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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"> 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 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"> 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 (Q120-Q125):

NEW QUESTION # 120

Universal Containers (UC) is a leading provider of management training globally. UC embarked on a Salesforce transformation journey to allow students to register for courses in the Salesforce Community. UC has a learning system that masters all courses and student registration. UC requested a near real-time feed of student registration from Salesforce to the learning system. The integration architect recommends using Salesforce Platform Events. Which API should be used for the Salesforce platform event solution?

- A. SOAP API
- B. REST API
- C. Streaming API

Answer: C

Explanation:

Salesforce Platform Events are built on top of a highly scalable, event-driven messaging architecture designed to enable real-time communication between apps. To consume these events from outside Salesforce—such as from a legacy learning system—clients must use the Streaming API.

The Streaming API is the technical foundation for receiving event notifications in a Publish/Subscribe model. It utilizes the CometD protocol or the newer gRPC-based Pub/Sub API to maintain a persistent connection between the external client and Salesforce.

When a student registers for a course in the Salesforce Community, a Platform Event is "published" to the event bus. The learning system, acting as a "subscriber," remains connected via the Streaming API and receives the event message instantly without needing to poll Salesforce for updates.

This architecture is ideal for "near real-time" requirements because it eliminates the overhead of traditional point-to-point integrations. While the REST and SOAP APIs (Options A and B) can be used to publish events into Salesforce, they are not designed to receive unsolicited notifications from the platform. By using the Streaming API, the integration architect ensures the solution is both responsive and efficient, as Salesforce only pushes data when a relevant event occurs. Furthermore, because Platform Events provide a retention window, the Streaming API allows the learning system to use a Replay ID to catch up on any registration events missed during a brief network outage.

NEW QUESTION # 121

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

Answer: A

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 # 122

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 (empAPI)¹¹: 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 # 123

A business requires automating the check and updating of the phone number type classification for all incoming calls. Up to 100,000 calls per day are received, and the business is flexible with timing (every 6-12 hours is sufficient). A Remote-Call-In and/or Batch Synchronization pattern via middleware is planned. Which component should an integration architect recommend to implement these patterns?

- A. Remote Site Settings configured in Salesforce to authenticate the middleware
- **B. Connected App configured in Salesforce to authenticate the middleware**
- C. An API Gateway that authenticates requests from Salesforce into the middleware (ETL/ESB)

Answer: B

Explanation:

In a Remote-Call-In or Batch Synchronization pattern where an external middleware initiates the connection to Salesforce, the

external system must be authenticated. The standard Salesforce framework for this is the Connected App.

A Connected App provides a framework for external applications to integrate with Salesforce using APIs and standard protocols like OAuth 2.0. For a high-volume (100,000 records) batch process initiated by middleware every 6-12 hours, the architect would recommend a Connected App using a secure flow, such as the OAuth 2.0 JWT Bearer Flow. This allows the middleware to authenticate as a specific "Integration User" without storing clear-text passwords.

Option A (API Gateway) is used to manage and secure outbound calls from Salesforce or between external services; it does not handle inbound authentication to the Salesforce org itself. Option B (Remote Site Settings) is a whitelist configuration used purely to allow Salesforce to make outbound callouts to a specific URL; it provides no authentication mechanism for systems calling into Salesforce. By recommending a Connected App, the architect ensures that the middleware has the necessary permissions (scopes) to use the Bulk API-which is the appropriate mechanism for the 100,000 record volume-while maintaining a secure, auditable, and standard integration boundary.

NEW QUESTION # 124

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 may exceed the concurrent API request limits.
- C. Smaller batch size can trigger "Too many concurrent batches" error.

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 # 125

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