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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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.

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Salesforce Certified Platform Integration Architect Sample Questions (Q111-Q116):

NEW QUESTION # 111
A company's security assessment noted vulnerabilities on the unmanaged packages in its Salesforce orgs; notably, secrets that are easily accessible and in plain text, such as usernames, passwords, and OAuth tokens used in callouts from Salesforce. Which persistence mechanisms should an integration architect require to be used to ensure that secrets are protected from deliberate or inadvertent exposure?

- A. Named Credentials and Protected Custom Settings
- B. Protected Custom Metadata Types and Named Credentials
- C. Encrypted Custom Fields and Protected Custom Settings

Answer: B

Explanation:
The scenario highlights vulnerabilities in unmanaged packages where secrets (usernames, passwords, OAuth tokens) are stored in plain text and easily accessible. The goal is to protect these secrets from exposure in callouts, especially in unpackaged or unmanaged code contexts.
Why A (Protected Custom Metadata Types and Named Credentials)?
Named Credentials is the primary Salesforce-recommended mechanism for securely storing authentication details (including passwords, tokens, and secrets) for HTTP callouts. Secrets are encrypted, not visible in debug logs, and Salesforce handles authentication without exposing them in Apex code.
However, in Named Credentials, admins with "Customize Application" permission can view/edit the secrets.
To further protect secrets (e.g., hide them completely from admins or in packaged scenarios), use Protected Custom Metadata Types (preferably in a managed package). These allow Apex code in the same namespace/package to access the secrets while hiding them from users, API queries, or subscriber orgs.
This combination addresses both standard callouts (via Named Credentials) and cases needing maximum obfuscation (via Protected Custom Metadata), directly mitigating plain-text exposure in unmanaged packages.
Why not B (Encrypted Custom Fields and Protected Custom Settings)?
Encrypted Custom Fields are suitable for sensitive data like PII (e.g., credit cards, SSNs) but explicitly not recommended for storing authentication secrets or credentials used in callouts (per Salesforce Secure Coding guidelines).
Protected Custom Settings offer similar protection to Protected Custom Metadata but are less preferred for configuration-like data (secrets are configuration). Custom Metadata is deployable as metadata, better for packaging and migrations.
Why not C (Named Credentials and Protected Custom Settings)?
While Named Credentials are ideal, pairing with Protected Custom Settings is valid but suboptimal. Salesforce documentation and Trailhead modules favor Protected Custom Metadata Types over Custom Settings for secret storage due to better deployability, caching, and metadata API support.
This aligns with Salesforce Trailhead ("Securely Store Secrets with Salesforce Features") and secure coding guidelines, emphasizing Named Credentials for callouts and Protected Custom Metadata for high-security secret storage in packages. For unmanaged code vulnerabilities, migrating to these mechanisms (ideally with packaging) prevents exposure.

NEW QUESTION # 112
An enterprise customer with more than 10 million customers has the following systems and conditions in its landscape:
Enterprise Billing System (EBS) - All customers' monthly billing is generated by this system.
Enterprise Document Management System (DMS) - Bills mailed to customers are maintained in the Document Management system.
Salesforce CRM (CRM) - Customer information, sales, and support information is maintained in the CRM.
Only authorized users are allowed access to the EBS and the Enterprise DMS. Customers call Customer Support when they need clarification on their bills. Customer Support needs seamless access to customer billing information from the EBS and to view generated bills from the DMS. Which authorization and authentication need should an integration consultant consider while integrating the DMS and EBS with Salesforce?

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

Answer: B

Explanation:
When integrating high-security back-office systems like an Enterprise Billing System (EBS) and a Document Management System (DMS) with Salesforce, the primary concern for an Integration Architect is maintaining the integrity of the organization's existing security perimeter. In an enterprise landscape with over 10 million customers, these systems are typically governed by strict regulatory and compliance standards (such as PCI-DSS or GDPR) that dictate who can view financial records.
The consultant must consider Enterprise security needs for access to these systems rather than simply attempting to synchronize credentials. This involves evaluating an Identity Federation strategy using protocols like SAML 2.0 or OpenID Connect. Instead of maintaining a separate silo of authentication details within Salesforce (which creates a security risk and administrative overhead), Salesforce should act as a Service Provider (SP) that trusts a central Identity Provider (IdP).1234 Furthermore, the "seamle5ss access" requirement implies that once a support agent is authenticated into Salesforce, their identity should be propagated to the EBS and DMS to authorize the specific 6view of a7 customer's bill. This is often achieved through Single Sign-On (SSO) and Token-Based Authentication8. By prioritizing the enterprise security framewo9rk, the architect ensures that access is auditable, centralized, and compliant with corporate policies, while providing th10e "360-degree" view required by support agents without forcing them to log in to multiple disconnected systems. Migrating such massive systems (Option A) into Salesforce is technically and financially unfeasible for most enterprises due to data volume and specialized processing logic.

NEW QUESTION # 113
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. Recommend synchronous Apex callouts from Lightning UI to External Systems via Mule and implement polling on an API Gateway timeout.
- B. 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.
- C. Use Continuation callouts to make the eligibility check request from Salesforce Lightning UI at page load.

Answer: B

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 # 114
Universal Containers (UC) is planning to implement Salesforce as its CRM system. Currently, UC has a marketing system for leads, Microsoft Outlook for contacts and emails, and an ERP for billing and payments. The proposed CRM should provide a single customer view. What should an integration architect consider to support this strategy?

- A. Propose a middleware system that can support interface between systems with Salesforce.
- B. Evaluate current and future data and system usage, and then identify potential integration requirements to Salesforce
- C. Explore out-of-the-box Salesforce connectors for integration with ERP, Marketing, and Microsoft Outlook systems.

Answer: B

Explanation:
The foundational step in a CRM transformation project is to understand the business context and data landscape before selecting technical tools or middleware.
Before proposing a technical solution, an architect must evaluate current and future data and system usage to identify specific integration requirements. This includes documenting business processes, mapping data flows between the Marketing system, Outlook, and the ERP, and identifying which system will serve as the "System of Record" for each data entity. For example, the architect needs to determine if lead data from the Marketing system should flow unidirectionally to Salesforce or if activities from Outlook need bidirectional synchronization to maintain a "360-degree view".
While out-of-the-box connectors (Option B) and middleware (Option C) are valuable, they are implementation tactics that follow the discovery phase. Jumping directly to connectors may overlook unique business processes that require custom integration logic, while proposing middleware prematurely can lead to unnecessary costs if native tools or point-to-point connections are sufficient. A thorough evaluation ensures that the integration architecture is scalable, avoids data corruption, and aligns with UC's strategic goal of breaking down information silos to provide sales and support staff with meaningful, unified customer insights.

NEW QUESTION # 115
A company has an external system that processes and tracks orders. Sales reps manage their leads and opportunity pipeline in Salesforce. The company decided to integrate Salesforce and the Order Management System (OMS) with minimal customization and code. Sales reps need to see order history in real-time. The legacy system is on-premise and connected to an ESB. There are 1,000 reps creating 15 orders each per shift, mostly with 20-30 line items. How should an integration architect integrate the two systems based on these requirements?

- A. Use Salesforce custom object, custom REST API, and extract, transform, load (ETL).
- B. Use Salesforce external object and OData connector.
- C. Use Salesforce standard object, REST API, and extract, transform, load (ETL).

Answer: B

Explanation:
To meet the requirements of minimal customization, low developer resources, and real-time visibility without data replication, the architect should utilize Salesforce Connect with External Objects and an OData connector.
Salesforce External Objects allow the OMS data to be viewed within Salesforce as if it were stored natively, but the data remains in the on-premise system. This fulfills the requirement for sales reps to see "up-to-date information" because every time they view the record, Salesforce Connect fetches the latest data via the ESB's OData endpoint. This Data Virtualization pattern is the most efficient choice for real-time history where users only need to view the data occasionally.
Options A and B involve Data Replication via ETL, which would store the order data inside Salesforce. Given the volume (15,000 orders/shift with 25 line items each = 375,000 records daily), this would rapidly consume Salesforce data storage limits and require significant custom development for the ETL logic and REST APIs. Furthermore, ETL is typically batch-oriented and would not provide the true "real-time" view requested. By using an OData connector, the architect leverages a declarative, "no-code" solution that satisfies the timeline constraints and provides immediate access to order details and line items without the cost of data storage.

NEW QUESTION # 116
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