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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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 5	• 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 (Q115-Q120):

NEW QUESTION # 115
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.
Their current response times could take up to 90 seconds to process and return.
These eligibility systems are accessed through APIs orchestrated via ESB (MuleSoft).
All requests from Salesforce traverse the customer's API Gateway layer, which imposes a timeout constraint of 9 seconds.
Which recommendation should the integration architect make?

- A. Implement a "Check Update" button that passes a requestID received from ESB (user action needed).
- B. 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.
- C. Recommend synchronous Apex callouts from Lightning UI to External Systems via Mule and implement polling on an API Gat8eway timeout.

Answer: B

Explanation:
In this architectural scenario, the Integration Architect must navigate two critical technical "bottlenecks": the 9-second API Gateway timeout and the 90-second backend processing time. Since the backend takes significantly longer than the gateway allows for a synchronous connection, a standard Request-Reply pattern will fail. Furthermore, having 3,000 concurrent agents perform synchronous callouts would risk hitting Salesforce's concurrent long-running request limits.
The most scalable and user-friendly solution is to implement an Asynchronous Request-Reply pattern using Platform Events and the empAPI.
When an agent clicks "Check Eligibility," Salesforce sends an initial asynchronous request to the ESB (MuleSoft). The ESB immediately acknowledges receipt with a 202 Accepted status, freeing up the Salesforce UI thread and avoiding the API Gateway's 9-second timeout. Once the backend eligibility system completes its 90-second process, MuleSoft acts as a client to Salesforce, performing a Remote Call-In to publish a specific Platform Event containing the result and the original Request ID.
On the frontend, the Lightning UI uses the empAPI (Enterprise Messaging Platform API) to subscribe to the streaming channel for that Platform Event. Because the empAPI uses CometD technology to maintain a single long-lived connection, it can efficiently push the response to the agent's screen the moment it arrives, without requiring the agent to manually refresh or click a "Check Update" button (as suggested in Option B). This provides a "real-time" feel despite the long backend latency.
Option A is non-viable because synchronous polling would exacerbate the load on the API Gateway and likely lead to governance limit issues within Salesforce. By using Platform Events and empAPI, the architect ensures the solution remains within Salesforce's execution limits while providing a seamless, automated experience for a high-volume call center environment.

NEW QUESTION # 116
An integration architect needs to build a solution that will use the Streaming API, but the data loss should be minimized, even when the client re-connects every couple of days. Which two types of Streaming API events should be considered?

- A. High Volume Platform and Generic Events
- B. Change Data Capture and High Volume Platform Events
- C. Push Topic and Change Data Capture Events

Answer: B

Explanation:
In a robust event-driven architecture, "durability" is the ability of a system to retain events so that a subscriber can retrieve them even after being offline. For an architect needing to minimize data loss over "every couple of days," the selection must focus on event types that support a high retention window.
Salesforce provides two modern event types specifically designed for high-scale, durable messaging:
Change Data Capture (CDC): This automatically broadcasts changes to Salesforce records (Create, Update, Delete, Undelete). CDC events are highly durable and are retained in the event bus for 72 hours (3 days).
High-Volume Platform Events: These are custom events defined by the architect. Like CDC, High-Volume Platform Events also provide a 72-hour retention window.
Earlier versions of the Streaming API, such as PushTopic Events and Generic Events (Option C and parts of A), typically offered a 24-hour retention window, which would not satisfy the requirement of a client re-connecting "every couple of days" (potentially 48-72 hours later).
By utilizing CDC and High-Volume Platform Events, the architect can leverage the Replay ID. When the client re-connects, it can send the Replay ID of the last event it successfully processed. Salesforce then "replays" all events that occurred during the client's downtime from that specific point, up to the 72-hour limit. This mechanism ensures zero data loss for planned or unplanned outages lasting up to three days, making it the most resilient choice for the specified requirements.

NEW QUESTION # 117
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 by 10 different training accreditation verification agencies before providing training for the company. Each training accreditation agency has its own response time, which means it could take days to confirm a trainer. The company decided to automate the trainer accreditation verification process by integrating it with the agency's web service1s. What is the recommended approach to automa2te this process?3456

- A. Make an Apex callout using @future annotation to make the callout to all different agencies.
- B. Use middleware to handl7e the callout to the 10 different verific8ation services; the middleware will handle the business logic of con9solidating the verification resu10lt from the 10 services. Then, make a call-in to Salesforce and update the verification status to "verified".
- C. Use Salesforce External Service to make the callout; Salesforce External Service should check the verification agencies until the result is verified. Then, update the trainer status to "verified".

Answer: B

Explanation:
In this scenario, the primary architectural challenge is managing high-latency, multi-step orchestration involving 10 disparate external systems. Each agency has a varying response time that can span several days, making a synchronous "Request-Reply" pattern within Salesforce technically impossible due to transaction timeout limits (maximum 120 seconds).
The recommended approach is to leverage Middleware as the orchestration and state-management layer. Middleware (such as an ESB or iPaaS) is specifically designed for Process Choreography. Salesforce initiates a single "Fire and Forget" request to the middleware. The middleware then takes responsibility for:
Sequential or Parallel Callouts: Initiating the requests to all 10 verification agencies.
Callback Management: Handling the asynchronous responses from each agency as they arrive over a period of days.
Aggregation Logic: Consolidating the results and determining when the "Business Process" is complete (e.g., all 10 agencies have approved).
Once the consolidation logic is satisfied, the middleware performs a Remote Call-In to the Salesforce REST API to update the trainer's record. This pattern keeps Salesforce "clean" by moving complex, long-running orchestration logic off-platform, preventing the consumption of excessive Apex CPU time and ensuring that Salesforce only receives a single, final status update.
Option B (External Services) is unsuitable for a multi-day asynchronous process as it is designed for real-time, synchronous Flow actions. Option C (@future) is restricted by the same 120-second timeout and cannot handle the "waiting" state required for days of verification. Using middleware provides the necessary Quality of Service (QoS), durability, and error handling required for such a critical enterprise compliance process.

NEW QUESTION # 118

A company has an external system that processes and tracks orders. Sales reps manage their leads and opportunity pipeline in Salesforce. The company decided to integrate Salesforce and the Order Management System (OMS) with minimal customization and code. Sales reps need to see order history in real-time. The legacy system is on-premise and connected to an ESB. There are 1,000 reps creating 15 orders each per shift, mostly with 20-30 line items. How should an integration architect integrate the two systems based on these requirements?

- A. Use Salesforce standard object, REST API, and extract, transform, load (ETL).
- B. Use Salesforce custom object, custom REST API, and extract, transform, load (ETL).
- C. Use Salesforce external object and OData connector.

Answer: C

Explanation:
To meet the requirements of minimal customization, low developer resources, and real-time visibility without data replication, the architect should utilize Salesforce Connect with External Objects and an OData connector.
Salesforce External Objects allow the OMS data to be viewed within Salesforce as if it were stored natively, but the data remains in the on-premise system. This fulfills the requirement for sales reps to see "up-to-date information" because every time they view the record, Salesforce Connect fetches the latest data via the ESB's OData endpoint. This Data Virtualization pattern is the most efficient choice for real-time history where users only need to view the data occasionally.
Options A and B involve Data Replication via ETL, which would store the order data inside Salesforce. Given the volume (15,000 orders/shift with 25 line items each = 375,000 records daily), this would rapidly consume Salesforce data storage limits and require significant custom development for the ETL logic and REST APIs. Furthermore, ETL is typically batch-oriented and would not provide the true "real-time" view requested. By using an OData connector, the architect leverages a declarative, "no-code" solution that satisfies the timeline constraints and provides immediate access to order details and line items without the cost of data storage.

NEW QUESTION # 119
A business requires automating the check and updating of the phone number type classification (mobile vs. landline) for all incoming calls delivered to its phone sales agents. The following conditions exist:
At peak, the call center can receive up to 100,000 calls per day.
The phone number type classification is a service provided by an external service API.
Business is flexible with timing and frequency to check and update the records (throughout the night or every 6-12 hours is sufficient).
A Remote-Call-In pattern and/or Batch Synchronization (Replication via ETL: System -> Salesforce) are determined to work with a middleware hosted on customer premise. In order to implement these patterns and mechanisms, which component should an integration architect recommend?

- A. An API Gateway that authenticates requests from Salesforce into the middleware (ETL/ESB)
- B. ConnectedApp configured in Salesforce to authenticate the middleware
- C. Remote Site Settings configured in Salesforce to authenticate the middleware

Answer: B

Explanation:
In this scenario, the architecture involves a Remote-Call-In pattern or Batch Synchronization, where an external system (the middleware or ETL tool) initiates communication with Salesforce to update records. For any external system to securely access Salesforce APIs and perform these updates, it must be authenticated and authorized.
The Connected App is the foundational framework that allows an external application to integrate with Salesforce using APIs and standard protocols, such as OAuth 2.0 and SAML. By configuring a Connected App, the architect can define which permissions (Scopes) the middleware has, such as the ability to access data via the REST or Bulk API. This is the correct choice because the middleware needs to "log in" to Salesforce to push the phone classification data back into the Account or Contact records.
Option B, an API Gateway, is typically used to manage and secure requests going out of an organization to external services, or to provide a facade for on-premise APIs; it does not handle the inbound authentication into Salesforce itself. Option C, Remote Site Settings, is a configuration used solely to permit Salesforce to make outbound calls to a specific external URL (for example, if Salesforce were calling the phone classification service directly via Apex).
Given that the business is flexible with timing (allowing for nightly or 12-hour syncs) and handles 100,000 calls, a Batch Synchronization pattern via an ETL tool is highly efficient. The ETL tool will authenticate against the Connected App using a secure OAuth flow (such as the JWT Bearer Flow for server-to-server integration), retrieve the new phone numbers, call the external classification API, and then bulk-update the Salesforce records. This setup ensures a secure, scalable, and manageable integration that respects Salesforce's security architecture while meeting the high-volume data requirements of the call center.

NEW QUESTION # 120

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