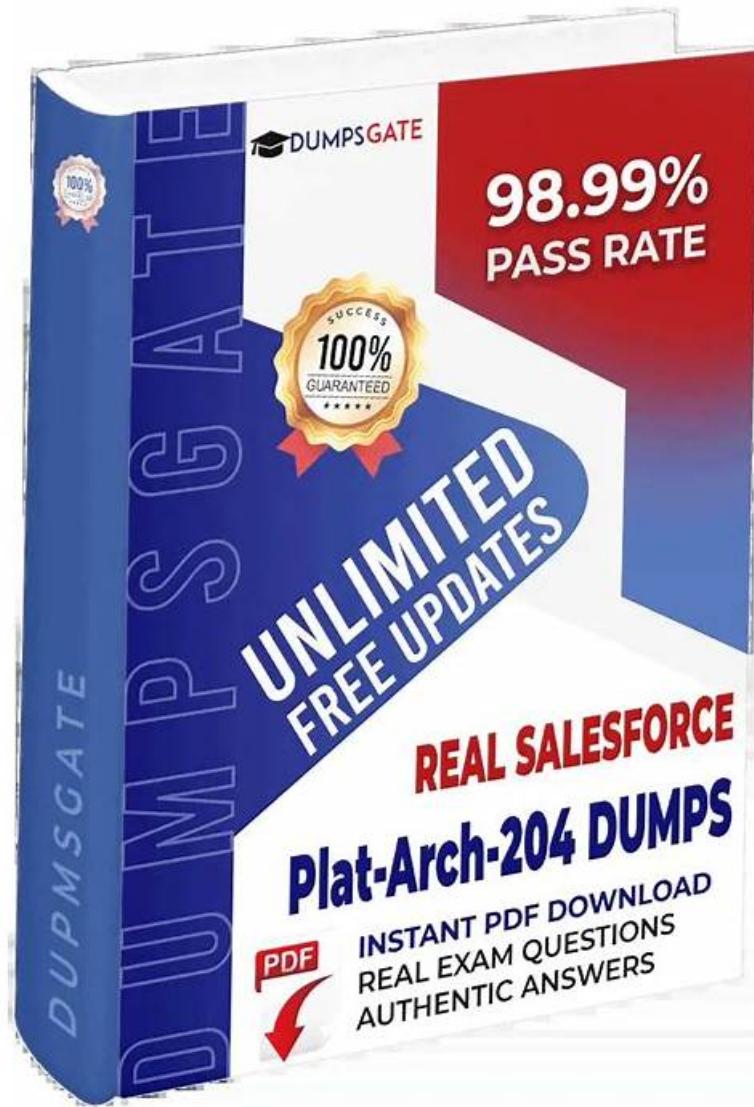


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To prepare for the Salesforce Integration-Architect exam, candidates should have a solid understanding of Salesforce platform fundamentals, as well as experience with integration technologies, such as REST, SOAP, and middleware platforms. They should also be familiar with enterprise architecture and integration patterns, such as ETL, ESB, and API-led connectivity. There are several resources available to help candidates prepare for the exam, including official Salesforce training courses, study guides, and practice exams. Passing the Salesforce Integration-Architect exam is a great achievement and can help professionals advance their careers in the field of Salesforce integration.

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### **Salesforce Certified Integration Architect Sample Questions (Q47-Q52):**

#### **NEW QUESTION # 47**

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

**Answer: A,B,D**

#### **NEW QUESTION # 48**

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

1. An Enterprise Resource Planning (ERP) solution that is responsible for Customer Invoicing and Order fulfillment.

2. 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?

- A. Salesforce with relevant Marketing and ERP information.
- B. New Custom Database for Customers and Prospects.
- C. ERP with all prospect data from Marketing and Salesforce.
- D. Marketing with all customer data from Salesforce and ERP.

**Answer: A**

Explanation:

Explanation

Option C is correct because Salesforce should be the system of record for their customers and prospects, as it is the CRM solution that the sales and service associates use to view and log their interactions with them. Salesforce can also integrate with the Marketing and ERP solutions to display relevant information from those systems, such as campaign history, invoices, and orders.<sup>12</sup> Option A is incorrect because ERP is not a suitable system of record for customers and prospects, as it is mainly focused on invoicing and order fulfillment. ERP may not have all the data that the sales and service associates need to interact with them, such as contact details, preferences, activities, and opportunities. ERP may also have different data models and definitions than Salesforce and Marketing, which can cause data quality and consistency issues.<sup>3</sup> Option B is incorrect because Marketing is not a suitable system of record for

customers and prospects, as it is mainly focused on email campaigns. Marketing may not have all the data that the sales and service associates need to interact with them, such as account information, service cases, contracts, and quotes. Marketing may also have different data models and definitions than Salesforce and ERP, which can cause data quality and consistency issues.

Option D is incorrect because creating a new custom database for customers and prospects is not a feasible or efficient solution, as it would require additional development, maintenance, and integration costs. It would also create another layer of complexity and potential data duplication in the system landscape. Salesforce already provides a robust and flexible platform for managing customer and prospect data, which can be easily customized and integrated with other systems.

References: 1: Salesforce CRM - The Definitive Guide 2: Salesforce Integration Cloud - Connect Any App, Data, or Device 3: What Is ERP? | Oracle : Salesforce vs ERP: What's the Difference? : Marketing Cloud - Digital Marketing Platform : Salesforce vs Marketing Cloud: What's the Difference? : Salesforce Platform - Build Apps Fast : Why You Shouldn't Build Your Own CRM System

#### NEW QUESTION # 49

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

1. Leads,
2. Contacts
3. Accounts
4. 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

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

#### Answer: B,C

Explanation:

Explanation

Using Change Data Capture (CDC) to update downstream systems accordingly when a record changes is a solution that can handle this requirement by capturing data changes in Salesforce and sending them to external systems via a publish-subscribe model. This way, the external systems can receive near real-time updates from Salesforce and synchronize their data accordingly. Designing an MDM solution that maps external ID's to the Salesforce record ID is a solution that can handle this requirement by creating a master data hub that stores and manages the unique identifiers of each system and their relationships. This way, the MDM solution can ensure data quality, consistency, and accuracy across systems. Locally caching external ID's at the middleware layer and designing business logic to map updates between systems is not a good solution because it can introduce performance and scalability issues, as well as increase the complexity and maintenance cost of the middleware layer. Storing unique identifiers in an External ID field in Salesforce and using this to update the proper records across systems is not enough to handle this requirement, as it does not address how to update Salesforce with record changes from external systems. Reference: Salesforce Integration Architecture Designer Resource Guide, page 27-28

#### NEW QUESTION # 50

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

#### Answer: A,C

#### Explanation:

Option C is correct because including selective criteria in query filters can improve the performance of the integration. Selective criteria are filters that reduce the number of records that need to be scanned by the query optimizer, such as indexed fields, standard indexes, or custom indexes. Selective criteria can help the query run faster and avoid hitting the query timeout limit or the query row limit.

Option D is correct because removing the sharing restrictions can improve the performance of the integration.

Sharing restrictions are filters that limit the access to records based on the user's role, profile, or sharing rules.

Sharing restrictions can add complexity and overhead to the query execution, as they require additional joins and calculations.

Removing the sharing restrictions can simplify the query and reduce the number of records that need to be processed.

Option A is incorrect because including non-selective criteria in query filters can degrade the performance of the integration. Non-selective criteria are filters that do not reduce the number of records that need to be scanned by the query optimizer, such as non-indexed fields, formula fields, or OR conditions. Non-selective criteria can cause the query to run slower and hit the query timeout limit or the query row limit.

Option B is incorrect because removing the query filters can degrade the performance of the integration.

Query filters are conditions that specify which records to retrieve from the database, such as WHERE clauses or LIMIT clauses.

Query filters can help the query run faster and avoid retrieving unnecessary or unwanted data. Removing the query filters can increase the number of records that need to be processed and transmitted by the integration.

References: Working with Very Large SOQL Queries: Improve performance with custom indexes using Salesforce Query Plan tool: Querying Data That Respects UserPermissions: How does sharing affect SOQL performance?: SOQL SELECT Syntax : SOQL Best Practices

#### NEW QUESTION # 51

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

#### Answer: D

#### NEW QUESTION # 52

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