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Salesforce Certified Integration Architect Sample Questions (Q119-Q124):

NEW QUESTION # 119

A large enterprise customer has decided to implement Salesforce as their CRM. The current system landscape includes the following:

1. An Enterprise Resource Planning (ERP) solution that is responsible for Customer Invoicing and Order fulfillment.
2. A Marketing solution they use for email campaigns.
The enterprise customer needs their sales and service associates to use Salesforce to view and log their interactions with customers and prospects in Salesforce.
Which system should be the System of record for their customers and prospects?

- A. ERP with all prospect data from Marketing and Salesforce.
- B. New Custom Database for Customers and Prospects.
- **C. Salesforce with relevant Marketing and ERP information.**
- D. Marketing with all customer data from Salesforce and ERP.

Answer: C

Explanation:

Option C is correct because Salesforce should be the system of record for their customers and prospects, as it is the CRM solution that the sales and service associates use to view and log their interactions with them. Salesforce can also integrate with the Marketing and ERP solutions to display relevant information from those systems, such as campaign history, invoices, and orders.¹² Option A is incorrect because ERP is not a suitable system of record for customers and prospects, as it is mainly focused on invoicing and order fulfillment. ERP may not have all the data that the sales and service associates need to interact with them, such as contact details, preferences, activities, and opportunities. ERP may also have different data models and definitions than Salesforce and Marketing, which can cause data quality and consistency issues.³ Option B is incorrect because Marketing is not a suitable system of record for customers and prospects, as it is mainly focused on email campaigns. Marketing may not have all the data that the sales and service associates need to interact with them, such as account information, service cases, contracts, and quotes. Marketing may also have different data models and definitions than Salesforce and ERP, which can cause data quality and consistency issues.
Option D is incorrect because creating a new custom database for customers and prospects is not a feasible or efficient solution, as it would require additional development, maintenance, and integration costs. It would also create another layer of complexity and potential data duplication in the system landscape. Salesforce already provides a robust and flexible platform for managing customer and prospect data, which can be easily customized and integrated with other systems.

References: 1: Salesforce CRM - The Definitive Guide 2: Salesforce Integration Cloud - Connect Any App, Data, or Device 3: What Is ERP? | Oracle : Salesforce vs ERP: What's the Difference? : Marketing Cloud - Digital Marketing Platform : Salesforce vs Marketing Cloud: What's the Difference? : Salesforce Platform - Build Apps Fast : Why You Shouldn't Build Your Own CRM System

NEW QUESTION # 120

Salesforce users need to read data from an external system via HTTPS request.
Which two security methods should an integration architect leverage within Salesforce to secure the integration?
Choose 2 answers

- A. Connected App
- B. Authorization Provider
- **C. Named Credentials**
- **D. Two-way SSL**

Answer: C,D

Explanation:

Named Credentials and Two way SSL are two security methods that an integration architect can leverage within Salesforce to secure the integration with an external system via HTTPS request. Named Credentials are a type of metadata that store authentication settings for accessing external services. They allow you to specify the URL of a service, the authentication protocol, and the credentials for accessing the service. Two way SSL is a type of mutual authentication that requires both the client and the server to present their certificates to each other. This ensures that both parties are who they claim to be, and that the communication is encrypted. Two way SSL can be configured in Salesforce by uploading a certificate and a private key, and associating them with a named credential. References: Certification - Integration Architect - Trailhead, [Named Credentials], [Mutual Authentication]

NEW QUESTION # 121

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.

Answer: B

Explanation:

In a multi-system landscape, maintaining data synchronization requires a robust Identity Mapping strategy.

The standard Salesforce architectural recommendation is to use External ID fields to store the unique identifiers from each secondary system.

By storing the ERP ID, Ticketing ID, and Data Lake ID as External IDs in Salesforce, the middleware can perform upsert operations without needing to first query Salesforce for its internal ID. This reduces the number of API calls and simplifies the integration logic. Conversely, when Salesforce pushes a change to the ERP, it sends the stored ERP ID, allowing the ERP to instantly identify the correct target record.

Option B (Caching at the middleware) is a high-maintenance "anti-pattern" that introduces a new point of failure if the cache goes out of sync with the actual systems. Option C (Change Data Capture) is a mechanism for notifying systems of changes, but it does not solve the underlying identity mapping problem. Using External IDs creates a stable, searchable, and performant cross-reference that is the backbone of any successful "hub-and-spoke" integration architecture.

NEW QUESTION # 122

An 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 an Architect determine before recommending a solution?

- A. Determine data volume requirements, then identify the loading schedule.
- B. Determine inbound integration requirements, then identify frequency.
- **C. Determine data access prevention requirements, then identify frequency.**
- D. Determine data access prevention requirements, then identify system constraints.

Answer: C

Explanation:

Explanation

The Architect should determine the data access prevention requirements and then identify the system constraints before recommending a solution. The data access prevention requirements are the business rules and policies that define how to prevent deactivated employees from accessing Salesforce data. For example, the Architect should determine whether the HR system can send a notification to Salesforce when an employee is deactivated, or whether Salesforce needs to query the HR system periodically to check the employee status.

The system constraints are the technical limitations and challenges that may affect the integration solution. For example, the Architect should determine whether the HR system supports outbound or inbound integration, what are the security and authentication protocols, what are the data formats and protocols, and what are the performance and scalability requirements. The frequency of the integration is not as important as the requirements and constraints, as it can be adjusted based on the business needs and technical feasibility. The data volume requirements and loading schedule are not relevant for this scenario, as they are more applicable for data migration or replication scenarios.

NEW QUESTION # 123

A call center manager uses a custom dashboard to track Case related metrics. The manager wants a component to display the number of closed Cases in real time.

What type of event should be used to meet this requirement?

- A. Change Data Capture Event
- B. Platform Event
- C. Generic Event
- **D. Push Topic Event**

Answer: D

Explanation:

https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/pushtopic_events_intro.htm

NEW QUESTION # 124

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