Quiz Plat-Arch-204 - Efficient Reliable Salesforce Certified Platform Integration Architect Test Labs

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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	• 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.
Topic 3	• 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 4	• 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.

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Salesforce Certified Platform Integration Architect Sample Questions (Q60-Q65):

NEW QUESTION # 60

Universal Containers (UC) works with third-party agents on banner initial design concepts. The design files (2.5 GB) are stored in an on-premise file store. UC wants to allow agencies to view these files in the community. Which solution should an integration architect recommend?

- A. Create a Lightning component with a Request and Reply integration pattern to allow the community users to download the design files.
- B. Use Salesforce Files to link the files to Salesforce records and display the record and the files in the community.
- C. Create a custom object to store the file location URL; when a community user clicks on the file URL, redirect the user to the on-premise system file location.

Answer: C

Explanation:

When dealing with extremely large files, such as the 2.5 GB design files mentioned, an architect must consider the platform's file size limits and storage costs. Salesforce Files have a maximum upload size of 2 GB through most interfaces, making Option B technically unfeasible for a 2.5 GB file. Furthermore, storing numerous large files natively in Salesforce would lead to excessive storage consumption and costs.

The most efficient and cost-effective approach is Data Virtualization or Redirection. By creating a custom object to store the file location URL (Option C), the actual file remains in the performant on-premise file store. When the community user needs to access the design, they are redirected to the source system, which handles the massive data transfer. This fulfills the requirement to "view" the files without the overhead of moving gigabytes of data through the Salesforce infrastructure. Option A is less ideal because a 2.5 GB download over a standard Request-Reply pattern would likely lead to timeouts and a poor user experience.

NEW QUESTION # 61

A customer is evaluating the Platform Events solution and would like help in comparing/contrasting it with Outbound Messaging for real-time/near-real time needs. They expect 3,000 customers to view messages in Salesforce. What should be evaluated and highlighted when deciding between the solutions?12

- A. Message sequence is possible in Outbound Messaging, but not guaranteed with Platform Events. Both offer very high reliability. Fault handling and recovery are fully handled by Salesforce.
- B. In both Platform Events and Outbound Messaging, the event messages are retried by and delivered in sequence, and 3only once. Sales4force ensures there is no duplicate message delivery.
- C. Both Platform Events and Outbound Messaging are highly scalable. However, unlike Outbound Messaging, only Platform Events have Event Delivery and Event Publishing limits to be considered.

Answer: C

Explanation:

When comparing Platform Events and Outbound Messaging for a near-real-time architecture, a Salesforce Platform Integration Architect must evaluate fundamental differences in their delivery models and governance. While both provide declarative, asynchronous "Fire-and-Forget" capabilities, their technical constraints differ significantly, particularly regarding scalability and platform limits.

The key architectural highlight in this scenario is that Platform Events operate on a specialized event bus with specific Event Publishing and Event Delivery limits. Unlike Outbound Messaging, which is governed by more general daily outbound call limits (often tied to user licenses), Platform Events have a dedicated allocation for the number of events that can be published per hour and delivered in a 24-hour period to external clients via the Pub/Sub API or CometD. For example, the number of concurrent subscribers to a Platform Event channel is typically capped at 2,000 for standard configurations. Since the customer expects 3,000 customers to view these messages, this limit is a critical evaluation point; the architecture would need to account for this gap, perhaps by using middleware to fan out messages to the larger audience.
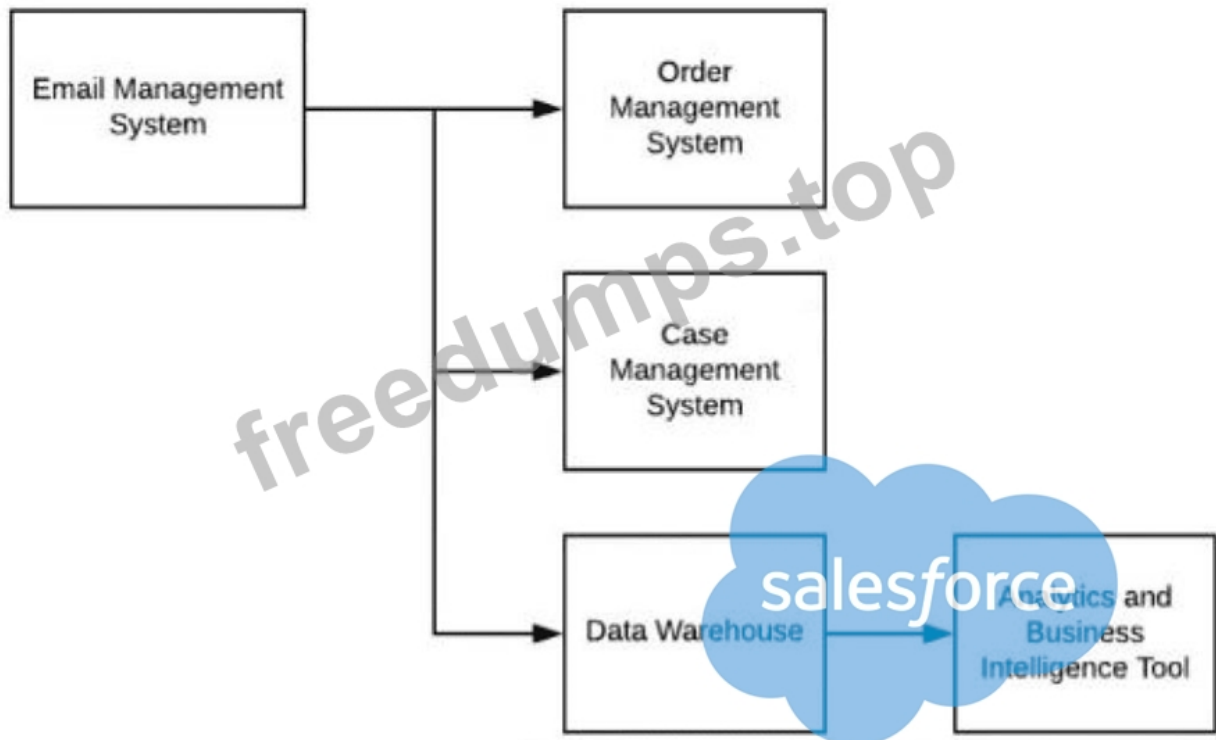
In contrast, Outbound Messaging does not have an "Event Delivery" limit in the same sense. It is a point-to-point SOAP-based push mechanism where Salesforce manages retries for up to 24 hours if the receiving endpoint is unavailable. However, it is less flexible for multi-consumer scenarios because it requires a separate configuration for every unique destination.

Regarding the other options: Option A is incorrect because neither system strictly guarantees "exactly-once" delivery without the possibility of duplicates; in fact, Outbound Messaging may deliver a message more than once if it doesn't receive a timely acknowledgment. Option B is incorrect because Platform Events do not have built-in "fault recovery" handled by Salesforce in the same way as Outbound Messaging's automatic retry queue; with Platform Events, it is the subscriber's responsibility to use a Replay ID to retrieve missed events within the 72-hour retention window. Therefore, highlighting the unique delivery and publishing limits is the most vital step for the architect.

NEW QUESTION # 62
An enterprise customer is planning to implement Salesforce to support case management.

Current System Landscape

Below is their current system landscape diagram. Considering Salesforce capabilities, what should the integration architect evaluate when integrating Salesforce with the current system landscape?

- A. Integrate Salesforce with Email Management System, Order Management System and Case Management System.
- B. Integrate Salesforce with Order Management System, Data Warehouse and Case Management System.
- C. Integrate Salesforce with Data Warehouse, Order Management and Email Management System.

Answer: C

Explanation:
An Integration Architect's primary responsibility when evaluating a landscape for a new Salesforce implementation is to identify the system of record for each business process and determine which legacy systems will be replaced by Salesforce. In this scenario, the customer is implementing Salesforce specifically to support case management.
According to the provided landscape diagram, the Case Management System currently exists as a standalone entity. Since Salesforce Service Cloud provides native, best-in-class case management capabilities, this legacy system is the primary candidate for retirement. Retiring the legacy Case Management system avoids data fragmentation and ensures that Salesforce serves as the single source of truth for support interactions.
However, for Salesforce to function effectively as a new case management hub, it must integrate with the remaining surrounding systems:
Email Management System: This system likely handles inbound customer communications. An architect must evaluate integrating this with Salesforce (via Email-to-Case or a specialized connector) so that incoming emails automatically generate or update cases.
Order Management System (OMS): Support agents often need to view order history or status to resolve customer inquiries.
Integrating Salesforce with the OMS allows for a 360-degree view, enabling agents to see relevant order data directly within the Salesforce case console.
Data Warehouse: For long-term reporting, trend analysis, and a unified customer profile, case data from Salesforce needs to be pushed to the Data Warehouse. This ensures that the Analytics and Business Intelligence Tool downstream can report on support metrics alongside other enterprise data.
Therefore, the architect should evaluate integrations with the Data Warehouse, Order Management, and Email Management System.
Option B and C are incorrect because they suggest integrating with the "Case Management System," which is the very system being superseded by Salesforce's native capabilities. By focusing on the integration of these three supporting systems, the architect ensures a seamless transition where Salesforce is fully enriched with the necessary external data to drive support excellence.

NEW QUESTION # 63

A CSR needs to obtain confirmation of payment from an external RESTful service before upgrading a customer's service. The integration must be reliable and monitored for audit purposes. What should an integration architect recommend?

- A. Build a custom Apex callout to external payment gateway service and provide a success message to the CSR; the details of callouts and responses are logged for audit purposes.
- B. Use External Services feature to integrate payment gateway to Salesforce to ensure real-time updates to the CSR and support post payment processes.
- C. Make a callout to the payment gateway through ESB supporting error handling and logging for audit purposes.

Answer: C

Explanation:
When an integration involves financial transactions (payment gateways) and strict audit and reliability requirements, the most robust architectural pattern is to use an Enterprise Service Bus (ESB) or middleware as the orchestration layer.
An ESB provides critical enterprise-grade capabilities that Salesforce cannot easily replicate natively:
Centralized Auditing/Logging: The ESB can capture the full payload of every payment request and response, storing them in a secure log for regulatory compliance and financial audits.
Sophisticated Error Handling: If the payment gateway returns a transient error, the ESB can manage retries or circuit-breaker patterns to prevent system failure.
Protocol Mediation: The ESB can bridge any technical gaps between the Salesforce UI and the external RESTful service.
Option A (External Services) and Option B (Apex Callouts) are point-to-point integrations. While they can facilitate a real-time response, they place the burden of logging, audit trail management, and complex error handling directly on the Salesforce platform.
For a B2C enterprise, "hard-coding" these sensitive financial processes into Apex triggers or Flows creates a maintenance challenge and lacks the transparent, enterprise-wide visibility that a middleware solution provides. By routing the payment through an ESB, the architect ensures that the CSR gets their "real-time" confirmation while the company maintains the high level of reliability and accountability required for financial operations.

NEW QUESTION # 64

Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce using the Bulk API. The CIO is curious about monitoring recommendations for the jobs from the technical architect. Which recommendation should help meet the requirements?

- A. Visually monitor in the Salesforce UI using the "Bulk Data Load Jobs" in Salesforce in the setup menu.
- B. Write the error response from the Bulk API status to a custom error logging object in Salesforce using an Apex trigger, and create reports on the object.
- C. Set the Salesforce debug logs level to "finest", and add the user ID running the job to monitor in the "Debug Logs" in the setup menu.

Answer: B

NEW QUESTION # 65

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