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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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	• 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 5	• 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.

Plat-Arch-204 Latest Questions & Plat-Arch-204 Free Brain Dumps

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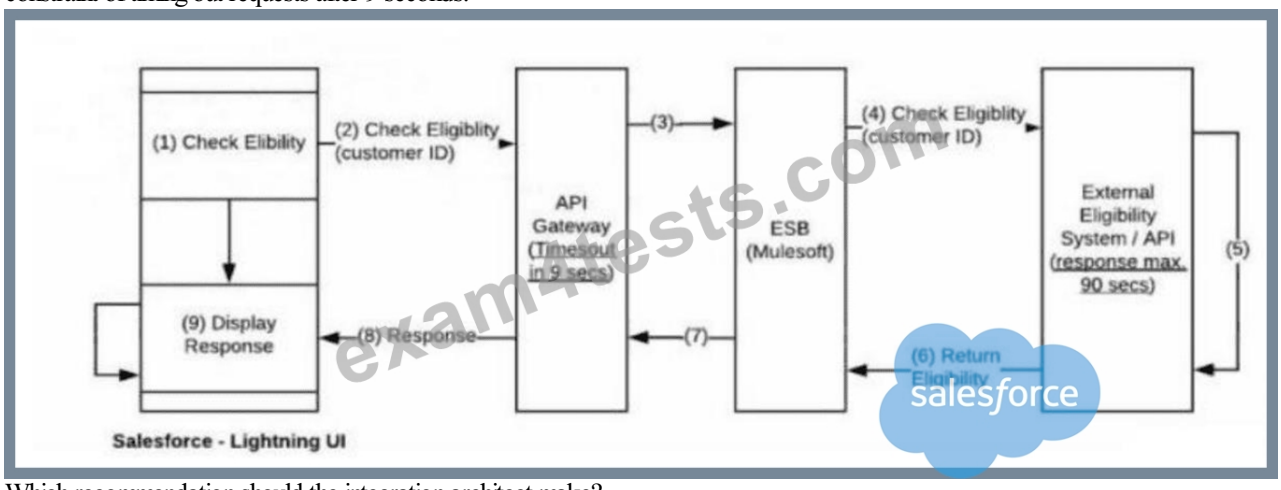
Salesforce Certified Platform Integration Architect Sample Questions (Q24-Q29):

NEW QUESTION # 24
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. Use Continuation callouts to make the eligibility check request from Salesforce Lightning UI at page load.
- 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 # 25
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 # 26
A new Salesforce program requires data updates between internal systems and Salesforce. Which relevant details should a Salesforce integration architect seek to solve for the integration architecture needs of the program?

- A. Core functional and non-functional requirements for User Experience design, Encryption needs, Community, and license choices
- B. Integration skills, SME availability, and Program Governance details
- C. Source and Target system, Directionality, and data volume & transformation complexity, along with any middleware that can be leveraged

Answer: C

Explanation:
To design a robust and scalable integration architecture, a Salesforce architect must first define the technical scope and "plumbing" of the data flow.
The most critical details for solving integration architecture needs include:
Source and Target Systems: Identifying which systems are involved determines the available APIs (REST, SOAP, etc.) and the necessary security protocols.
Directionality: Knowing whether the integration is unidirectional (Salesforce to System X) or bidirectional is vital for managing record mastering and avoiding "infinite loops" in data synchronization.
Data Volume & Transformation Complexity: High volumes may require asynchronous batch processing via the Bulk API, while complex transformations (e.g., mapping custom external IDs to Salesforce Account Numbers) may necessitate a middleware layer like MuleSoft to act as the "central nervous system".
Option A focuses on UI/UX and licensing, which are general program concerns rather than architectural integration requirements.
Option C deals with project management and governance, which are important for execution but do not inform the choice between a Request-Reply or Fire-and-Forget pattern. By focusing on systems, data direction, and transformation complexity, the architect can select the correct pattern and tools that satisfy business requirements while staying within platform limits.

NEW QUESTION # 27
Northern Trail Outfitters wants to use Salesforce as a front end for creating accounts using the lead-to-opportunity process. An order is created in Salesforce when the opportunity is Closed/Won, but the back-end Enterprise Resource Planning (ERP) system is the data master for order. The customer wants to be able to see within Salesforce all the stages of order processing like Order Created, Order Shipped, and Order Paid that are within the retention window. Which message durability consideration should an integration architect make when designing a solution to meet these business requirements?

- A. High-volume event messages are stored for 72 hours (3 days).
- B. High-volume event messages are stored for 24 hours (1 day).
- C. When subscribing to Salesforce Event Bus, ReplayID is used with a value of -1 to be able to see new events.

Answer: A

Explanation:
When designing a solution that requires Salesforce to receive and display updates from a back-end ERP (such as order status changes), message durability is a critical factor for ensuring data consistency. In an event-driven architecture using Platform Events or Change Data Capture (CDC), Salesforce utilizes an event bus to handle these incoming notifications.
For high-volume event messages, the Salesforce platform provides a native 72-hour (3-day) retention window. This is a significant architectural advantage for several reasons:
System Resilience: If the Salesforce org or the integration middleware experiences a temporary disruption or is undergoing maintenance, the event messages published by the ERP remain stored in the bus for up to 3 days.
Data Recovery: Once the connection is restored, the subscribing system (Salesforce) can use the Replay ID to catch up on any missed events from the last 72 hours, ensuring that order stages like "Order Shipped" or "Order Paid" are not missed.
SLA Management: This 3-day window exceeds the 24-hour limit of older technologies like PushTopics or Outbound Messaging (Option A), providing more breathing room for disaster recovery scenarios.
While ReplayID -1 (Option C) is used to subscribe only to new events published after the subscription starts, it does not address the durability or retention of historical events needed for recovery. By highlighting the 72-hour retention window, the integration architect provides a design that is robust against outages and guarantees that the "System of Engagement" (Salesforce) stays synchronized with the "System of Record" (ERP).

NEW QUESTION # 28
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. Enterprise Service Bus to determine which shipping service to use and transform requests to the necessary format
- B. Apex REST Service to implement routing logic to the various shipping service
- C. Enterprise Service Bus user interface to collect shipper-specific form data

Answer: A

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 # 29
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