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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• Build Solution: This domain covers implementing integrations including API design considerations, choosing outbound methods, building scalable solutions, implementing error handling, creating security solutions, and ensuring resilience during system updates.

Topic 2	• Maintain Integration: This domain focuses on monitoring integration performance, defining error handling and recovery procedures, implementing escalation processes, and establishing reporting needs for ongoing integration health monitoring.
Topic 3	• Evaluate the Current System Landscape: This domain covers analyzing existing technical environments to understand current systems, their standards, protocols, limitations, and boundaries, while identifying constraints and authentication • authorization requirements.
Topic 4	• Translate Needs to Integration Requirements: This domain involves converting business needs into technical specifications by documenting systems and patterns, evaluating constraints, defining security requirements, and determining performance needs like volumes, response times, and latency.
Topic 5	• Evaluate Business Needs: This domain addresses gathering functional and non-functional requirements, classifying data by sensitivity, identifying CRM success factors, and understanding how business growth and regulations impact integration choices.

Salesforce Certified Platform Integration Architect Sample Questions (Q72-Q77):

NEW QUESTION # 72
Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce from an external system with a custom Java application using the Bulk API. The CIO is curious about monitoring recommendations for the jobs from the technical architect.
Which recommendation should help meet the requirements?

- A. Use the getBatchInfo method in the Java application to monitor the status of the jobs from the Java application.
- B. 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.
- C. 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.

Answer: A

Explanation:
For high-volume data loads using the Bulk API, monitoring should be performed programmatically by the orchestrating client-in this case, the custom Java application. The Bulk API is asynchronous, meaning that when you submit a job, Salesforce acknowledges the request and processes it in the background.
The Java application must actively track the state of its own jobs. Using the `getBatchInfo` (or `getJobInfo` in Bulk API 2.0) method allows the application to retrieve the real-time status of each batch. The application can check for statuses such as `Queued`, `InProgress`, `Completed`, or `Failed`. Once a batch is marked as `Completed`, the application can then call `getBatchResult` to retrieve a list of successes and failures for individual records.
Option B is architecturally unsound because Bulk API operations are designed to bypass most synchronous Apex logic to ensure performance; furthermore, creating custom records for every error in a "nightly batch load" would likely hit other platform limits (like storage or CPU) and defeat the purpose of using the Bulk API. Option C is ineffective for Bulk API monitoring, as debug logs do not capture the background processing of bulk batches and would quickly hit the log size limits.
By recommending Option A, the architect ensures that the Java application maintains full control over the integration lifecycle. The application can log errors locally, implement automated retries for transient failures, and provide the CIO with accurate, high-level reporting on the success rate of the nightly loads without placing unnecessary overhead on the Salesforce platform.

NEW QUESTION # 73
An integration architect has designed a mobile application for Salesforce users to get data while on the road using a custom user interface (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 them 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 don4e to meet the requirement?

- A. The mobil10e device makes a REST Apex inbound call.

- B. The mobile device receives19 a REST Apex callout call.
- C. The 15mobile device makes a REST API inboun16d call.

Answer: C

Explanation:
When a custom mobile application already secured with OAuth needs to update a record in Salesforce, the standard architectural recommendation is to use the REST API. The REST API is optimized for mobile environments because it uses lightweight JSON payloads and follows standard HTTP methods (such as PATCH for updates), which are highly compatible with mobile development frameworks.
In this specific scenario, the architect must address the Field-Level Security (FLS) constraint. Because the geolocation field is set to read-only for users, a standard UI-based update would typically fail. However, when using an inbound REST API call with a properly authorized integration user or via a "System Mode" context (if utilizing a custom Apex REST resource), the system can be configured to bypass UI-level restrictions while maintaining data integrity.
The mobile device captures the coordinates via the device's native GPS capabilities and initiates an inbound call to the Salesforce REST endpoint. Option A (Apex inbound call) is a subset of REST functionality but is only necessary if complex server-side logic is required that the standard REST API cannot handle. Option C is technically incorrect as mobile devices do not typically "receive" callouts from Salesforce in this pattern; they initiate the requests. By leveraging the standard REST API, the architect ensures a scalable, secure, and standardized integration that adheres to Salesforce's mobile-first integration principles.

NEW QUESTION # 74
Northern Trail Outfitters submits orders to the manufacturing system web service. Recently, the system has experienced outages that keep service unavailable for several days. Which solution should an integration architect recommend to handle errors during these types of service outages?1718

- A. Use Outbound Messaging to automatically retry failed service calls.
- B. Use middleware queuing and buffering to insulate Salesforce from1920 system outages.
- C. Use Platform Event replayId and custom scheduled Apex process to retrieve missed events.

Answer: B

Explanation:
When a target system experiences prolonged outages (lasting "several days"), point-to-point integrations built directly within Salesforce are prone to failure because they lack the persistence required for long-term retries. The architecturally sound recommendation is to utilize middleware queuing and buffering to "insulate" Salesforce from the target system's instability.
In this architecture, Salesforce sends the order to a middleware layer (such as an ESB or iPaaS). The middleware immediately acknowledges receipt of the message, freeing up Salesforce resources. If the manufacturing system is offline, the middleware stores the order in a persistent Message Queue. Unlike Salesforce Outbound Messaging (Option B), which only retries for up to 24 hours, enterprise middleware can be configured to hold messages for days or even weeks.
Middleware also provides sophisticated Quality of Service (QoS) features, such as "Dead Letter Queues" for manual intervention and customized retry schedules (e.g., retrying every hour instead of every few minutes). This decoupling ensures that Salesforce users can continue to create and "send" orders without seeing technical errors, even while the backend manufacturing system is down. Once the manufacturing service is restored, the middleware "drains" the queue, delivering all buffered orders in the correct sequence. This strategy provides the highest level of reliability and resilience for mission-critical business processes.

NEW QUESTION # 75
A Salesforce customer is planning to roll out Salesforce for all of their sales and service staff. Senior management has requested that monitoring be in place for Operations to notify any degradation in Salesforce performance. How should an Integration consultant implement monitoring?

- A. Identify critical business processes and establish automation to monitor performance against established benchmarks.
- B. Use APIEVENT to track all user initiated API calls through SOAP, REST, or Bulk APIs.
- C. Use Salesforce API Limits to capture current API usage and configure alerts for monitoring.

Answer: A

Explanation:
Effective operational monitoring focuses on the end-user experience and business outcomes rather than just raw technical metrics. An Integration consultant should identify critical business processes (e.g., "Lead Conversion" or "Order Processing") and establish

benchmarks to detect performance degradation.
Monitoring purely technical limits (Option A) or individual API events (Option C) provides "noise" without context. For example, if API usage is high but the system is responding quickly, there is no degradation. However, if a critical process that normally takes 2 seconds starts taking 10 seconds, that is a clear indicator of a performance issue that impacts the business.32 The consultant should use tools like Salesforce Event Monitoring or external APM (Application Performance Management) tools to track the execution time of these key transactions. By setting alerts when performance deviates from established benchmarks, Operations can be proactively notified before users begin to lose productivity or abandon the system. This holistic approach ensures that monitoring is aligned with business value and provides actionable insights for troubleshooting bottlenecks in code, automation, or integrations.

NEW QUESTION # 76
A customer's enterprise architect has identified requirements around caching, queuing, error handling, alerts, retries, event handling, etc. The company has asked the integration architect to help fulfill such aspects with its Salesforce program. Which recommendation should the integration architect make?

- A. Transform a Fire and Forget mechanism to Request and Reply, which should be handled by middleware tools (like ETL/ESB) to improve performance.
- B. Message transformation and protocol translation should be done within Salesforce. Recommend leveraging Salesforce native protocol conversion capabilities as middleware tools are NOT suited for such tasks.
- C. 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.

Answer: C

Explanation:
When an enterprise architect identifies infrastructure-level requirements such as caching, queuing, and complex event handling, it signals a need for a dedicated integration layer. Salesforce is an engagement platform, not a dedicated message broker or Enterprise Service Bus (ESB). For complex event handling in a publish/subscribe scenario, the architect should recommend leveraging middleware to act as the central nervous system of the integration landscape.
The middleware provides a robust environment to manage the lifecycle of a message. It can receive a single event from a publisher (like Salesforce via Platform Events) and then route that message to multiple active subscribers. This decoupling ensures that Salesforce doesn't need to manage the connection state or retry logic for every downstream system. Middleware tools are specifically designed to handle "Quality of Service" (QoS) requirements like guaranteed delivery, message sequencing, and dead-letter queuing, which are difficult to manage natively at scale within Salesforce limits.
Option A is incorrect because shifting from Fire-and-Forget to Request-Reply generally decreases performance and scalability due to the synchronous nature of the wait time. Option C is also incorrect; protocol translation (e.g., SOAP to REST) and heavy message transformation are exactly what middleware tools are built for. By performing these tasks in middleware, you conserve Salesforce's Apex CPU limits and maintain a cleaner, more maintainable CRM environment. Therefore, using middleware for routing and event handling is the standard architectural recommendation for a mature enterprise program.

NEW QUESTION # 77
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