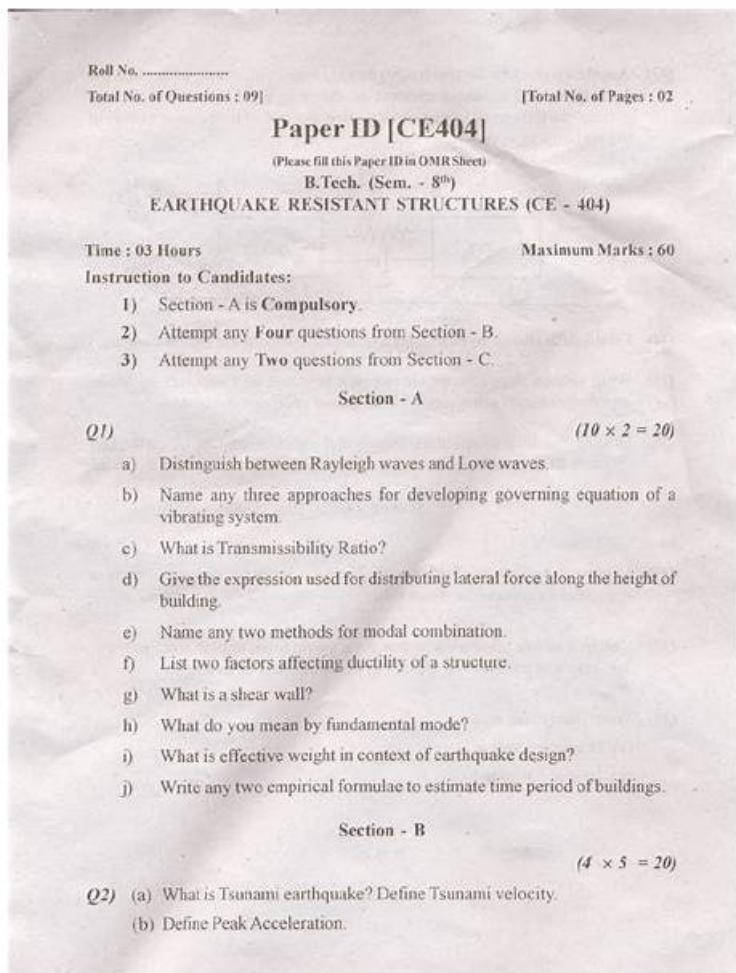


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## Salesforce Plat-Arch-204 Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Topic 2 | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| Topic 3 | <ul style="list-style-type: none"> <li>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</li> <li>authorization requirements.</li> </ul>                   |
| Topic 4 | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| Topic 5 | <ul style="list-style-type: none"> <li>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.</li> </ul>                                  |

## Salesforce Certified Platform Integration Architect Sample Questions (Q42-Q47):

### NEW QUESTION # 42

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.

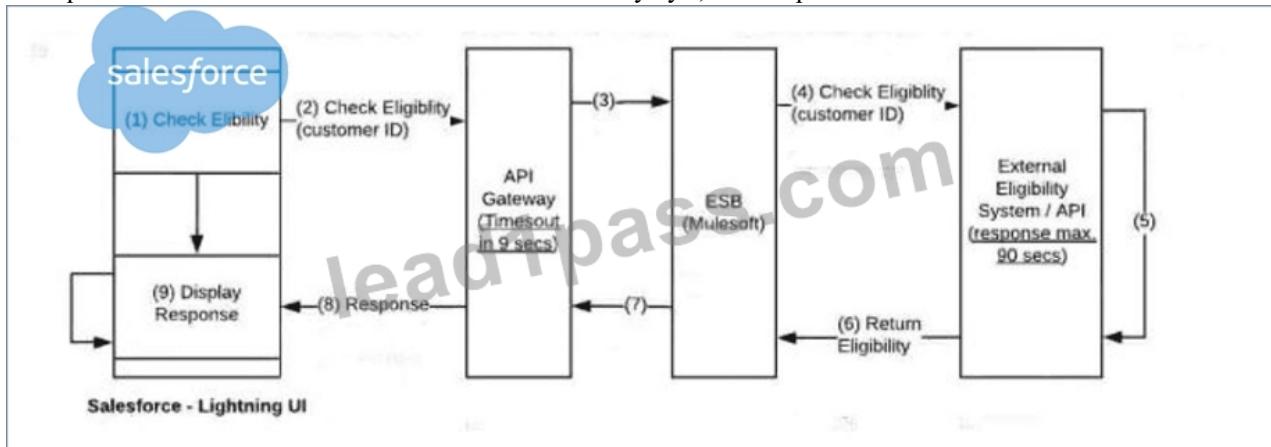
About 3,000 phone sales agents use a Salesforce Lightning user interface (UI) concurrently to check eligibility of a customer for a qualifying offer.

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

## Answer: A

### 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 # 43

An integration architect has received a request to prevent employees that leave the company from accessing data in Salesforce after they are deactivated in the company's HR system. What should the integration architect determine before recommending a solution?

- A. Data access prevention requirements, integration requirements, and system constraints
- B. Data access prevention requirements, then identify frequency
- C. **Inbound integration requirements, then identify frequency**

## Answer: C

## NEW QUESTION # 44

Northern Trail Outfitters is creating a distributable Salesforce package. The package needs to call into a custom Apex REST endpoint in the central org. The security team wants to ensure a specific integration account is used in the central org that they will authorize after installation of the package. Which item should an architect recommend to secure the integration?

- A. **Create a connected app in the central org and add the callback URL for each org in the package it is installed in to redirect after a successful authentication.**
- B. Use an encrypted field to store the password.
- C. Contact Salesforce Support and create a case to temporarily enable API access for managed packages.

## Answer: A

### Explanation:

To securely integrate a distributed package with a central "Hub" org, the architect should utilize the OAuth 2.0 Web Server Flow. In this model, a Connected App is created in the central org to act as the identity and access provider.<sup>1</sup> A critical component of this setup is the Callback URL (Redirect URI). When a user in the "Subscriber" org (where the package is installed) initiates the connection, Salesforce redirects them to the central org to authorize the access. After successful authentication, the central org needs the correct callback URL to return the authorization code to the specific subscriber org.

Using this flow satisfies the security team's requirement for a specific integration account. The administrator in the central org can pre-authorize specific profiles or permission sets to use the Connected App, ensuring that only the designated integration user's credentials are used to fulfill requests. Option A is a security "anti-pattern" (storing passwords in fields), and Option C is unnecessary as API access is a standard feature. This OAuth-based approach provides a secure, revocable, and standardized way to manage cross-org communication in a multi-tenant environment.

## NEW QUESTION # 45

A new Salesforce program has the following high-level abstract requirement: Business processes executed on Salesforce require

data updates between their internal systems and Salesforce. Which relevant detail should an integration architect seek to specifically solve for integration architecture needs of the program?

- A. Integration skills, SME availability, and Program Governance details
- B. Core functional and non-functional requirements for User Experience design, Encryption needs, Community, and license choices
- C. **Timing aspects, real-time/near real-time (synchronous or asynchronous), batch and update frequency**

**Answer: C**

Explanation:

In the discovery and translation phase of a Salesforce project, an Integration Architect must move beyond high-level business goals to define the technical "DNA" of the data exchange. While organizational readiness and user experience are vital to project success, they do not dictate the architectural patterns required to move data between systems.

The most critical details for designing an integration architecture are the Timing and Volume requirements. Identifying whether a business process is Synchronous or Asynchronous is the primary decision point. For example, if a Salesforce user requires an immediate validation from an external system before they can save a record, a synchronous "Request-Reply" pattern using an Apex Callout is required. If the data update can happen in the background without blocking the user, an asynchronous "Fire-and-Forget" pattern is preferred to improve system performance and user experience.

Furthermore, understanding the Update Frequency (e.g., real-time, hourly, or nightly) and the Data Volume (e.g., 100 records vs. 1 million records) allows the architect to select the appropriate Salesforce API. High-volume, low-frequency updates are best handled by the Bulk API to minimize API limit consumption, while low-volume, high-frequency updates are better suited for the REST API or Streaming API. By specifically seeking out these timing and frequency aspects, the architect ensures that the chosen solution is scalable, stays within platform governor limits, and meets the business's Service Level Agreements (SLAs). Without these details, the architect risks designing a solution that is either too slow for the business needs or too taxing on system resources.

#### **NEW QUESTION # 46**

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

**Answer: A**

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 # 47**

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