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Salesforce Plat-Arch-204 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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.
Topic 4	• 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.

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Salesforce Certified Platform Integration Architect Sample Questions (Q16-Q21):

NEW QUESTION # 16

Service agents at Northern Trail Outfitters use Salesforce to manage cases and B2C Commerce for ordering. Which integration solution should an architect recommend in order for the service agents to see order history from a business-to-consumer (B2C) Commerce system?

- A. Salesforce B2C Commerce to Service Cloud Connector
- B. MuleSoft Anypoint Platform
- C. REST API offered by Commerce Platforms

Answer: A

Explanation:
For a unified service experience between Salesforce Service Cloud and B2C Commerce (formerly Demandware), Salesforce provides a purpose-built, cross-cloud solution known as the Salesforce B2C Commerce to Service Cloud Connector.
This connector is part of the Salesforce B2C Solution Architecture and is designed to provide "out-of-the-box" synchronization of data between the two platforms. By implementing this connector, service agents gain several high-value capabilities within the Service Console:
Customer Profile Sync: Ensures that customer data (name, address, etc.) is consistent across both systems.
Order History View: Allows agents to see real-time order data from the Commerce system directly within the Case record page.
Order on Behalf Of: Enables agents to place orders for customers without leaving Salesforce.
While you could build a custom integration using the Commerce REST API (Option B) or MuleSoft (Option C), these would require significant development, testing, and maintenance effort. The Salesforce B2C Connector is the recommended "path of least resistance" because it leverages Salesforce's own pre-built logic for cross-cloud interoperability, reducing technical debt and time-to-value. For an architect, choosing the standard1 connector ensures better supportability and future-proofing 2as Salesforce continues to enhance its multi-cloud features.

NEW QUESTION # 17

A customer's enterprise architect has identified requirements around caching, queuing, error handling, alerts, retries, event handling, etc. Which recommendation should the integration architect make?

- A. Transform a Fire and Forget mechanism to Request and Reply, which should be handled by middleware tools (like ETL/ESB) to improve performance.
- B. Message transformation and protocol translation should be done within Salesforce.
- C. Event handling in a publish/subscribe scenario; the middleware can be used to route requests or messages to active data-event subscribers from active data-event publishers.

Answer: C

Explanation:
When an enterprise architect identifies complex infrastructure needs such as caching, queuing, and sophisticated event routing, it signals that a point-to-point integration architecture is insufficient. In such cases, the Integration Architect should recommend a Middleware-mediated architecture.
Middleware tools, such as an Enterprise Service Bus (ESB) or an iPaaS (Integration Platform as a Service), are specifically designed to fulfill these complex "Quality of Service" (QoS) requirements. In a publish/subscribe scenario, the middleware acts as the central orchestrator. It can receive a single "Fire and Forget" event from a publisher (like Salesforce) and then manage the technical complexities of routing that message to multiple active subscribers.
Middleware handles infrastructure-level tasks such as message queuing for offline systems, automatic retries with exponential backoff, and error handling with alerts-capabilities that are either unavailable or difficult to scale within Salesforce natively.
Performing message transformation and protocol translation (e.g., SOAP to REST) within the middleware layer also protects Salesforce's Apex CPU limits. By leveraging middleware for these concerns, the architect ensures that Salesforce remains a performant engagement layer while the middleware provides the robust technical backbone for a resilient enterprise landscape.

NEW QUESTION # 18

Northern Trail Outfitters needs to use Shield Platform Encryption to encrypt social security numbers in order to meet a business requirement. Which action should an integration architect take prior to the implementation of Shield Platform Encryption?

- A. Encrypt all the data so that it is secure.
- B. Encrypt the data using the most current key.
- C. Review Shield Platform Encryption configurations and functional limitations.

Answer: C

Explanation:

Prior to implementing Shield Platform Encryption, the most critical step for an Integration Architect is to perform a comprehensive Review of Shield Platform Encryption configurations and their impact on existing platform functionality. Encryption at rest is not a "set-and-forget" feature; it changes how the Salesforce database interacts with various features, and failing to review these limitations beforehand can lead to significant business disruption.

Salesforce documentation emphasizes that encryption affects several core areas:

SOQL/SOSL Limitations: Encrypted fields have restricted capabilities in WHERE, GROUP BY, and ORDER BY clauses.1 For example, if Social Security Numbers (SSNs) are encrypted using Probabilistic Encryption, they cannot be filtered or sorted in a query.2 This could break existing integrations or reports that rely on finding specific records by SSN.

Search Functionality: While Salesforce supports searching for encrypted data, there are specific behaviors to consider regarding how search indexes are built and updated.

AppExchange and Managed Packages: If the SSN field is used by a third-party app or a managed package, encrypting it might cause those external tools to fail if they are not designed to handle encrypted data types.

Field Attributes: Encrypted fields cannot be used as Unique or External IDs if using the probabilistic scheme, which is a vital consideration for data synchronization architectures.3 Therefore, the architect must first conduct a Business Impact Analysis. This includes identifying where the sensitive data (SSNs) is used in Apex code, Flows, validation rules, and reports. By reviewing the configurations and functional limitations first, the architect can decide between Probabilistic (higher security) and Deterministic (allows filtering) encryption strategies.4 Option A is a step taken during or after implementation (Background Encryption), and Option C is an anti-pattern, as encrypting "everything" leads to unnecessary performance overhead and massive functional loss. Only after a thorough review can the architect safely proceed with the technical implementation of Shield.

NEW QUESTION # 19

Northern Trail Outfitters (NTO) has recently changed its Corporate Security Guidelines. The guidelines require that all cloud applications pass through a secure firewall before accessing on-premise resources. NTO is evaluating middleware solutions to integrate cloud applications with on-premise resources and services. Which consideration should an integration architect evaluate before choosing a middleware solution?12

- A. The middleware solution is able to interface directly with databases via an5 Open Database Connectivity (ODBC) con6nection string.
- B. An API Gateway component is deployable behind a Demilitarized Zone (DMZ) or perimeter network.
- C. The middleware solution enforces the OAuth security protocol.

Answer: B

Explanation:

In modern enterprise architecture, securing the boundary between cloud environments like Salesforce and on-premise data centers is a critical responsibility of the Integration Architect. When Corporate Security Guidelines mandate that all traffic must pass through a secure firewall, the architecture must support a Demilitarized Zone (DMZ) or "Perimeter Network" strategy.

An API Gateway or a specialized middleware connector acts as the "front door" for these on-premise resources. The architect must evaluate whether the chosen middleware solution supports a distributed deployment model where the gateway component can reside within the DMZ. This setup allows the organization to terminate external (cloud) connections in a hardened environment before the traffic is inspected and proxied to the internal, trusted network.

While supporting OAuth (Option C) is essential for modern authentication, it does not satisfy the specific network-level firewall requirement described. Similarly, ODBC connections (Option B) are low-level database protocols that usually operate deep within the internal network and would typically be considered a security risk if exposed directly to a firewall.

By ensuring the middleware has an architecturally compatible gateway for the DMZ, the architect provides a solution that allows for deep packet inspection, IP whitelisting, and rate limiting at the edge of the corporate network. This approach aligns with the "Defense in Depth" principle, ensuring that Salesforce can securely communicate with legacy systems (like SAP or internal databases) without exposing those systems directly to the public internet, thereby satisfying the new Corporate Security Guidelines.

NEW QUESTION # 20

Northern Trail Outfitters leverages Sales Cloud. When an opportunity has changed its status to "Closed/Won" and there are products attached, the details should be passed to the OMS for fulfillment operations. The callout from Salesforce to the OMS

should be synchronous. What should an integration architect do to satisfy these requirements?

- A. Build a Lightning component that makes a synchronous Apex REST callout to the OMS when a button is clicked.
- B. Write a trigger that invokes an Apex proxy class to make a REST callout to the OMS.
- C. Develop a batch Apex job that aggregates closed opportunities and makes a REST callout to the OMS hourly.

Answer: A

Explanation:
A synchronous requirement in Salesforce implies a Request-Reply pattern where the user waits for a response. To implement this correctly while adhering to platform constraints, the architect must initiate the callout from the User Interface (UI) layer.3 Option C is the correct architectural choice. By using a Lightning component and a button (or a Quick Act4ion), the callout is initiated directly from the user's session. The component calls an Apex controller, which performs the synchronous REST callout to the OMS. This allows the user to receive immediate feedback-such as a "Success" message or an "Error" notification from the OMS-directly on the Opportunity page.
Option A is incorrect because Apex Triggers are prohibited from making synchronous callouts. If a trigger initiates a callout, it must be asynchronous (using @future or Queueable Apex), which violates the business requirement for synchronicity. Making a synchronous call from a trigger would block the database transaction and could lead to "Uncommitted Work Pending" errors or system timeouts. Option B (Batch Apex) is inherently asynchronous and delayed; an hourly job would not provide the real-time, synchronous feedback required during the "Closed/Won" transition. Therefore, moving the integration logic to a UI-driven button is the only way to satisfy the synchronous requirement while staying within Salesforce's execution and transaction limits.

NEW QUESTION # 21

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