Plat-Arch-204 - Efficient Salesforce Certified Platform Integration Architect Frenquent Update

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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

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Salesforce Certified Platform Integration Architect Sample Questions (Q36-Q41):

NEW QUESTION # 36
Northern Trail Outfitters needs a synchronous callout from Salesforce to an Order Management System (OMS) when an opportunity is "Closed/Won" with products attached. What should an integration architect do to satisfy these requirements?

- A. Write a trigger that invokes an Apex proxy class to make a REST callout to the OMS.
- B. Develop a batch Apex job that aggregates closed opportunities and makes a REST callout to the OMS hourly.
- C. Build a Lightning component that makes a synchronous Apex REST callout to the OMS when a button is clicked.

Answer: C

Explanation:
To satisfy a requirement for a synchronous callout triggered by a user action, the architect should use a UI-driven approach, such as a Lightning component and a button.
In Salesforce, triggers (Option B) are primarily used for asynchronous logic in integration contexts. Because a trigger executes as part of the database save operation, making a synchronous callout directly from a trigger is prohibited as it would block the database transaction until the external system responds, leading to performance degradation and "uncommitted work pending" errors. If a trigger must initiate an integration, it must do so asynchronously (using @future or Queueable Apex), which violates the requirement for a synchronous call.
By using a Lightning component, the architect can initiate a synchronous Request-and-Reply pattern. When the sales rep clicks the "7Submit to OMS" button, the componen8t invokes an Apex method that makes the REST callout to the OMS in real-time. The user remains on the page while the system waits for the OMS to respond, allowing for immediate feedback-such as an order confirmation number or an error message-to be displayed in the UI. A Batch Apex job (Option C) is inherently asynchronous and delayed, making it unsuitable for a synchronous, real-time fulfillment requirement.

NEW QUESTION # 37
Universal Containers (UC) is a global financial company. UC support agents would like to open bank accounts on the spot for customers who inquire about UC products. During the bank account opening process, the agents execute credit checks for the customers through external agencies. At any given time, up to 30 concurrent reps will be using the service to perform credit checks for customers. Which error handling mechanisms should be built to display an error to the agent when the credit verification process has failed?

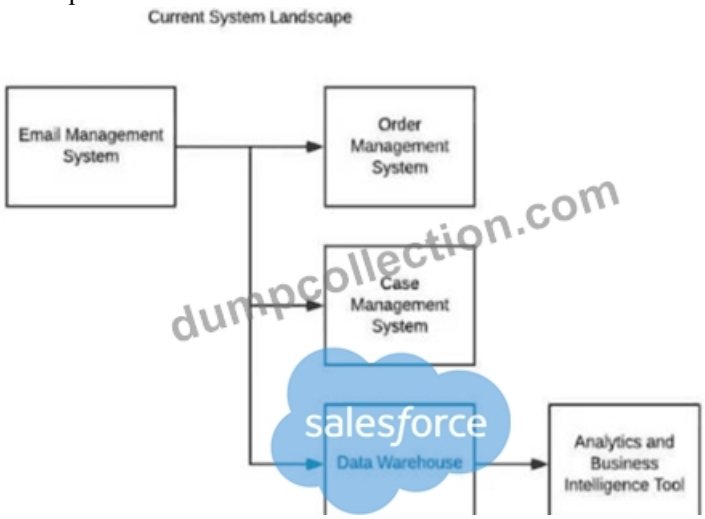
- A. Handle integration errors in the middleware in case the verification process is down, then the middleware should retry processing the request multiple times.
- B. In case the verification process is down, use fire and forget mechanism instead of Request and Reply to allow the agent to get the response back when the service is back online.
- C. In case the verification process is down, use mock service to send the response to the agent.

Answer: A

Explanation:
In a synchronous Request-Reply integration-where a bank agent is waiting for a real-time credit check to open an account-the error handling strategy must balance user experience with system resilience. Handling these errors at the Middleware layer is the architecturally preferred solution for managing complex retry logic and providing a clean response to Salesforce.
If the external credit agency's service is momentarily unavailable, the middleware (such as an ESB or MuleSoft) can automatically retry the request multiple times using a pre-defined strategy (e.g., exponential backoff). This "self-healing" behavior can often resolve transient network issues before the Salesforce agent even realizes there was a problem. If the retries fail, the middleware then returns a structured error message to Salesforce, which is displayed to the agent via the UI.
Option B (Fire and Forget) is unsuitable for this use case because the agent needs the result immediately to proceed with the bank account opening; they cannot afford to wait for a background process to finish hours later. Option C (Mock Service) is a testing tool and has no place in a production environment where real financial decisions are being made. By delegating error management to the middleware, UC ensures that its Salesforce instance remains performant (avoiding long-running request timeo1112uts) while

maximizing the chances of a successful credit check through automated, controlled retries.1314

NEW QUESTION # 38
Considering Salesforce capabilities, what should the integration architect evaluate when integrating Salesforce with the current system landscape?



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

Answer: A

Explanation:
When evaluating a current system landscape for a Salesforce implementation, an Integration Architect's primary goal is to align the platform's native capabilities with the existing architecture to determine which systems will be replaced, retired, or integrated. Based on the provided diagram (image_69c0fd.png), the landscape consists of an Email Management System, an Order Management System, a Case Management System, and a Data Warehouse used for Business Intelligence.
In a scenario where an enterprise is implementing Salesforce to support Case Management (Service Cloud), Salesforce natively provides the robust capabilities required to serve as the new "System of Record" for customer support interactions. Consequently, the legacy Case Management System is typically targeted for retirement. The architect's evaluation therefore focuses on the necessary integration points with the systems that will coexist with the new Salesforce instance to ensure a unified agent experience.
As outlined in standard Salesforce Integration Architecture frameworks, the following evaluations are critical:
Order Management System (OMS): Salesforce must integrate with the OMS so that service agents can view real-time order history, shipping status, and line items directly within the Case record, often using patterns like Request-Reply or Data Virtualization.
Email Management System (EMS): To support Omni-Channel service, Salesforce needs to integrate with the EMS (via Email-to-Case or a Marketing Cloud connector) to ensure that all customer communications are captured and tracked against the appropriate Case records.
Data Warehouse: For long-term historical reporting and cross-functional analytics, Salesforce must push its transactional data to the enterprise Data Warehouse. This ensures the Analytics and Business Intelligence Tool can continue to provide a holistic view of company performance.
By selecting Option C, the architect recognizes that Salesforce replaces the legacy case management function while requiring strategic integration with the Data Warehouse, Order Management, and Email Management systems to achieve a true 360-degree view of the customer.

NEW QUESTION # 39
An enterprise customer is implementing Salesforce for Case Management. Based on the landscape (Email, Order Management, Data Warehouse, Case Management), what should the integration architect evaluate?

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

Answer: A

Explanation:
The evaluation of an integration landscape is a process of rationalization. The goal is to identify which legacy systems Salesforce will replace (System Retirement) and which systems it must coexist with (Integration).
In this scenario, Salesforce is being implemented for Case Management. Salesforce Service Cloud is the industry leader for this specific function. Therefore, the legacy Case Management System should be retired. Any architecture that suggests "integrating" Salesforce with the legacy Case Management system (Options A and B) is creating a redundant and complex "dual-master" scenario that increases technical debt.
To provide a successful support experience, Salesforce needs to be the central "Engagement Layer," which requires integration with the remaining ecosystem:
Email Management System: To support "Email-to-Case" and ensure all customer communications are captured within the Salesforce Case record.
Order Management System (OMS): Support agents often need to verify purchase history or shipping status to resolve a case. A "Data Virtualization" or "Request-Reply" integration with the OMS is vital.
Data Warehouse: For long-term historical reporting and cross-functional analytics, Salesforce must push case data to the enterprise Data Warehouse.
By evaluating the integration with the Data Warehouse, Order Management, and Email Management systems, the architect ensures that Salesforce is enriched with the context it needs to resolve cases while simultaneously retiring the redundant legacy support system.

NEW QUESTION # 40
An integration architect has built a solution using REST API, updating Account, Contact, and other related information. The data volumes have increased, resulting in higher API calls consumed, and some days the limits are exceeded. A decision was made to decrease the number of API calls using bulk updates. The customer prefers to continue using REST API to avoid architecture changes. Which REST API composite resources should the integration architect use to allow up to 200 records in one API call?

- A. Batch
- B. Composite
- C. SObject Tree

Answer: C

Explanation:
When designing high-volume integrations, the Salesforce Platform Integration Architect must distinguish between standard REST resources and "Composite" resources to optimize API consumption. The Salesforce REST API provides several composite resources to group multiple operations into a single call, thereby reducing the overhead of multiple HTTP requests and helping to stay within daily API limits.
According to Salesforce documentation on Composite Resources, the sObject Tree resource (/services/data/vXX.X/composite/tree/) is specifically designed to handle multiple records in a single request. While it is primarily marketed for creating complex hierarchies (parent-child relationships), it has a unique limit that allows for up to 200 records to be processed in a single call. These records can even be unrelated records of the same type. This is a significant advantage over the standard Batch and Composite resources.
The Composite resource and the Batch resource both have a much lower limit of 25 subrequests per call. While each subrequest in a Batch call could technically be a collection operation, the question specifically asks for the resource that natively supports the "200 records" threshold preferred for bulk-style updates within the REST framework. By utilizing the sObject Tree resource, the architect can bundle 200 record updates into a single transaction, effectively reducing API consumption by a factor of 200 compared to individual REST calls. This aligns with the requirement to avoid major architectural changes (like switching to the Bulk API 2.0) while solving the immediate problem of exceeding daily governor limits. In the context of the Integration Architect exam, understanding these specific payload limits is crucial for selecting the most efficient "Request-Reply" or "Data Synchronization" pattern.

NEW QUESTION # 41
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