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## Salesforce Certified Platform Integration Architect Sample Questions (Q14-Q19):

### NEW QUESTION # 14

Service agents at Northern Trail Outfitters use Salesforce to manage cases and B2C Commerce for ordering. Which integration solution should an architect recommend in order for the service agents to see order history from a business-to-consumer (B2C) Commerce system?

- A. MuleSoft Anypoint Platform

- B. Salesforce B2C Commerce to Service Cloud Connector
- C. REST API offered by Commerce Platforms

**Answer: B**

Explanation:

For a unified service experience between Salesforce Service Cloud and B2C Commerce (formerly Demandware), Salesforce provides a purpose-built, cross-cloud solution known as the Salesforce B2C Commerce to Service Cloud Connector.

This connector is part of the Salesforce B2C Solution Architecture and is designed to provide "out-of-the-box" synchronization of data between the two platforms. By implementing this connector, service agents gain several high-value capabilities within the Service Console:

Customer Profile Sync: Ensures that customer data (name, address, etc.) is consistent across both systems.

Order History View: Allows agents to see real-time order data from the Commerce system directly within the Case record page.

Order on Behalf Of: Enables agents to place orders for customers without leaving Salesforce.

While you could build a custom integration using the Commerce REST API (Option B) or MuleSoft (Option C), these would require significant development, testing, and maintenance effort. The Salesforce B2C Connector is the recommended "path of least resistance" because it leverages Salesforce's own pre-built logic for cross-cloud interoperability, reducing technical debt and time-to-value. For an architect, choosing the standard connector ensures better supportability and future-proofing as Salesforce continues to enhance its multi-cloud features.

#### NEW QUESTION # 15

Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce 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. Visually monitor in the Salesforce UI using the "Bulk Data Load Jobs" in Salesforce in the setup menu.
- B. 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.
- C. 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.

**Answer: B**

#### NEW QUESTION # 16

Northern Trail Outfitters requires an integration to be set up between one of its Salesforce orgs and an External Data Source using Salesforce Connect. The External Data Source supports Open Data Protocol. Which configuration should an integration architect recommend be implemented in order to secure requests coming from Salesforce?

- A. Configure a certificate for OData connection.
- B. Configure Identity Type for OData connection.
- C. Configure Special Compatibility for OData connection.

**Answer: B**

Explanation:

Salesforce Connect is a powerful tool for data virtualization, allowing users to view and manage data in external systems (via OData) as if it were stored natively in Salesforce. However, a critical security decision during the setup of an External Data Source is determining the Identity Type.

The Identity Type determines how the external system authenticates the Salesforce user. There are two primary options:

Named Principal: Every Salesforce user accesses the external system using the same set of credentials. This is easier to maintain but provides less granular security tracking in the target system.

Per User: Each individual Salesforce user must provide their own credentials for the external system. This ensures that the data visible in Salesforce respects the user's specific permissions in the external source.

Configuring the Identity Type is the fundamental way an architect secures OData requests because it defines the authentication boundary between the platforms. While certificates (Option A) can be used for transport layer security, the "Identity Type" configuration is the specific Salesforce Connect setting that governs how a session is authorized. Option B (Special Compatibility) is a technical setting used to handle non-standard OData implementations and does not directly relate to securing the request. By recommending the correct Identity Type, the architect ensures that the integration adheres to the "Principle of Least Privilege," ensuring that users only see the external data they are authorized to access.

### NEW QUESTION # 17

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.

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### NEW QUESTION # 18

Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce using the Bulk API. The CIO wants monitoring recommendations for these jobs. Which recommendation should help meet the requirements?

- **A. Visually monitor in the Salesforce UI using the "Bulk Data Load Jobs" in Salesforce in the setup menu.**
- 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 monitoring high-volume Bulk API jobs, the standard and most efficient architectural recommendation is to use the native Bulk Data Load Jobs page in Salesforce Setup.

This page provides a comprehensive, out-of-the-box view of all asynchronous API jobs, including their status (Queued, In Progress, Completed, Failed), the number of records processed, and any overall job errors. It allows administrators to download the result files for each batch to see record-level successes and failures without the overhead of custom code or data storage.

Option B is generally discouraged for high-volume nightly loads. Since the Bulk API is designed to bypass standard synchronous logic for performance, writing errors to a custom object for millions of records would consume significant data storage and could trigger additional governor limit issues during the load itself. Option C is ineffective for Bulk API monitoring; debug logs capture Apex execution but do not monitor the background processing of asynchronous Bulk API batches, and they would quickly become overwhelmed by the volume of data. For enterprise-grade monitoring, the native UI provides the necessary visibility into job health with zero impact on platform performance or storage.

### NEW QUESTION # 19

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