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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 4	<ul style="list-style-type: none"> • Evaluate Business Needs: This domain addresses gathering functional and non-functional requirements, classifying data by sensitivity, identifying CRM success factors, and understanding how business growth and regulations impact integration choices.
Topic 5	<ul style="list-style-type: none"> • 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.

Salesforce Certified Platform Integration Architect Sample Questions (Q70-Q75):

NEW QUESTION # 70

When a user clicks "Check Preferences" as part of a Lightning flow, preferences from an externally hosted RESTful service are to be checked in real time. The service has OpenAPI 2.0 definitions. Which integration pattern and mechanism should be selected?

- A. Remote Call-In: Salesforce REST API with REST Composite Resources.
- B. Data Virtualization: Salesforce Connect maps external REST data in external objects.
- C. Request and Reply: Enhanced External Services invokes a REST API.

Answer: C

Explanation:

This scenario describes a classic Request and Reply pattern where a user action in the UI requires an immediate, synchronous response from an external system to determine the next step in a business process (the Flow).

The requirement specifies that an OpenAPI 2.0 (Swagger) definition is available. For an Integration Architect, this is a prime use case for External Services. External Services allow you to import an OpenAPI schema and automatically generate "Invocable Actions" that can be used directly in Flow Builder without writing a single line of Apex code.

Why this is the best fit:

Low Code: It fulfills the requirement purely through declarative configuration, which reduces maintenance and development costs.

Real-Time: It performs a synchronous HTTP callout and waits for the Boolean/String values to be returned to the Flow variables.

Type Safety: Because it uses the OpenAPI definition, Salesforce understands the data types (Boolean/String) natively.

Option A (Data Virtualization) is more suitable for viewing and searching large external datasets as if they were records; it is over-engineered for a simple "check status" function. Option C (Remote Call-In) is the inverse of the requirement; it refers to an external system calling into Salesforce. By using Enhanced External Services, the architect provides a scalable, declarative solution that perfectly aligns with modern Salesforce development best practices for real-time external system interaction.

NEW QUESTION # 71

An integration architect has been tasked with integrating Salesforce with an on-premises system. Due to some established policies, this system must remain on-premises. What should the integration architect use to build a solution for this requirement?

- A. Use Heroku Connect if the data is hosted in Heroku.
- B. Use Salesforce Connect if the database supports Open Database Connectivity (ODBC).
- C. Use Salesforce Connect if the database supports Open Data Protocol (OData).

Answer: C

Explanation:

When data must reside on-premises due to security or compliance policies, but needs to be visible and actionable in Salesforce, the architect should recommend Data Virtualization via Salesforce Connect.

Salesforce Connect allows Salesforce to treat external data as if it were stored natively in the org without ever moving the data into the Salesforce cloud.²⁸ This is achieved by creating External Objects that map to the on-premises data structures. For this to work seamlessly, the on-premises system or a middleware layer must expose the data through a compatible protocol, most commonly the Open Data Protocol (OData).

Option C is incorrect because Salesforce Connect does not natively support ODBC directly; ODBC is a low-level driver protocol, whereas OData is a web-based RESTful protocol designed for cross-platform data exchange. Option B is irrelevant as the data is stated to be on-premises, not in Heroku. By using Salesforce Connect with OData, the architect satisfies the "stay on-premises" policy while providing Salesforce users with real-time, bidirectional access to the data, supporting features like Global Search and related lists without the overhead of data synchronization.

NEW QUESTION # 72

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. Data Entry Point and Middleware should automatically retry requests.
- **B. Middleware should coordinate request delivery and payment processing.**
- C. Payment System and Middleware should automatically retry requests.

Answer: B

Explanation:

To fulfill the SLA of ensuring every payment is processed while simultaneously resolving the issue of intermittent update errors, the architect must introduce an orchestration layer capable of managing state and concurrency. In a high-volume payment environment, "Fire and Forget" messages (as seen in the provided diagram) can lead to race conditions if multiple threads attempt to update a single record simultaneously—a common challenge when scaling payment systems.

The recommendation to have Middleware coordinate request delivery and payment processing (Option C) transforms the architecture into a managed queueing system. By coordinating delivery, the middleware can act as a traffic controller, ensuring that requests are delivered sequentially or that appropriate locks are respected before an update is attempted. This orchestration allows the system to meet its SLA by implementing a "guaranteed delivery" pattern, where the middleware tracks the status of each payment and only "forgets" the message once the Payment System confirms successful processing.

Furthermore, the architect should emphasize idempotency by leveraging the globally unique identifier created at the Data Entry Point. The Payment System should be designed to use this identifier to check if a specific transaction has already been processed before attempting an update. This prevents duplicate entries and conflicting updates, even if the middleware retries a message due to a network timeout. While retries (Options A and B) are part of a resilient system, they do not solve the root cause of record contention; only the coordination and sequencing provided by the middleware can ensure a stable, conflict-free integration flow.⁷⁸

NEW QUESTION # 73

UC has an API-led architecture with three tiers. Requirement: return data to systems of engagement (mobile, web, Salesforce) in different formats and enforce different security protocols. What should the architect recommend?

- A. Implement an API Gateway that all systems of engagement must interface with first.
- **B. Enforce separate security protocols and return formats at the first tier of the API-led architecture.**

Answer: B

Explanation:

In a standard API-led connectivity model, the First Tier (Experience APIs) is responsible for tailoring data for specific systems of engagement.

The Experience APIs take the core data from the lower tiers and transform it into the specific return formats (e.g., JSON for mobile, XML for legacy web) and security protocols (e.g., OAuth for Salesforce, API Keys for web) required by each consumer. Option B correctly identifies that these transformations and security enforcements should happen at this outer layer. While an API Gateway (Option A) can provide generic security and rate limiting, it is the Experience API layer that provides the functional transformation and specific protocol requirements defined by the business needs of the engagement systems.

NEW QUESTION # 74

A Salesforce customer is planning to roll out Salesforce for all of their sales and service staff. Senior management has requested that monitoring be in place for Operations to notify any degradation in Salesforce performance. How should an Integration consultant implement monitoring?

- A. Use APIEVENT to track all user initiated API calls through SOAP, REST, or Bulk APIs.
- **B. Identify critical business processes and establish automation to monitor performance against established benchmarks.**
- C. Use Salesforce API Limits to capture current API usage and configure alerts for monitoring.

Answer: B

Explanation:

Effective operational monitoring focuses on the end-user experience and business outcomes rather than just raw technical metrics. An Integration consultant should identify critical business processes (e.g., "Lead Conversion" or "Order Processing") and establish benchmarks to detect performance degradation.

Monitoring purely technical limits (Option A) or individual API events (Option C) provides "noise" without context. For example, if API usage is high but the system is responding quickly, there is no degradation. However, if a critical process that normally takes 2 seconds starts taking 10 seconds, that is a clear indicator of a performance issue that impacts the business.³² The consultant should use tools like Salesforce Event Monitoring or external APM (Application Performance Management) tools to track the execution time of these key transactions. By setting alerts when performance deviates from established benchmarks, Operations can be proactively notified before users begin to lose productivity or abandon the system. This holistic approach ensures that monitoring is aligned with business value and provides actionable insights for troubleshooting bottlenecks in code, automation, or integrations.

NEW QUESTION # 75

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