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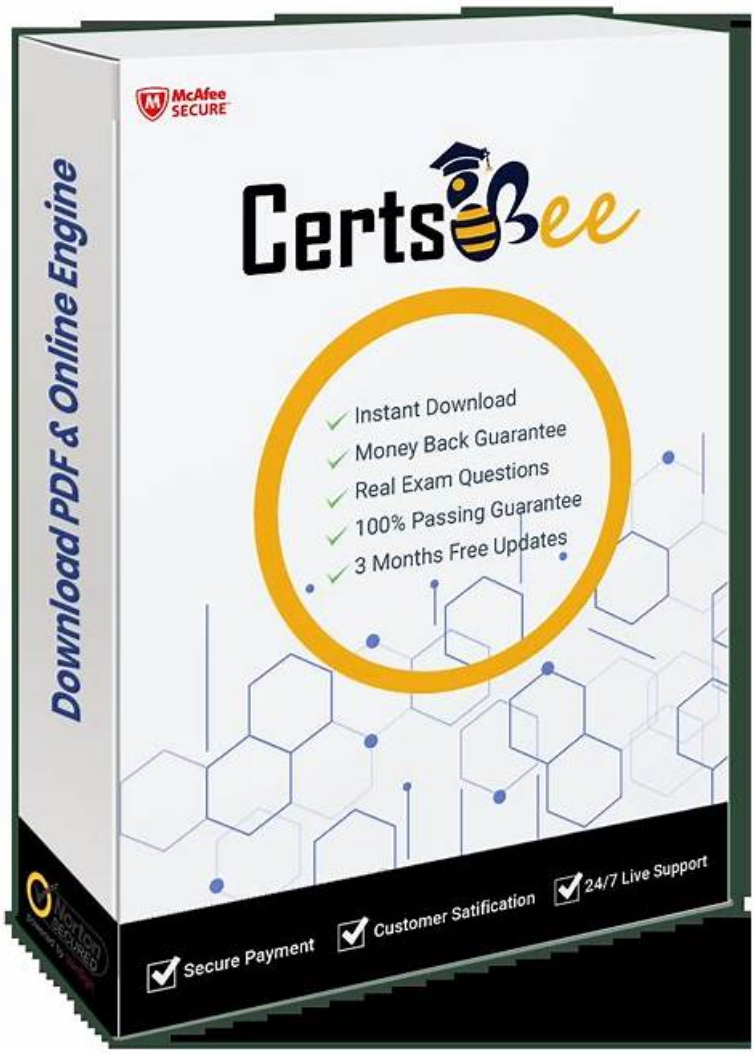

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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 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 (Q66-Q71):

NEW QUESTION # 66
Northern Trail Outfitters needs to secure an integration with an external Microsoft Azure API Gateway. Which integration security mechanism should be employed?

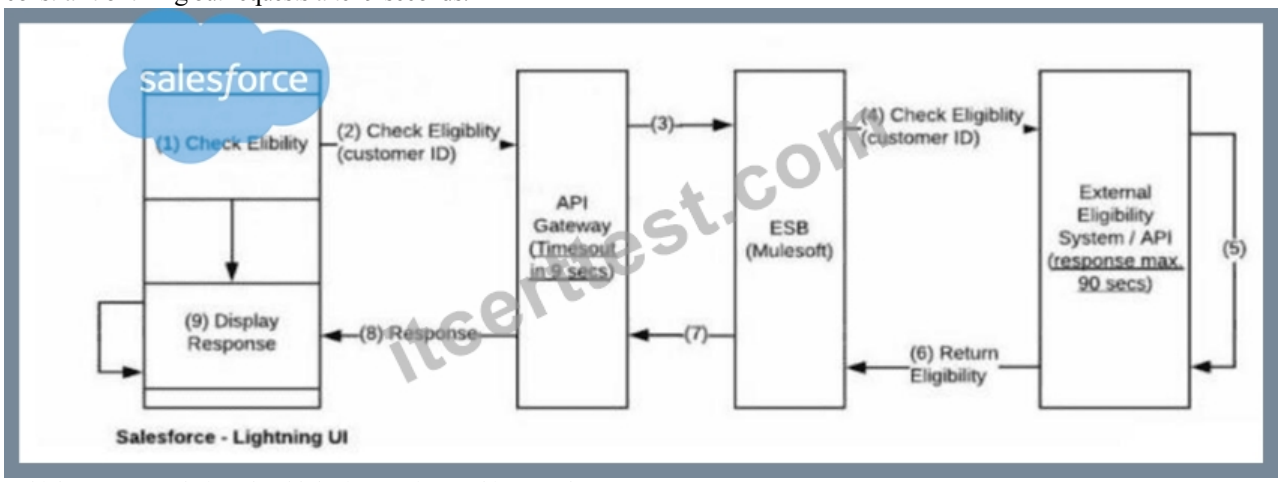
- A. Configure a connected app with an authorization endpoint of the API Gateway and configure OAuth settings.
- B. Configure mutual server authentication with two-way SSL using certification authority (CA) signed certificates.
- C. Use an API-only user profile and implement an external identity provider with federated API access.

Answer: B

Explanation:
For outbound integrations from Salesforce to an external cloud gateway like Microsoft Azure API Gateway, securing the communication at the transport layer is a fundamental requirement. While standard SSL provides one-way encryption where the client (Salesforce) verifies the server (Azure), Mutual Server Authentication (Two-Way SSL/TLS) ensures that both parties are verified before data is exchanged.
In this architecture, Salesforce presents a digital certificate to the Azure API Gateway during the TLS handshake. For production environments, Salesforce architects recommend using certificates signed by a Certification Authority (CA) rather than self-signed certificates to establish a trusted chain of identity that complies with enterprise security standards. This mechanism prevents unauthorized clients from connecting to the Azure endpoint, effectively mitigating man-in-the-middle attacks and unauthorized data exfiltration.
While a Connected App and OAuth (Option B) are essential for inbound requests where external systems call Salesforce, they do not natively secure the point-to-point connection when Salesforce acts as the client. Similarly, a federated API access model (Option A) focuses on user identity but does not address the transport layer security between the two cloud platforms. By configuring two-way SSL, Northern Trail Outfitters ensures that the Azure API Gateway only processes requests originating from a trusted, authenticated Salesforce instance, fulfilling the high security and trust requirements of modern integration architecture.

NEW QUESTION # 67
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 # 68
Universal Containers (UC) uses Salesforce Service Cloud. Support agents open bank accounts on the spot. UC's core banking system is the system of record, and all accounts opened in Salesforce must be synced in real time. Agents need to inform the customers of the newly created bank account ID, which is generated by the core banking system. Which integration pattern is recommended for this use case?

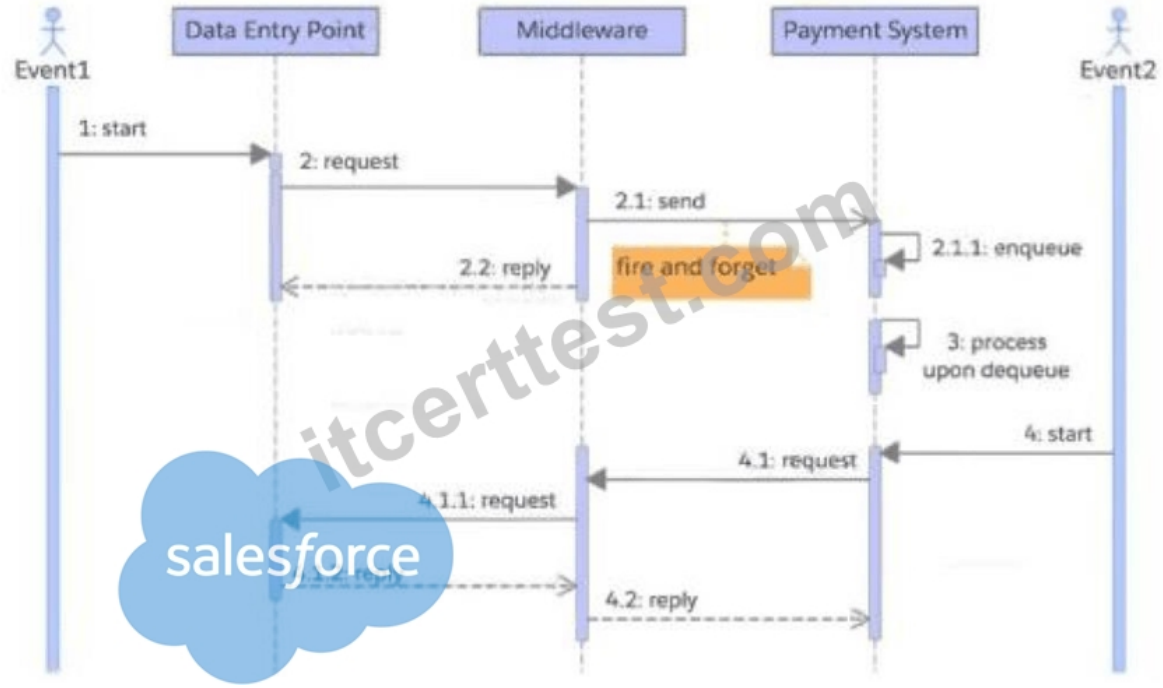
- A. Request and Reply
- B. Streaming API to generate PushTopic
- C. Salesforce platform event

Answer: A

Explanation:

The requirement for an agent to receive a newly created bank account ID in real time to inform a customer signifies a synchronous dependency. The agent cannot complete the business process until the core banking system confirms the account creation and returns the generated identifier.
The Request and Reply pattern is the appropriate recommendation for this use case. In this pattern:
Request: Salesforce sends a synchronous callout (REST or SOAP) containing the customer's data to the core banking system.
Wait: The Salesforce thread remains open, and the user interface typically displays a loading indicator while waiting for the external system to process the request.
Reply: The core banking system returns the new account ID, which is then immediately displayed to the support agent in Salesforce.
Options A (Platform Events) and C (Streaming API) are asynchronous, event-driven patterns. While highly scalable, they are unsuitable for this specific "on the spot" requirement because there is no native way to force the agent's screen to wait for an asynchronous callback with the new ID. Request and Reply ensures that the agent has the necessary information to complete the customer interaction in a single, continuous flow.

NEW QUESTION # 69
A company accepts payment requests 24/7. Once the company accepts a payment request, its service level agreement (SLA) requires it to make sure each payment request is processed by its Payment System. The company tracks payment requests using a globally unique identifier created at the Data Entry Point. The company's simplified flow is as shown in the diagram.



The company encounters intermittent update errors when two or more processes try to update the same Payment Request record at the same time. Which recommendation should an integration architect make to improve the company's SLA and update conflict handling?

- A. Payment System sho46uld process a payment request only once.
- B. Payment System and Middleware should automatically retry requests.
- C. Middleware should coordinate request delivery and payment processing.

Answer: C

Explanation:
In high-concurrency environments like 24/7 payment processing, a common architectural failure is "race conditions," where multiple threads attempt to update the same record simultaneously. To resolve this while strictly adhering to a Service Level Agreement (SLA), the Integration Architect must shift the responsibility of orchestration to a central "nervous system"-the Middleware (e.g., MuleSoft or an ESB).
According to Salesforce Integration best practices, Middleware coordination is essential for managing the state and sequencing of asynchronous messages. By having the Middleware coordinate request delivery, it can implement a "Sequential Processing" or "First-In-First-Out" (FIFO) queue logic. This ensures that even if the Data Entry Point pushes requests at high speed, the Middleware can throttle or serialize the calls to the Payment System, preventing the record-locking errors and update conflicts mentioned in the scenario.
Furthermore, the globally unique identifier created at the Data Entry Point allows the Middleware to perform Idempotency checks. If

a duplicate request arrives or an error occurs, the Middleware can use this ID to verify the status before attempting another update, ensuring that the "exactly-once" processing requirement of the SLA is met without creating duplicate payment records or conflicting status updates.
While Option B suggests retries-which are necessary for a "Fire-and-Forget" pattern-retrying without central coordination often exacerbates update conflicts rather than solving them. Option C (processing once) is a result of a well-designed system, but it does not provide the mechanism to handle the specific update conflicts described. By recommending that the Middleware coordinate the entire flow, the architect provides a robust solution that manages delivery, handles retries gracefully, and ensures data integrity across the system landscape.

NEW QUESTION # 70
A developer is researching different implementations of the Streaming API (PushTopic, Change Data Capture, Generic Streaming, Platform Events) and asks for guidance. What should the architect consider when making the recommendation?

- A. Change Data Capture can be published from Apex.
- B. PushTopic Events can define a custom payload.
- C. Change Data Capture does not have record access support.

Answer: C

Explanation:
When recommending a streaming solution, the architect must evaluate how each event type handles Record-Level Security (Sharing). Change Data Capture (CDC) is unique because it ignores sharing settings for record change events. This means all records of an enabled object generate change events, regardless of whether a particular user has access to those records in the Salesforce UI.
While CDC disregards record-level sharing, it does respect Field-Level Security (FLS). Delivered events only include the fields that the subscribing user is permitted to access. This is a critical consideration for integrations: if a system requires a "Master" view of all record changes across the enterprise (such as a data warehouse sync), CDC is the appropriate tool because it ensures no data is missed due to user-specific sharing constraints.
In contrast, PushTopic Events (Option A) provide a fixed payload based on a SOQL query and do not allow a "custom" payload in the same sense as Platform Events. Platform Events (Option C) are published from Apex or external APIs, but CDC is a platform-native feature that broadcasts automatically when a database record is modified, rather than being "published from Apex" by a developer.

NEW QUESTION # 71
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