

Salesforce Plat-Arch-204 Test Question | Detailed Plat-Arch-204 Answers



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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 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">• 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 authentication• authorization requirements.

Topic 5	<ul style="list-style-type: none"> • Translate Needs to Integration Requirements: This domain involves converting business needs into technical specifications by documenting systems and patterns, evaluating constraints, defining security requirements, and determining performance needs like volumes, response times, and latency.
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Salesforce Certified Platform Integration Architect Sample Questions (Q64-Q69):

NEW QUESTION # 64

Northern Trail Outfitters uses a custom Java application to display code coverage and test results for all of its enterprise applications and plans to include Salesforce as well. Which Salesforce API should an integration architect use to meet the requirement?

- A. Analytics REST API
- B. Metadata API
- C. Tooling API

Answer: C

Explanation:

For developer-centric tools that need to access fine-grained technical data like code coverage and test results, the Tooling API is the correct architectural choice.

While the Metadata API (Option B) is used to deploy or retrieve code, it does not provide real-time query access to the underlying metrics of a test run. The Tooling API, however, exposes specialized objects such as ApexCodeCoverage, ApexCodeCoverageAggregate, and ApexTestResult. These objects allow the Java application to query exactly which lines of code were executed during a test and the overall percentage of coverage for the organization.

The Analytics REST API (Option A) is designed for querying and interacting with Einstein Analytics (CRM Analytics) datasets and dashboards, which is irrelevant to software development lifecycle (SDLC) metrics. By using the Tooling API, the Java application can perform RESTful queries to gather comprehensive data on test successes, failures, and coverage gaps. This allows NTO to integrate Salesforce into its existing enterprise-wide quality dashboard, ensuring a unified view of code health across all platforms.

NEW QUESTION # 65

Northern Trail Outfitters submits orders to a manufacturing system web service that has experienced multi-day outages. Which solution should an integration architect recommend to handle errors during these types of outages?

- A. Use middleware queuing and buffering to insulate Salesforce from system outages.
- B. Use Platform Event replayId and custom scheduled Apex process to retrieve missed events.
- C. Use Outbound Messaging to automatically retry failed service calls.

Answer: A

Explanation:

When a target system experiences prolonged outages (lasting "several days"), point-to-point integration solutions built within Salesforce are likely to fail or reach their retry limits. For example, Salesforce Outbound Messaging (Option B) only retries for up to 24 hours before dropping the message.

The architecturally robust solution is to introduce a Middleware layer (ESB or iPaaS) that provides queuing and buffering. In this model, Salesforce sends the order to the middleware. The middleware immediately acknowledges receipt (preserving Salesforce performance). If the manufacturing system is offline, the middleware stores the message in a persistent queue.

Middleware is designed for this high level of Quality of Service (QoS). It can be configured with custom retry logic-such as waiting

30 minutes between attempts-and can hold millions of messages for days or even weeks. This effectively "insulates" Salesforce from the manufacturing system's instability. Option C is overly complex and requires custom development in both the event bus and Apex, whereas middleware provides this functionality as a native capability. By using middleware, the architect ensures that no orders are lost during extended manufacturing downtime and that the integration is decoupled and resilient.

NEW QUESTION # 66

Salesforce is the system of record for Leads, Contacts, Accounts, and Cases. Customer data also exists in an ERP, ticketing system, and data lake, each with unique identifiers. Middleware is used to update systems bidirectionally. Which solution should be recommended to handle this?

- A. Locally cache external IDs at the middleware layer.
- **B. Design an MDM solution that maps external IDs to the Salesforce record ID.**
- C. Use Change Data Capture to update downstream systems accordingly.

Answer: B

Explanation:

In a complex landscape where multiple systems contain overlapping customer data, each with its own primary key, the core architectural challenge is Identity Management. To ensure that an update in Salesforce (the System of Record) correctly updates "Customer A" in the ERP and "Customer A" in the Data Lake, a Master Data Management (MDM) strategy is required. An MDM solution creates a Cross-Reference (X-Ref) Table or a "Golden Record" that maps the unique identifiers from all systems. In the Salesforce record, the architect should implement External ID fields for each corresponding system (e.g., ERP_ID__c, Ticket_System_ID__c).

Why this is the superior recommendation:

Bidirectional Integrity: When the middleware receives an update from the ERP, it uses the ERP_ID__c to perform an "upsert" in Salesforce, ensuring no duplicates are created.

Traceability: It allows for easy auditing of data lineage across the enterprise.

Decoupling: Salesforce doesn't need to know the internal logic of the ERP; it simply holds the reference key.

Option B (CDC) is a delivery mechanism, not an identity management strategy; it tells you that something changed, but not which record in the ERP it corresponds to without the ID mapping. Option C (Local caching in middleware) is an "anti-pattern" because it makes the middleware stateful; if the middleware cache is lost or out of sync, the entire integration breaks. By designing an MDM-based mapping solution directly within the data model, the architect ensures a robust, scalable, and transparent identity framework for the entire enterprise.

NEW QUESTION # 67

An enterprise customer with more than 10 million customers has a landscape including an Enterprise Billing System (EBS), a Document Management System (DMS), and Salesforce CRM. Customer Support needs seamless access to customer billing information from the EBS and generated bills from the DMS. Which authorization and authentication need should an integration consultant consider while integrating the DMS and EBS with Salesforce?

- **A. Consider Enterprise security needs for access to DMS and EBS.**
- B. Identify options to maintain DMS and EBS authentication and authorization details in Salesforce.
- C. Consider options to migrate DMS and EBS into Salesforce.

Answer: A

Explanation:

When integrating Salesforce with high-security enterprise systems like an Enterprise Billing System (EBS) and a Document Management System (DMS), the primary architectural concern is respecting the Enterprise security needs for access control. These systems often contain highly sensitive financial data and are governed by strict regulatory requirements (e.g., PCI-DSS or GDPR). The integration consultant must evaluate how to extend existing enterprise identity and authorization policies to Salesforce users. This often involves a Identity Federation strategy using protocols like SAML 2.0 or OpenID Connect. Instead of maintaining separate credentials in Salesforce (which Option A suggests and is generally an "anti-pattern" for 10 million records), the consultant should consider using a central Identity Provider (IdP).

By considering enterprise security needs, the architect ensures that when a support agent clicks a link in Salesforce to view a bill, the request is authenticated against the enterprise's security gateway. This allows for Single Sign-On (SSO) while ensuring that authorization (who can see what) remains mastered in the source systems or the central IdP. Migration (Option C) is physically and technically unfeasible for systems handling 10 million customers' historical bills and real-time processing. The focused objective is to build a "window" into these systems from Salesforce while maintaining the integrity of the enterprise's existing security perimeter.

NEW QUESTION # 68

An enterprise customer is implementing Salesforce for Case Management. Based on the landscape (Email, Order Management, Data Warehouse, Case Management), what should the integration architect evaluate?

- A. Integrate Salesforce with Data Warehouse, Order Management, and Email Management System.
- B. Integrate Salesforce with Order Management System, Data Warehouse, and Case Management System.
- C. Integrate Salesforce with Email Management System, Order Management System, and Case Management System.

Answer: A

Explanation:

The evaluation of an integration landscape is a process of rationalization. The goal is to identify which legacy systems Salesforce will replace (System Retirement) and which systems it must coexist with (Integration).

In this scenario, Salesforce is being implemented for Case Management. Salesforce Service Cloud is the industry leader for this specific function. Therefore, the legacy Case Management System should be retired. Any architecture that suggests "integrating" Salesforce with the legacy Case Management system (Options A and B) is creating a redundant and complex "dual-master" scenario that increases technical debt.

To provide a successful support experience, Salesforce needs to be the central "Engagement Layer," which requires integration with the remaining ecosystem:

Email Management System: To support "Email-to-Case" and ensure all customer communications are captured within the Salesforce Case record.

Order Management System (OMS): Support agents often need to verify purchase history or shipping status to resolve a case. A "Data Virtualization" or "Request-Reply" integration with the OMS is vital.

Data Warehouse: For long-term historical reporting and cross-functional analytics, Salesforce must push case data to the enterprise Data Warehouse.

By evaluating the integration with the Data Warehouse, Order Management, and Email Management systems, the architect ensures that Salesforce is enriched with the context it needs to resolve cases while simultaneously retiring the redundant legacy support system.

NEW QUESTION # 69

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