

NEW QUESTION # 37

Universal Containers (UC) is a leading provider of management training globally, UC embarked on a Salesforce transformation journey to allow students to register for courses in the Salesforce community. UC has a learning system that masters all courses and student registration.

UC requested a near real-time feed of student registration from Salesforce to the learning system. The integration architect recommends using Salesforce event.

Which API should be used for the Salesforce platform event solution?

- A. SOAP API
- B. Tooling API
- C. O REST AP
- **D. Streaming API**

Answer: D

Explanation:

The API that should be used for the Salesforce platform event solution is Tooling API. Tooling API is a specialized API that exposes metadata used in developer tooling that you can access through REST or SOAP. You can use Tooling API to create, update, or delete platform event definitions and fields⁴ Streaming API is used to subscribe to platform events and receive notifications when they are published⁵ References: Platform Events Developer Guide | Salesforce Developers, Define and Publish Platform Events Unit | Salesforce Trailhead QUESTIONNO: 241 Northern Trail Outfitters is in the final stages of merging two Salesforce orgs but needs to keep the retiring org available for a short period of time for lead management as it is connected to multiple public web site forms. The sales department has requested that new leads are available in the new Salesforce instance within 30 minutes.

NEW QUESTION # 38

A company that is a leading provider of courses and training delivers courses using third party trainers. The trainer for the company has to be verified from 10 different training accreditation verification agencies before providing training for the company. Each training accreditation agency has its own response time, which could take days to confirm a trainer.

The company decided to automate the trainer accreditation verification process by integrating to the agencies' web services.

What is the recommended approach to automate this process?

- A. Create a trigger on the trainer record to make a Callout to each verification agencies, write business logic to consolidate the verification then update the trainer status to "verified".
- B. Use salesforce external service to make the call out, Salesforce external service should check the verification agencies until the result is verified, then update the trainer status to "verified".
- **C. Use middleware to handle the call out to the 10 different verification services, the middleware will handle the business logic of consolidating the verification result from t 10 services, then make a call-in to salesforce and update the verification status to "verified".**
- D. Make an apex callout using @future annotation to make the call out to all different agencies. The response should update the trainer status to "verified".

Answer: C

Explanation:

Answer D is valid because using middleware to handle the call out to the 10 different verification services is a scalable and reliable solution that can handle the complexity and variability of the integration. The middleware can orchestrate the calls to the different web services, consolidate the verification results, and handle any errors or retries. The middleware can then make a call-in to Salesforce and update the verification status to "verified" using an API or a platform event¹² Answer A is not valid because using Salesforce external service to make the call out to the 10 different verification services is not a feasible or efficient solution. Salesforce external service is a feature that allows invoking an external service from a flow and mapping its inputs and outputs to flow variables. However, this feature requires configuring an Apex action, a named credential, and an external service definition for each web service, which is not a low code solution. Moreover, this feature does not support checking the verification agencies until the result is verified, as it only invokes the external service once per flow interview³ Answer B is not valid because creating a trigger on the trainer record to make a callout to each verification agency is not a recommended or robust solution. Triggers are Apex code that execute before or after database events, such as insert, update, or delete. However, triggers cannot make callouts directly, as they are part of a database transaction and must complete quickly. To make a callout from a trigger, an asynchronous process such as a future method or a queueable job must be used, which adds complexity and overhead to the integration. Moreover, triggers have limits on the number of callouts and asynchronous calls they can make per transaction, which may affect the scalability and reliability of the integration.

Answer C is not valid because making an Apex callout using @future annotation to make the call out to all different agencies is not a suitable or reliable solution. The @future annotation allows marking a method for execution at a later time when system resources become available. However, this annotation has several limitations and drawbacks, such as:

Future methods cannot return values, so they cannot update the trainer status to "verified" directly.

Future methods have limits on the number of callouts and future calls they can make per execution, which may affect the scalability and reliability of the integration.

Future methods run in their own thread and do not share any static variables or state with other methods, which makes it difficult to consolidate the verification results from different agencies.

Future methods are not guaranteed to execute at a specific time or order, which may affect the timeliness and accuracy of the integration.

1: Orchestration Pattern 2: RemoteProcess Invocation-Request and Reply 3: External Services : Apex Developer Guide: Triggers : Apex Developer Guide: Using Future Methods

NEW QUESTION # 39

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

Answer: C

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 # 40

An organization needs to integrate Salesforce with an external system and is considering authentication options. The organization already has implemented SAML, using a third-party Identity Provider for integrations between other systems.

Which use case can leverage the existing SAML integration to connect Salesforce with other internal systems?

- A. Make Apex SOAP outbound integrations to external web services more secure.
- B. Make an API inbound integration from an external Java client more secure.
- C. Make Apex REST outbound integrations to external web services more secure.
- D. Make formula fields with HYPERLINK() to external web servers more secure.

Answer: A

Explanation:

The best use case for leveraging the existing SAML integration to connect Salesforce with other internal systems is to make Apex SOAP outbound integrations to external web services more secure. SAML can be used to authenticate the Salesforce org as the service provider and obtain a session ID from the external system as the identity provider. This session ID can then be used to make SOAP calls to the external web service without exposing any credentials in the Apex code. Option A is not correct because formula fields with HYPERLINK() do not support SAML authentication. Option C is not correct because Apex REST outbound integrations require OAuth or basic authentication, not SAML. Option D is not correct because API inbound integrations from an

external Java client require OAuth or basic authentication, not SAML.

References:

Named Credentials as Callout Endpoints

SAML SSO with Salesforce as the Service Provider

NEW QUESTION # 41

Northern Trail Outfitters (NTO) uses a custom mobile app to interact with its customers. One of the features of the app is Salesforce Chatter Feeds. NTO wants to automatically post a Chatter item to Twitter whenever the post includes the #thanksNTO hashtag. Which API should an integration architect use to meet this requirement?

- **A. Connect REST API**
- B. Streaming API to generate PushTopic
- C. REST API

Answer: A

Explanation:

When designing integrations that specifically involve Chatter, social collaboration, or Experience Cloud sites, the Connect REST API (formerly known as the Chatter REST API) is the architecturally recommended choice. While the standard REST API is optimized for CRUD operations on data records, the Connect REST API is specifically designed to handle the complex, nested structures of social feeds, including posts, comments, hashtags, and mentions.

The Connect REST API provides a specialized resource for feed elements that simplifies the process of identifying specific social markers like hashtags. In this use case, the mobile app or a middleware service can subscribe to or query the feed. The Connect REST API returns structured data where hashtags are identified as distinct message segments, making it trivial for an application logic to detect the #thanksNTO tag and trigger a subsequent call to the Twitter API.

From an architectural standpoint, using the Connect REST API offers several advantages over the standard REST API or Streaming API for this requirement:

* **Efficiency:** Connect REST API responses are structured specifically for presentation in mobile applications, providing only the relevant social metadata and localized content needed for the feed.

* **Feature Richness:** It provides native support for social actions such as liking, sharing, and following, which are often required alongside feed monitoring.

* **Scalability:** It is designed to handle the high-volume, real-time nature of social interactions within Experience Cloud and mobile ecosystems.

While the Streaming API (Option B) can notify an application of record changes, it does not provide the rich, formatted social context that the Connect REST API delivers. The standard REST API (Option A) could technically access FeedItem records, but it would require significant custom parsing logic to identify hashtags within the raw body text, whereas the Connect REST API handles this segmenting natively. Therefore, for building custom mobile experiences that interact with Chatter data, the Connect REST API is the superior solution.

NEW QUESTION # 42

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