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## Salesforce Certified Platform Integration Architect Sample Questions (Q72-Q77):

### NEW QUESTION # 72

Northern Trail Outfitters needs to present shipping costs and estimated delivery times to its customers. Shipping services used vary by region and have similar but distinct service request parameters. Which integration component capability should be used?

- A. Apex REST Service to implement routing logic to the various shipping service
- **B. Enterprise Service Bus to determine which shipping service to use and transform requests to the necessary format**
- C. Enterprise Service Bus user interface to collect shipper-specific form data

**Answer: B**

Explanation:

When dealing with multiple external service providers (like different regional shippers) that have varying API requirements, the most scalable architectural choice is an Enterprise Service Bus (ESB) or middleware solution. This scenario describes a classic "Orchestration" and "Transformation" use case.

An ESB excels at:

1. Routing/Mediation: The ESB can receive a single, standardized request from Salesforce ("Get Shipping Rates") and use business logic to determine which regional carrier's API should be called.

2. Transformation: Each carrier likely has a distinct XML or JSON schema. The ESB can transform the common data model sent by Salesforce into the specific format required by the chosen shipper.

3. Protocol Bridging: If one shipper uses SOAP and another uses REST, the ESB handles these technical differences, allowing Salesforce to interact with a single, simplified interface.

Option A (Apex REST) would require the Salesforce team to maintain custom code for every new shipping provider added, leading to high technical debt and maintenance challenges. Option C is incorrect because an ESB is a back-end infrastructure component, not a user interface tool.

By utilizing an ESB, Northern Trail Outfitters decouples Salesforce from the complexities of the shipping providers' APIs. This "Hub and Spoke" model means that adding a new regional shipper in the future only requires configuration within the ESB, rather than a full code deployment in Salesforce. This provides the agility and architectural separation necessary for a global retail operation.

### NEW QUESTION # 73

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 Special Compatibility for OData connection.
- **B. Configure Identity Type for OData connection.**
- C. Configure a certificate 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 # 74

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?

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

**Answer: A**

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 # 75

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

**Answer: A**

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 # 76

A customer imports data from an external system into Salesforce using Bulk API. These jobs have batch sizes of 2,000 and are run in parallel mode. The batches fail frequently with the error "Max CPU time exceeded". A smaller batch size will fix this error. What should be considered when using a smaller batch size?

- A. Smaller batch size may increase time required to execute bulk jobs.
- B. Smaller batch size can trigger "Too many concurrent batches" error.
- C. Smaller batch size may exceed the concurrent API request limits.

**Answer: A**

Explanation:

The Bulk API is designed to process massive datasets by breaking them into smaller batches that Salesforce processes asynchronously. When a batch fails with the "Max CPU time exceeded" error, it typically indicates that the complexity of the operations triggered by the record—such as Apex triggers, Flows, or complex sharing calculations—exceeds the 10,000ms limit within a single transaction.

Reducing the batch size is the standard architectural remedy because it reduces the number of records processed in a single transaction, thereby lowering the total CPU time consumed by those records. However, the architect must consider the impact on the overall throughput and execution time.

When batch sizes are smaller, the total number of batches required to process the same dataset increases. For instance, moving from a batch size of 2,000 to 200 for a 1-million-record dataset increases the number of batches from 500 to 5,000. Each batch carries its own overhead for initialization and finalization within the Salesforce platform. Consequently, while the individual batches are more likely to succeed, the total time required to complete the entire job will increase.

The architect should also be aware of the daily limit on the total number of batches allowed (typically 15,000 in a 24-hour period). While Option C mentions API request limits, the Bulk API is governed more strictly by its own batch limits. Option B is less likely because "parallel mode" naturally manages concurrency. Thus, the primary trade-off the architect must present to the business is a gain in reliability (successful processing) at the cost of total duration (increased sync time).

## NEW QUESTION # 77

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