integration Architect Sample Questions (Q71-Q76):

### NEW QUESTION # 71

Considering Salesforce capabilities, what should the integration architect evaluate when integrating Salesforce with the current system landscape?

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

**Answer: C**

Explanation:

When evaluating a current system landscape for a Salesforce implementation, an Integration Architect's primary goal is to align the platform's native capabilities with the existing architecture to determine which systems will be replaced, retired, or integrated. Based on the provided diagram (image\_69c0fd.png), the landscape consists of an Email Management System, an Order Management

System, a Case Management System, and a Data Warehouse used for Business Intelligence.

In a scenario where an enterprise is implementing Salesforce to support Case Management (Service Cloud), Salesforce natively provides the robust capabilities required to serve as the new "System of Record" for customer support interactions. Consequently, the legacy Case Management System is typically targeted for retirement. The architect's evaluation therefore focuses on the necessary integration points with the systems that will coexist with the new Salesforce instance to ensure a unified agent experience. As outlined in standard Salesforce Integration Architecture frameworks, the following evaluations are critical:

**Order Management System (OMS):** Salesforce must integrate with the OMS so that service agents can view real-time order history, shipping status, and line items directly within the Case record, often using patterns like Request-Reply or Data Virtualization.

**Email Management System (EMS):** To support Omni-Channel service, Salesforce needs to integrate with the EMS (via Email-to-Case or a Marketing Cloud connector) to ensure that all customer communications are captured and tracked against the appropriate Case records.

**Data Warehouse:** For long-term historical reporting and cross-functional analytics, Salesforce must push its transactional data to the enterprise Data Warehouse. This ensures the Analytics and Business Intelligence Tool can continue to provide a holistic view of company performance.

By selecting Option C, the architect recognizes that Salesforce replaces the legacy case management function while requiring strategic integration with the Data Warehouse, Order Management, and Email Management systems to achieve a true 360-degree view of the customer.

## NEW QUESTION # 72

A customer's enterprise architect has identified requirements around caching, queuing, error handling, alerts, retries, event handling, etc. Which recommendation should the integration architect make?

- A. Message transformation and protocol translation should be done within Salesforce.
- B. 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.
- C. Transform a Fire and Forget mechanism to Request and Reply, which should be handled by middleware tools (like ETL/ESB) to improve performance.

### Answer: B

Explanation:

When an enterprise architect identifies complex infrastructure needs such as caching, queuing, and sophisticated event routing, it signals that a point-to-point integration architecture is insufficient. In such cases, the Integration Architect should recommend a Middleware-mediated architecture.

Middleware tools, such as an Enterprise Service Bus (ESB) or an iPaaS (Integration Platform as a Service), are specifically designed to fulfill these complex "Quality of Service" (QoS) requirements. In a publish/subscribe scenario, the middleware acts as the central orchestrator. It can receive a single "Fire and Forget" event from a publisher (like Salesforce) and then manage the technical complexities of routing that message to multiple active subscribers.

Middleware handles infrastructure-level tasks such as message queuing for offline systems, automatic retries with exponential backoff, and error handling with alerts-capabilities that are either unavailable or difficult to scale within Salesforce natively.

Performing message transformation and protocol translation (e.g., SOAP to REST) within the middleware layer also protects Salesforce's Apex CPU limits. By leveraging middleware for these concerns, the architect ensures that Salesforce remains a performant engagement layer while the middleware provides the robust technical backbone for a resilient enterprise landscape.

## NEW QUESTION # 73

Northern Trail Outfitters (NTO) has a requirement to encrypt a few widely-used standard fields. NTO also wants to be able to use these fields in record-triggered flows.

Which security solution should an integration architect recommend to fulfill the business use case?

- A. Classic Encryption
- B. Shield Platform Encryption
- C. Data Masking

### Answer: B

Explanation:

To satisfy the requirement of encrypting standard fields while maintaining their functionality within record-triggered flows, Shield Platform Encryption is the recommended architectural solution.<sup>1</sup> Shield Platform Encryption is a modern security layer that allows for encryption at rest while preserving critical platform features. Unlike Classic Encryption (Option B)-which is limited to a specific

"Encrypted Text" custom field type and often breaks platform features like search and automation. Shield is designed to work with standard fields such as Name, Email, and Phone.

Key architectural considerations for Shield include:

Compatibility with Automation: Shield fields can be used in Flows, Apex triggers, and validation rules. This allows NTO to implement the required record-triggered business logic without needing to decrypt the data manually in code.

Search and Filtering: By using Deterministic Encryption, Shield allows users to filter and search for records based on encrypted fields, which is often a requirement for "widely-used" standard fields.

Compliance and Governance: Shield provides advanced key management (Bring Your Own Key - BYOK) and auditing, ensuring that NTO meets corporate security guidelines while data is being processed by the platform.

Data Masking (Option C) is primarily used for sandboxes to obfuscate PII during testing and is not a production encryption-at-rest solution. By recommending Shield, the architect provides a transparent security model that protects sensitive data without sacrificing the declarative power of Flow Builder.

#### NEW QUESTION # 74

Northern Trail Outfitters is creating a distributable Salesforce package. 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. Which item should an architect recommend?

- A. Contact Salesforce Support and create a case to temporarily enable API access for managed packages.
- B. Use an encrypted field to store the password that the security team enters.
- C. Create a connected app in the central org and add the callback URL for each org in the package it is installed in to redirect after a successful authentication.

**Answer: C**

Explanation:

For a distributable package to securely access a central "Hub" org, the architecture must support the OAuth 2.0 Web Server Flow. This flow is designed for applications (like the package installed in a "Spoke" org) that can securely store a Client Secret and need to act on behalf of a specific user.

The Connected App in the central org acts as the "Identity and Access" gatekeeper. A critical component of the Connected App configuration is the Callback URL (Redirect URI). When a user in the "Subscriber" org clicks "Authorize," Salesforce redirects them to the central org to log in. After successful authentication, the central org needs to know where to send the "Authorization Code" back to.

In a multi-org packaging scenario, each subscriber org will have a unique instance URL (e.g., na15.salesforce.com). The architect must ensure that the Connected App's callback URLs are correctly configured to handle these redirects.

Option C (Encrypted Passwords) is a major security risk and is considered an "anti-pattern" in modern integration. Option A is unnecessary, as API access is a standard feature. By using the Connected App with correct Callback URLs, the architect allows the security team in the central org to oversee exactly which "Spoke" orgs have authorized access. They can use the "Connected Apps OAuth Usage" page to monitor, rotate secrets, or revoke access for individual orgs, providing the granular security control required for an enterprise-grade distributed Salesforce architecture.

#### NEW QUESTION # 75

UC has an API-led architecture with three tiers. Requirement: return data to systems of engagement (mobile, web, Salesforce) in different formats and enforce different security protocols. What should the architect recommend?

- 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.

**Answer: A**

Explanation:

In a standard API-led connectivity model, the First Tier (Experience APIs) is responsible for tailoring data for specific systems of engagement.

The Experience APIs take the core data from the lower tiers and transform it into the specific return formats (e.g., JSON for mobile, XML for legacy web) and security protocols (e.g., OAuth for Salesforce, API Keys for web) required by each consumer. Option B correctly identifies that these transformations and security enforcements should happen at this outer layer. While an API Gateway (Option A) can provide generic security and rate limiting, it is the Experience API layer that provides the functional transformation and specific protocol requirements defined by the business needs of the engagement systems.

## NEW QUESTION # 76

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