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## Salesforce Certified Integration Architect Sample Questions (Q29-Q34):

### NEW QUESTION # 29

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. Implement a 'Check Update' button that passes a request ID received from ESB (user action needed).
- 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. ESB (Mule) with cache/state management to return a request ID (or) response if available from external system

**Answer: A,C,E**

Explanation:

Explanation

Option A is correct because using ESB (Mule) with cache/state management can help to handle the long-running requests from Salesforce and return a request ID or a response if available from the external systems. This way, Salesforce does not have to wait for the external systems to respond and can avoid the API gateway timeout<sup>1</sup>. Option C is correct because using Continuation callouts can make the eligibility check request from Salesforce from Lightning UI at page load without blocking the UI thread. Continuation callouts are asynchronous and can handle long-running requests up to 60 seconds<sup>23</sup>. Option E is correct because implementing a 'Check Update' button that passes a request ID received from ESB can allow the user to manually check the status of the eligibility check request. This can be useful when the response is not available within the Continuation timeout limit or when the user wants to refresh the data<sup>4</sup>. Option B is incorrect because recommending synchronous Apex callouts from Lightning UI to External Systems via Mule and implementing polling on API gateway timeout can cause performance issues and user frustration. Synchronous Apex callouts block the UI thread and can only handle requests up to 120 seconds. Polling on API gateway timeout can increase the network traffic and consume the callout limits<sup>25</sup>. Option D is incorrect because creating a Platform Event in Salesforce via Remote-Call-In and using the empAPI in the lightning UI to serve 3,000 concurrent users can introduce complexity and scalability issues. Platform Events are meant for event-driven architecture and not for request-response scenarios.

Remote-Call-In requires an additional license and configuration. empAPI has a limit of 1,000 concurrent subscribers per channel<sup>678</sup>

References: 1: MuleSoft Documentation 2: Salesforce Documentation 4: Salesforce Trailhead 3: Salesforce Developers Blog 5:

Salesforce Documentation 6: Salesforce Documentation 7: Salesforce Documentation 8:

Salesforce Documentation

## NEW QUESTION # 30

Salesforce users need to read data from an external system via an HTTP request. Which security methods should an integration architect leverage within Salesforce to secure the integration?

- A. Named Credentials and Two-way SSL
- B. Two-way SSL and Authorization Provider
- C. Authorization Provider and Named Credentials

**Answer: A**

Explanation:

To secure outbound HTTP requests from Salesforce, architects must implement defense-in-depth measures at both the authentication and transport layers.

Named Credentials are the primary architectural recommendation for managing callout endpoints and authentication in a secure, declarative manner. They abstract the endpoint URL and authentication parameters (such as usernames, passwords, or OAuth tokens) away from Apex code. This prevents sensitive credentials from being hardcoded or exposed in metadata, significantly reducing the risk of accidental disclosure. By using Named Credentials, Salesforce handles the heavy lifting of authentication headers automatically, ensuring that the integration is both secure and maintainable.

Two-way SSL (Mutual Authentication) provides an additional layer of security at the transport layer. While standard SSL ensures that Salesforce trusts the external server, Two-way SSL requires the external server to also verify the identity of the Salesforce client. The architect first generates a certificate in Salesforce, which is then presented to the external system during the TLS handshake. This "mutual trust" ensures that the external service only accepts requests from an authorized Salesforce instance, protecting against man-in-the-middle attacks and unauthorized access attempts.

While an Authorization Provider (Option C) is essential for OAuth-based flows, it is typically used within the configuration of a Named Credential rather than as a standalone security method for a generic HTTP request. By combining Named Credentials with Two-way SSL, the architect ensures that the integration is secured at both the session/authentication level and the network/transport level, adhering to enterprise security best practices for cloud-to-on-premise or cloud-to-cloud communication.

### NEW QUESTION # 31

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. Consider Third party Single Sign On solution supporting all user authentication including customer and partner.
- **D. Evaluate the build of a custom authentication mechanism for users in each country and support for customers and partners.**
- **E. Evaluate Salesforce native authentication mechanism for all users including customers and partners.**

**Answer: B,D,E**

Explanation:

Explanation

The requirements that the integration architect should evaluate while designing the integration needs of this project are:

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

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

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

The integration architect should assess the security requirements for internal systems, such as the ERP system and other systems that will be integrated with Salesforce for Sales and Support business processes. The security requirements may include authentication protocols, encryption standards, data access policies, and compliance regulations. The integration architect should then decide on the integration methods that support these requirements, such as SOAP or REST APIs, middleware solutions, or connectors. The integration architect should also evaluate the build of a custom authentication mechanism for users in each country and support for customers and partners. A custom authentication mechanism may be necessary to integrate with the local active directory of each country and provide a seamless user experience. The integration architect should also consider how to support customers and partners who have different authentication options, such as self-registration or Google login. The integration architect should also evaluate Salesforce native authentication mechanism for all users including customers and partners. Salesforce native authentication mechanism is a built-in feature that allows users to log in to Salesforce with their username and password.

Salesforce native authentication mechanism may be simpler and easier to implement than a custom or third-party solution, but it may not meet all the security requirements or user preferences. The integration architect should compare the pros and cons of each option and choose the best one for the project. Evaluating Salesforce solution for customers and for partners, using third party solution for internal users is not a valid requirement because it does not address the need to authenticate internal users with their local active directory.

Considering third party Single Sign On solution supporting all user authentication including customer and partner is not a valid requirement because it does not address the need to integrate with internal systems and their security requirements.

### NEW QUESTION # 32

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, FooBar, 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 and query using Bulk API 1.0.
- B. Insert using Bulk API 2.0 and query using REST API.
- C. Insert using Bulk API 1.0 and query using REST API.
- **D. Insert and query using Bulk API 2.0.**

**Answer: D**

#### **NEW QUESTION # 33**

Northern Trail Outfitters (NTO) is looking to integrate three external systems that run nightly data enrichment processes in Salesforce. NTO has both of the following security and strict auditing requirements:

1. The external systems must follow the principle of least privilege, and
2. The activities of the external systems must be available for audit.

What should an Integration Architect recommend as a solution for these integrations?

- A shared integration user for the three external system integrations.
- **B. A Connected App for each external system integration.**
- C. A unique integration user for each external system integration
- D. A shared Connected App for the three external system integrations.

**Answer: B**

Explanation:

Explanation

Using a Connected App for each external system integration is a good solution because it can provide security, auditing, and monitoring features for each integration. A Connected App is an application that can connect to Salesforce using APIs and OAuth as an authentication protocol. A Connected App can also enforce policies such as IP restrictions, login hours, and session timeout for each integration. Using a shared integration user for the three external system integrations is not a good solution because it violates the principle of least privilege, as well as makes it difficult to audit the activities of each system. Using a shared Connected App for the three external system integrations is also not a good solution because it does not allow for granular control and visibility of each integration. Using a unique integration user for each external system integration is not enough to meet the security and auditing requirements, as it does not provide any mechanism for authentication, authorization, or encryption. Reference: Salesforce Integration Architecture Designer Resource Guide, page 20-21

#### **NEW QUESTION # 34**

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