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Salesforce Integration-Architect Exam is a comprehensive certification that tests a professional's ability to integrate Salesforce with other systems. It covers a wide range of topics and requires a deep understanding of Salesforce and its integration capabilities. Salesforce Certified Integration Architect certification is particularly useful for IT professionals, architects, and developers who specialize in integration and can help them demonstrate their expertise to potential employers.

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## Salesforce Certified Integration Architect Sample Questions (Q24-Q29):

### NEW QUESTION # 24

business requires automating the check and update of the phone number type classification (mobile vs. landline) for all in-coming calls delivered to their phone sales agents. The following conditions exist:

1. At peak, their call center can receive up to 100,000 calls per day.
2. The phone number type classification is a service provided by an external service API.
3. Business is flexible with timing and frequency to check and update the records (throughout the night or every 6-12 hours is sufficient).

A Remote-Call-In pattern and/or Batch Synchronization (Replication via ETL: System -> Salesforce) are determined to work with a middleware hosted on custom premise.

In order to implement these patterns and mechanisms, which component should an integration architect recommend?

- A. Firewall and reverse proxy are required to protect internal APIs and resource being exposed.
- **B. ConnectedApp configured in Salesforce to authenticate the middleware.**
- C. An API Gateway that authenticates requests from Salesforce into the Middleware(ETL/ESB).
- D. IoConfigure Remote Site Settings in Salesforce to authenticate the middleware.

**Answer: B**

## NEW QUESTION # 25

A company that is a leading provider of courses and training delivers courses using third party trainers. The trainer for the company has to be verified from 10 different training accreditation verification agencies before providing training for the company. Each training accreditation agency has its own response time, which could take days to confirm a trainer.

The company decided to automate the trainer accreditation verification process by integrating to the agencies' web services.

What is the recommended approach to automate this process?

- A. Create a trigger on the trainer record to make a Callout to each verification agencies, write business logic to consolidate the verification then update the trainer status to "verified".
- B. Use salesforce external service to make the call out, Salesforce external service should check the verification agencies until the result is verified, then update the trainer status to "verified".
- C. Use middleware to handle the call out to the 10 different verification services, the middleware will handle the business logic of consolidating the verification result from 10 services, then make a call-in to salesforce and update the verification status to "verified".
- D. Make an apex callout using @future annotation to make the call out to all different agencies. The response should update the trainer status to "verified".

**Answer: C**

Explanation:

Explanation

Answer D is valid because using middleware to handle the call out to the 10 different verification services is a scalable and reliable solution that can handle the complexity and variability of the integration. The middleware can orchestrate the calls to the different web services, consolidate the verification results, and handle any errors or retries. The middleware can then make a call-in to Salesforce and update the verification status to "verified" using an API or a platform event.<sup>12</sup> Answer A is not valid because using Salesforce external service to make the call out to the 10 different verification services is not a feasible or efficient solution.

Salesforce external service is a feature that allows invoking an external service from a flow and mapping its inputs and outputs to flow variables.

However, this feature requires configuring an Apex action, a named credential, and an external service definition for each web service, which is not a low code solution. Moreover, this feature does not support checking the verification agencies until the result is verified, as it only invokes the external service once per flow interview.<sup>3</sup> Answer B is not valid because creating a trigger on the trainer record to make a callout to each verification agency is not a recommended or robust solution. Triggers are Apex code that execute before or after database events, such as insert, update, or delete. However, triggers cannot make callouts directly, as they are part of a database transaction and must complete quickly. To make a callout from a trigger, an asynchronous process such as a future method or a queueable job must be used, which adds complexity and overhead to the integration. Moreover, triggers have limits on the number of callouts and asynchronous calls they can make per transaction, which may affect the scalability and reliability of the integration.

Answer C is not valid because making an Apex callout using @future annotation to make the call out to all different agencies is not a suitable or reliable solution. The @future annotation allows marking a method for execution at a later time when system resources become available. However, this annotation has several limitations and drawbacks, such as:

Future methods cannot return values, so they cannot update the trainer status to "verified" directly.

Future methods have limits on the number of callouts and future calls they can make per execution, which may affect the scalability and reliability of the integration.

Future methods run in their own thread and do not share any static variables or state with other methods, which makes it difficult to consolidate the verification results from different agencies.

Future methods are not guaranteed to execute at a specific time or order, which may affect the timeliness and accuracy of the integration.

1: Orchestration Pattern 2: Remote Process Invocation-Request and Reply 3: External Services : Apex Developer Guide: Triggers : Apex Developer Guide: Using Future Methods

## NEW QUESTION # 26

Northern Trail Outfitters needs to make synchronous callouts "available to promise" services to query product availability and reserve inventory during customer checkout process.

Which two considerations should an integration architect make when building a scalable integration solution?

Choose 2 answers

- A. The maximum query cursors open per user on the service.
- B. The number batch jobs that can run concurrently.
- C. The typical and worst-case historical response times.
- D. How many concurrent service calls are being placed.

**Answer: A,B**

**NEW QUESTION # 27**

Northern Trail Outfitters needs to use Shield Platform Encryption to encrypt social security numbers in order to meet a business requirement.

Which two considerations should an Integration Architect do prior to the implementation of Shield Platform Encryption?  
Choose 2 answers

- A. Use Shield Platform Encryption as a user authentication or authorization tool.
- B. Encrypt the data using the most current key.
- **C. Review shield platform encryption configurations.**
- **D. Encrypt all the data so that it is secure.**

**Answer: C,D**

Explanation:

Explanation

The considerations that an Integration Architect should do prior to the implementation of Shield Platform Encryption are:

Review shield platform encryption configurations.

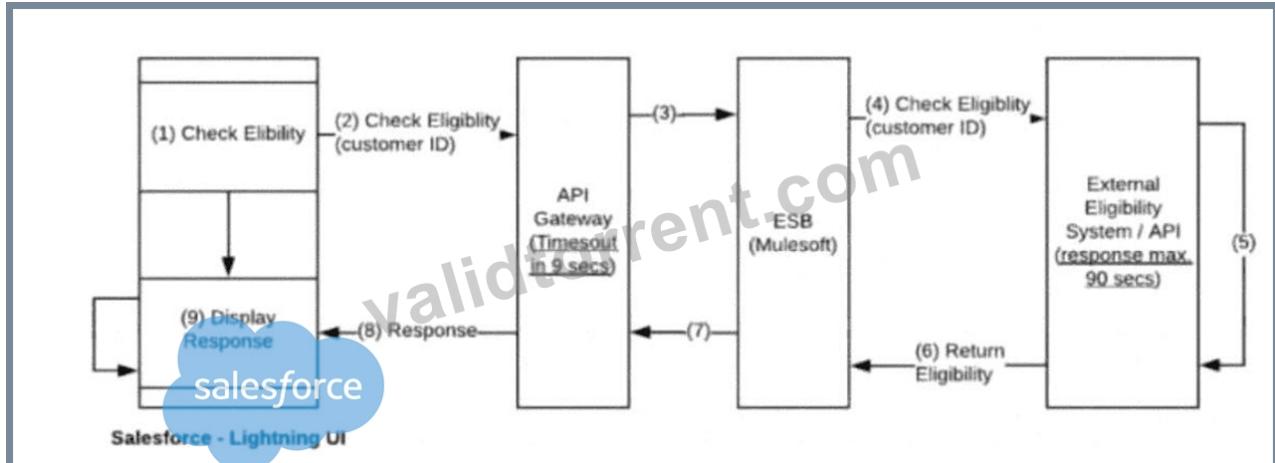
Encrypt all the data so that it is secure.

Shield Platform Encryption is a feature that allows you to encrypt sensitive data at rest in Salesforce, such as social security numbers, without compromising critical platform functionality. Before implementing Shield Platform Encryption, you should review the shield platform encryption configurations, such as the encryption key management, the encryption policy, and the encrypted fields and files. You should also encrypt all the data that is subject to encryption, not just the data using the most current key. Encrypting all the data ensures that your data is secure and compliant with your business requirements. Encrypting the data using the most current key is not a valid consideration because Shield Platform Encryption uses a deterministic encryption scheme that does not allow you to rotate or re-encrypt your data with a new key. Using Shield Platform Encryption as a user authentication or authorization tool is not a valid consideration because Shield Platform Encryption is not designed for that purpose. Shield Platform Encryption only encrypts data at rest, not in transit or in use.

**NEW QUESTION # 28**

An enterprise architect has requested the Salesforce integration architect to review the following (see diagram and 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 user interface (UI) concurrently to check eligibility of a customer for a qualifying offer.
- \* There are multiple eligibility systems that provide 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 the 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 the customer's API Gateway layer, and the API Gateway imposes a constraint of timing out requests after 9 seconds.



Which recommendation should the integration architect make?

- A. Use Continuation callouts to make the eligibility check request from Salesforce Lightning UI at page load.

- B. Recommend synchronous Apex callouts from Lightning UI to External Systems via Mule and implement polling on an API Gateway timeout.
- C. Create a platform event in Salesforce via Remote Call-In and use the empAPI in the Lightning UI to serve 3,000 concurrent users when responses are received by Mule.

**Answer: C**

Explanation:

The primary architectural challenge in this scenario is the massive discrepancy between the backend response time (up to 90 seconds) and the API Gateway timeout constraint (9 seconds). In any synchronous integration pattern, the connection must remain open across the entire path; if the API Gateway closes the connection at 9 seconds, a standard Salesforce "Request-Reply" callout will fail long before the 90-second eligibility check is complete.

Option A is non-viable because synchronous polling at a high scale (3,000 concurrent users) would likely hit Salesforce concurrent request limits and place an immense, unnecessary load on the API Gateway. Option B, using Continuation, is designed to handle long-running callouts (up to 120 seconds) without blocking Salesforce threads, but it still requires the external connection path to remain open. It does not bypass the 9-second timeout imposed by the customer's API Gateway.

The optimal recommendation is Option C, which implements an Asynchronous Request-Reply pattern using Platform Events and the empAPI.<sup>12</sup>

\* Request Phase: The Salesforce UI initiates the request. To bypass the 9-second gateway timeout, the ESB (MuleSoft) should be configured to receive the request<sup>3</sup> and immediately return an acknowledgment (e.g., HTTP 202 Accepted). This allows the initial Salesforce callout to complete successfully within the 9-second window.<sup>56</sup>

\* Processing Phase: MuleSoft then proceeds with the long-running (up to 90 seconds) call to the external eligibility systems.<sup>78</sup>

\* Callback Phase (Remote Call-In)<sup>9</sup>: Once the eligibility result is received, MuleSoft calls back into Salesforce via the REST API to publish a Platform Event containing the result.<sup>10</sup>

\* UI Update (empA11PI): The 3,000 sales agents' browsers, having subscribed to the event channel using the empAPI (Lightning's built-in library for streaming events), receive the notification in real-time. The UI then updates to display the "Display Response" step.

This event-driven architecture effectively "insulates" Salesforce and the API Gateway from the backend's high latency, ensures scalability for 3,000 concurrent users, and provides a seamless, real-time user experience without hitting governor limits or timeout constraints.

## NEW QUESTION # 29

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