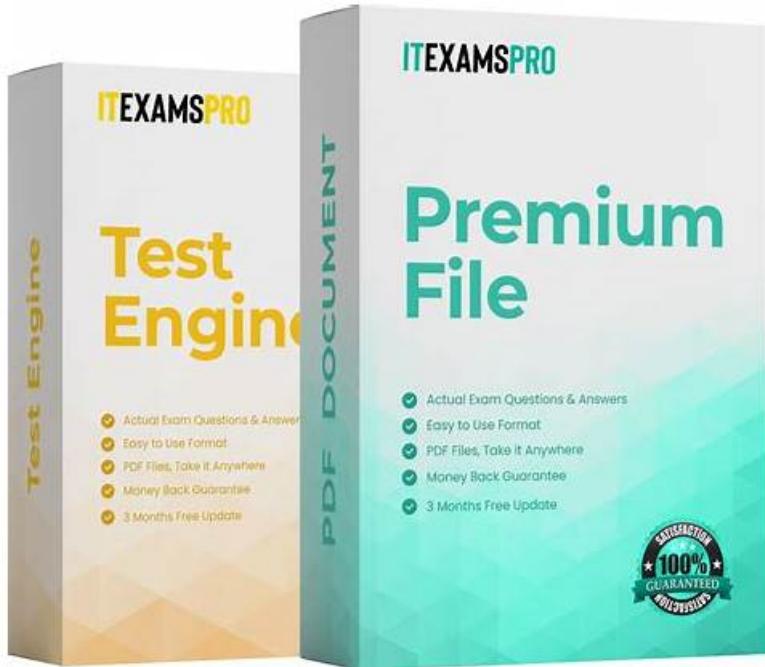


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Salesforce Integration-Architect certification exam consists of multiple-choice questions and is designed to test the candidate's proficiency in several areas, including integration architecture, data integration, identity and access management, API integration, and integration testing. Integration-Architect exam is divided into two parts: the written exam and the scenario-based exam. The written exam consists of 60 multiple-choice questions that must be completed in 105 minutes, while the scenario-based exam consists of five scenario-based questions that must be completed in 90 minutes. Candidates must pass both exams to earn the certification, which is valid for two years.

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## Certified Integration Architect Exam

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### Salesforce Certified Integration Architect Sample Questions (Q66-Q71):

#### NEW QUESTION # 66

Universal Containers (UC) is currently managing a custom monolithic web service that runs on an on-premise server. This monolithic web service is responsible for Point-to-Point (P2P) integrations between:

1. Salesforce and a legacy billing application
2. Salesforce and a cloud-based Enterprise Resource Planning application
3. Salesforce and a data lake.

UC has found that the tight interdependencies between systems is causing integrations to fail.

What should an architect recommend to decouple the systems and improve performance of the integrations?

- A. Move the custom monolithic web service from on-premise to a cloud provider.
- B. Use the Salesforce Bulk API when integrating back into Salesforce.
- **C. Leverage modular design by breaking up the web service into smaller pieces for a microservice architecture.**
- D. Re-write and optimize the current web service to be more efficient.

**Answer: C**

#### NEW QUESTION # 67

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

**Answer: A**

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.<sup>12</sup> 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.<sup>3</sup> 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

### NEW QUESTION # 68

Only authorized users are allowed access to the EBS and the Enterprise DMS.

Customers call Customer Support when they need clarification on their bills. Customer Support needs seamless access to customer billing information from the E and view generated bills from the DMS.

Which three authorization and authentication needs should an integration consultant consider while integrating the DMS and ESB with Salesforce?

should an integration consultant consider while integrating the DMS and ESB with Salesforce?

Choose 3 answers

- A. Identify options to maintain DMS and EBS authentication and authorization details in Salesforce.
- B. Consider Enterprise security needs for access to DMS and EBS.
- C. Consider options to migrate DMS and EBS into Salesforce.
- D. Users should be authorized to view information specific to the customer they are servicing without a need to search for customer.
- E. Users should be authenticated into DMS and EBS without having to enter username and password.

**Answer: B,D,E**

Explanation:

The integration consultant should consider the following authorization and authentication needs while integrating the DMS and ESB with Salesforce:

Users should be authorized to view information specific to the customer they are servicing without a need to search for customer.

This means that the integration should provide a seamless and contextual access to the customer billing information and generated bills from the DMS and ESB, based on the customer record or case that the user is working on in Salesforce.

Consider Enterprise security needs for access to DMS and ESB. This means that the integration should comply with the security policies and standards of the Enterprise, such as encryption, auditing, logging, monitoring, etc.

Users should be authenticated into DMS and ESB without having to enter username and password. This means that the integration should use a single sign-on (SSO) mechanism that allows users to access multiple systems with one login credential, such as OAuth or SAML 2.0. References: Authorization Through Connected Apps and OAuth 2.0, Single Sign-On for Desktop and Mobile Applications using SAML and OAuth

### NEW QUESTION # 69

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. 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.
- B. In case the verification process is down, use mock service to send the response to the agent.
- C. Handle integration errors in the middleware in case the verification process is down, then the middleware should retry processing the request multiple times.

**Answer: C**

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 timeouts) while maximizing the chances of a successful credit check through automated, controlled retries.<sup>1314</sup>

### NEW QUESTION # 70

A large enterprise customer operating in a highly regulated industry is planning to implement Salesforce for customer-facing associates in both Sales and Service, and back-office staff. The business processes that Salesforce supports are critical to the business.

Salesforce will be integrated to multiple back-office systems to provide a single interface for associates.

Reliability and monitoring of these integrations are required as associates support customers.

Which integration solution should the architect consider when planning the implementation?

- A. Build a custom integration gateway to support back-office system integrations and ensure reliability and monitoring capabilities.
- B. Decouple back-office system callouts into separate distinct services that have inbuilt error logging and monitoring frameworks.
- C. Architect Services in back-office systems to support callouts from Salesforce and build reliability, monitoring and reporting capabilities.
- D. Leverage Middleware for all back-office system integrations ensuring real time alerting, monitoring and reporting capabilities.

**Answer: D**

Explanation:

Leveraging Middleware for all back-office system integrations ensuring real time alerting, monitoring and reporting capabilities is the best integration solution for this scenario. Middleware is a software layer that acts as an intermediary between Salesforce and other systems, providing a common platform for data transformation, routing, orchestration, security, error handling, logging, and monitoring. Middleware can help to ensure reliability and performance of the integrations, as well as provide visibility and control over the integration processes. Middleware can also support various integration patterns and protocols, such as SOAP, REST, JMS, etc. Reference: Salesforce Integration Architecture Designer Resource Guide, page 14

### NEW QUESTION # 71

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