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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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.

Salesforce Certified Platform Integration Architect Sample Questions (Q86-Q91):

NEW QUESTION # 86

A Salesforce customer is planning to roll out Salesforce for all of their sales and service staff. Senior management has requested that monitoring be in place for Operations to notify any degradation in Salesforce performance. How should an Integration consultant implement monitoring?

- A. Use APIEVENT to track all user initiated API calls through SOAP, REST, or Bulk APIs.
- **B. Identify critical business processes and establish automation to monitor performance against established benchmarks.**
- C. Use Salesforce API Limits to capture current API usage and configure alerts for monitoring.

Answer: B

Explanation:

Effective operational monitoring focuses on the end-user experience and business outcomes rather than just raw technical metrics. An Integration consultant should identify critical business processes (e.g., "Lead Conversion" or "Order Processing") and establish benchmarks to detect performance degradation.

Monitoring purely technical limits (Option A) or individual API events (Option C) provides "noise" without context. For example, if API usage is high but the system is responding quickly, there is no degradation. However, if a critical process that normally takes 2 seconds starts taking 10 seconds, that is a clear indicator of a performance issue that impacts the business.³² The consultant should use tools like Salesforce Event Monitoring or external APM (Application Performance Management) tools to track the execution time of these key transactions. By setting alerts when performance deviates from established benchmarks, Operations can be proactively notified before users begin to lose productivity or abandon the system. This holistic approach ensures that monitoring is aligned with business value and provides actionable insights for troubleshooting bottlenecks in code, automation, or integrations.

NEW QUESTION # 87

Universal Containers (UC) uses Salesforce Service Cloud. Support agents open bank accounts on the spot. UC's core banking system is the system of record, and all accounts opened in Salesforce must be synced in real time. Agents need to inform the customers of the newly created bank account ID, which is generated by the core banking system. Which integration pattern is recommended for this use case?

- A. Salesforce platform event
- **B. Request and Reply**
- C. Streaming API to generate PushTopic

Answer: B

Explanation:

The requirement for an agent to receive a newly created bank account ID in real time to inform a customer signifies a synchronous dependency. The agent cannot complete the business process until the core banking system confirms the account creation and returns the generated identifier.

The Request and Reply pattern is the appropriate recommendation for this use case. In this pattern:

Request: Salesforce sends a synchronous callout (REST or SOAP) containing the customer's data to the core banking system.

Wait: The Salesforce thread remains open, and the user interface typically displays a loading indicator while waiting for the external system to process the request.

Reply: The core banking system returns the new account ID, which is then immediately displayed to the support agent in Salesforce.

Options A (Platform Events) and C (Streaming API) are asynchronous, event-driven patterns. While highly scalable, they are unsuitable for this specific "on the spot" requirement because there is no native way to force the agent's screen to wait for an asynchronous callback with the new ID. Request and Reply ensures that the agent has the necessary information to complete the customer interaction in a single, continuous flow.

NEW QUESTION # 88

Northern Trail Outfitters needs to make synchronous callouts "available-to-promise" services to query product availability and reserve inventory during the customer checkout process. What should an integration architect consider when building a scalable integration solution?

- A. The number of batch jobs that can run concurrently
- B. The maximum query cursors open per user on the service
- C. The typical and worst-case historical response times

Answer: C

Explanation:

In a Synchronous Request-Reply pattern, the user's experience is directly tied to the performance of the external service. For a mission-critical "Available-to-Promise" (ATP) service during checkout, the most vital scalability consideration is the typical and worst-case historical response times of the target system.

Salesforce imposes strict Governor Limits on synchronous callouts to protect platform health. Specifically, if an ATP callout takes longer than 120 seconds, the transaction will time out. More importantly, Salesforce limits the number of long-running requests (those lasting longer than 5 seconds). If multiple users are checking out simultaneously and the external inventory system begins to respond slowly (worst-case), those requests can quickly occupy all available slots in the concurrent request queue, leading to "Concurrent Request Limit Exceeded" errors for all users in the org.

By analyzing historical response times, the architect can determine if the service is reliable enough for a synchronous callout. If the worst-case response time frequently exceeds 5 seconds, the architect should consider a more resilient pattern, such as the Continuation pattern or an asynchronous approach, to prevent blocking the UI thread and hitting platform limits. Options A and C are irrelevant to synchronous checkout performance; query cursors relate to database state, and batch jobs are asynchronous background processes that do not impact real-time user checkout latency.

NEW QUESTION # 89

An integration architect has received a request to prevent employees that leave the company from accessing data in Salesforce after they are deactivated in the company's HR system. What should the integration architect determine before recommending a solution?

- A. Data access prevention requirements, integration requirements, and system constraints
- B. Inbound integration requirements, then identify frequency
- C. Data access prevention requirements, then identify frequency

Answer: B

NEW QUESTION # 90

Salesforce is considered to be the system of record for the customer. UC plans on using middleware to integrate Salesforce with external systems (ERP, ticketing, data lake). UC has a requirement to update the proper external system with record changes in Salesforce and vice versa. Which solution should an integration architect recommend?

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

