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## Salesforce Certified Integration Architect Sample Questions (Q60-Q65):

### NEW QUESTION # 60

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

**Answer: A,B**

#### NEW QUESTION # 61

Universal Containers (UC) is a global financial company that sells financial products and services. There is a daily scheduled Batch Apex job that generates invoices from a given set of orders. UC requested building a resilient integration for this Batch Apex job in case the invoice generation fails. What should an integration architect recommend to fulfill the requirement?

- A. Build Batch Retry and Error Handling in the Batch Apex job itself.
- B. Build Batch Retry and Error Handling using BatchApexErrorEvent.
- C. Build Batch Retry and Error Handling in the middleware.

**Answer: B**

Explanation:

Resiliency in long-running Batch Apex processes is best achieved by utilizing modern, event-driven error handling frameworks provided by the Salesforce platform. The BatchApexErrorEvent is the architecturally recommended component for monitoring and responding to failures in Batch Apex jobs.

When a Batch Apex class implements the `Database.RaisesPlatformEvents` interface, the platform automatically publishes a BatchApexErrorEvent whenever an unhandled exception occurs during the execution of a batch. This event contains critical metadata, including the exception message, the stack trace, and the scope (the specific IDs of the records that were being processed when the failure occurred).

An Integration Architect should recommend building a Platform Event Trigger that subscribes to these error events. This trigger can perform sophisticated error handling logic, such as:

- \* Logging the failure details into a custom "Integration Error" object for auditing.
- \* Initiating a retry logic by re-enqueuing only the failed records into a new batch job.
- \* Notifying administrators or external systems via an outbound call or email.

This approach is superior to Option B (internal handling) because unhandled exceptions often cause the entire batch transaction to roll back, potentially losing any error logging performed within the same scope. It is also more efficient than Option C (middleware), as it keeps the error recovery logic "close to the data," reducing the need for external systems to constantly poll for job status or parse complex logs. By using BatchApexErrorEvent, UC ensures a resilient, self-healing process that maintains the integrity of the invoice generation cycle.

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#### NEW QUESTION # 62

Northern Trail Outfitters (NTO) has recently changed its Corporate Security Guidelines. The guidelines require that all cloud applications pass through a secure firewall before accessing on-premise resources. NTO is evaluating middleware solutions to integrate cloud applications with on-premise resources and services.

Which consideration should an integration architect evaluate before choosing a middleware solution?

- A. The middleware solution enforces the OAuth security protocol.
- B. The middleware solution is able to interface directly with databases via an Open Database Connectivity (ODBC) connection string.
- C. The middleware solution is capable of establishing a secure API Gateway between cloud applications and on-premise resources.

**Answer: C**

Explanation:

When corporate guidelines mandate that all cloud-to-on-premise traffic must pass through a secure firewall, the architecture must support a Demilitarized Zone (DMZ) or "Perimeter Network" strategy. The Integration Architect must evaluate whether the middleware solution includes a robust API Gateway component.

A secure API Gateway acts as the single entry point for all external requests. It is typically deployed within the DMZ to terminate incoming TLS connections from the cloud (Salesforce) and perform deep packet inspection, IP whitelisting, and authentication before proxying the request to internal on-premise resources.

This provides a critical layer of insulation, ensuring that internal services-such as an ERP or legacy database-are never exposed directly to the public internet.

While OAuth enforcement (Option B) is a common requirement for authorization, it does not fulfill the specific network-level firewall requirement described. Similarly, ODBC connectivity (Option C) is a low-level internal database protocol that should generally be avoided for cross-firewall communication due to its inherent security risks. By selecting a middleware solution with integrated API Gateway capabilities, Northern Trail Outfitters can provide the security team with centralized control over encryption, rate limiting, and threat protection, thereby strictly adhering to the new Corporate Security Guidelines while enabling seamless hybrid cloud integration.

### NEW QUESTION # 63

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. Use Continuation callouts to make the eligibility check request from Salesforce from Lightning UI at page load.**
- B. Recommend synchronous Apex call-outs from Lightning UI to External Systems via Mule and implement polling on API gateway timeout.
- **C. Implement a 'Check Update' button that passes a request ID received from ESB (user action needed).**
- **D. ESB (Mule) with cache/state management to return a request ID (or) response if available from external system.**
- E. When responses are received by Mule, create a Platform Event in Salesforce via Remote-Call-In and use the empAPI in the lightningUI to serve 3,000 concurrent users.

**Answer: A,C,D**

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. 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. 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. 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. 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. 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 # 64

A call center manager uses a custom dashboard to track Case related metrics. The manager wants a component to display the number of closed Cases in real time.

What type of event should be used to meet this requirement?

- A. Push Topic Event
- B. Generic Event
- **C. Change Data Capture Event**
- D. Platform Event

**Answer: C**

Explanation:

Change Data Capture Event is the best option to meet this requirement. Change Data Capture Event is a type of streaming event that notifies subscribers of changes to Salesforce records, such as creation, update, delete, and undelete operations<sup>1</sup>. By subscribing to Change Data Capture Event for the Case object, the dashboard component can receive real-time updates on the number of closed Cases. Push Topic Event is another type of streaming event that notifies subscribers of changes to Salesforce records that match a SOQL query<sup>2</sup>. However, Push Topic Event has some limitations, such as not supporting all SOQL features and not capturing delete and undelete operations<sup>3</sup>. Platform Event is a type of streaming event that delivers custom notifications within the Salesforce platform or from external sources<sup>4</sup>. Platform Event is not suitable for this requirement because it is not tied to Salesforce records and requires custom logic to publish and subscribe. Generic Event is a type of streaming event that sends custom JSON notifications to subscribers without a predefined schema<sup>5</sup>. Generic Event is not suitable for this requirement because it is not tied to Salesforce records and requires custom logic to publish and subscribe.

## NEW QUESTION # 65

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