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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 authenticationauthorization requirements.
Topic 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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.
Topic 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">Design Integration Solutions: This domain centers on selecting integration patterns, designing complete solutions with appropriate components, understanding trade-offs and limitations, choosing correct Salesforce APIs, and determining required standards and security mechanisms.

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Salesforce Certified Platform Integration Architect Sample Questions (Q62-Q67):

NEW QUESTION # 62

Northern Trail Outfitters has recently implemented middleware for orchestration of services across platforms. The Enterprise Resource Planning (ERP) system being used requires transactions be captured near real-time at a REST endpoint initiated in Salesforce when creating an Order object. Additionally, the Salesforce team has limited development resources and requires a low-code solution. Which option should fulfill the use case requirements?

- A. Use Remote Process Invocation fire and forget pattern on insert on the order object using Flow Builder.
- B. Implement Change Data Capture on the Order object and leverage the replay ID in the middleware solution.
- C. Use Lightning Flow to create a platform event, selecting the record type as the platform event name on insert of record.

Answer: A

Explanation:

To satisfy a requirement for near real-time REST updates with limited development resources, the architect should utilize Flow Builder. Flow Builder is Salesforce's primary low-code tool for automating complex business logic and outbound integrations. The Remote Process Invocation-Fire and Forget pattern is the most efficient way to signal an external system (or middleware) that a record was created without blocking the user. Using a Record-Triggered Flow on the Order object, the architect can configure an Action (such as an External Service or a simple HTTP Callout) to send the order data to the middleware's REST endpoint. Option A is slightly incorrect because creating a platform event is just one step in an event-driven flow; the "Fire and Forget" pattern more accurately describes the end-to-end intent. Option B (Change Data Capture) is a powerful tool, but it is considered a "pro-code" or high-configuration solution on the middleware side, requiring the middleware to manage Replay IDs and Bayeux subscriptions. Option C leverages the native strengths of Flow to fulfill the requirement declaratively, allowing the team to deliver a functional integration without writing Apex code while meeting the near-real-time performance expectations of the ERP.

NEW QUESTION # 63

The director of customer service at Northern Trail Outfitters (NTO) wants to capture and trend specific business events that occur in Salesforce in real time. The metrics will be accessed in an ad-hoc manner using an external analytics system. The events include product exchanges, authorization clicks, subscription cancellations, and refund initiations via Cases. Which solution should meet these business requirements?

- A. Case after insert Trigger that executes a callout
- B. Case Trigger after insert, after update to publish the platform event
- C. Case Workflow Rule that sends an Outbound Message

Answer: B

Explanation:

To meet a requirement for real-time event capture that supports an external analytics system, the architect must choose a pattern that is scalable, decoupled, and reliable. Platform Events are the modern standard for this use case. By using a Case Trigger to publish a specific Platform Event, NTO creates a highly decoupled Publish/Subscribe architecture. The external analytics system (or a middleware layer feeding it) acts as a subscriber to the event channel. This is superior to standard callouts or outbound messaging for several reasons:

Durability: Platform Events offer a 72-hour retention window. If the analytics system is momentarily offline, it can use the Replay ID

to retrieve missed events.

Atomic Transactions: Triggers can be configured to publish events only after the database transaction successfully commits ("Publish After Commit"), ensuring the analytics system doesn't receive data for transactions that were eventually rolled back.

Event Volume: Platform Events are designed to handle much higher volumes of real-time messages than standard synchronous callouts.

Option A (Apex Callouts) is a point-to-point, synchronous pattern that would block Case processing and risk hitting "Concurrent Long-Running Request" limits. Option B (Outbound Messaging) is reliable but is limited to a single object per message and uses a rigid SOAP format that is less flexible for ad-hoc external analytics than the modern JSON/CometD/gRPC structures used by the event bus. By implementing Option C, the architect ensures that every specific business milestone (refund, exchange, cancellation) is broadcasted immediately, providing the customer service director with the accurate, real-time visibility required for trending and metrics.

NEW QUESTION # 64

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.12 Request Phase: The Salesforce UI initiates the request. To bypass the 9-second gateway timeout, the ESB (MuleSoft) should be configured to receive the request3 and immediately return an acknowledgment (e.g.,4 HTTP 202 Accepted). This allows the initial Salesforce callout to complete successfully within the 9-second window.56 Processing Phase: MuleSoft then proceeds with the long-running (up to 90 seconds) call to the external eligibility systems.78 Callback Phase (Remote Call-In)9: Once the eligibility result is received, MuleSoft calls back into Salesforce via the REST API to publish a Platform Event containing the result.10 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 # 65

Northern Trail Outfitters needs a low-code, near real-time REST integration to an ERP when an Order is created. They have limited development resources. Which option should fulfill the use case requirements?

- A. Implement Change Data Capture on the Order object and leverage the replay ID in the middleware solution.
- B. Use Lightning Flow to create a platform event, selecting the record type as the platform event name on insert of record.
- C. Implement a Workflow Rule with Outbound Messaging to send SOAP messages to the designated endpoint.

Answer: B

Explanation:

For a team with limited development resources and a low-code requirement, Lightning Flow (Flow Builder) is the primary declarative engine for modern integrations.

In this scenario, creating a Platform Event via a record-triggered flow provides a highly scalable, near real-time "Fire-and-Forget" signal to the middleware. This is considered low-code because it can be built entirely using point-and-click tools within Salesforce. Once the Order is created, the flow publishes the event to the bus. The middleware, acting as a subscriber, receives the event and orchestrates the REST call to the ERP.

Option C (Outbound Messaging) is also a low-code tool, but it natively sends messages in SOAP format. Since the ERP requires a REST endpoint, using Outbound Messaging would necessitate additional transformation logic in the middleware, making it a less efficient architectural choice than using a Flow to trigger an event or an External Service. Option B (Change Data Capture) is a powerful tool but often requires more advanced "pro-code" configuration on the subscriber/middleware side to handle Replay IDs and Bayeux protocols, which might exceed the "limited resources" constraint of the Salesforce team.

NEW QUESTION # 66

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 by 10 different training accreditation verification agencies before providing training for the company. Each training accreditation agency has its own response time, which means it could take days to confirm a trainer. The company decided to automate the trainer accreditation verification process by integrating it with the agency's web services. What is the recommended approach to automate this process?3456

- A. Make an Apex callout using @future annotation to make the callout to all different agencies.
- B. Use Salesforce External Service to make the callout; 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 callout to the 10 different verification services; the middleware will handle the business logic of consolidating the verification result from the 10 services. Then, make a call-in to Salesforce and update the verification status to "verified".

Answer: C

Explanation:

In this scenario, the primary architectural challenge is managing high-latency, multi-step orchestration involving 10 disparate external systems. Each agency has a varying response time that can span several days, making a synchronous "Request-Reply" pattern within Salesforce technically impossible due to transaction timeout limits (maximum 120 seconds).

The recommended approach is to leverage Middleware as the orchestration and state-management layer. Middleware (such as an ESB or iPaaS) is specifically designed for Process Choreography. Salesforce initiates a single "Fire and Forget" request to the middleware. The middleware then takes responsibility for:

Sequential or Parallel Callouts: Initiating the requests to all 10 verification agencies.

Callback Management: Handling the asynchronous responses from each agency as they arrive over a period of days.

Aggregation Logic: Consolidating the results and determining when the "Business Process" is complete (e.g., all 10 agencies have approved).

Once the consolidation logic is satisfied, the middleware performs a Remote Call-In to the Salesforce REST API to update the trainer's record. This pattern keeps Salesforce "clean" by moving complex, long-running orchestration logic off-platform, preventing the consumption of excessive Apex CPU time and ensuring that Salesforce only receives a single, final status update.

Option B (External Services) is unsuitable for a multi-day asynchronous process as it is designed for real-time, synchronous Flow actions. Option C (@future) is restricted by the same 120-second timeout and cannot handle the "waiting" state required for days of verification. Using middleware provides the necessary Quality of Service (QoS), durability, and error handling required for such a critical enterprise compliance process.

NEW QUESTION # 67

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