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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<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 3	<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>

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## Updated Salesforce - Latest Plat-Arch-204 Exam Camp

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## Salesforce Certified Platform Integration Architect Sample Questions (Q87-Q92):

### NEW QUESTION # 87

Northern Trail Outfitters (NTO) has a requirement to encrypt a few widely-used standard fields. NTO also wants to be able to use these fields in record-triggered flows.

Which security solution should an integration architect recommend to fulfill the business use case?

- A. Data Masking
- B. Classic Encryption
- C. Shield Platform Encryption

**Answer: C**

Explanation:

To satisfy the requirement of encrypting standard fields while maintaining their functionality within record-triggered flows, Shield Platform Encryption is the recommended architectural solution. 1 Shield Platform Encryption is a modern security layer that allows for encryption at rest while 2preserving critical platform features. Unlike Classic Encryption (Option B)-which is limited to a specific "Encrypted Text" custom field type and often breaks platform features like search and automation-Shield is designed to work with standard fields such as Name, Email, and Phone.

Key architectural considerations for Shield include:

Compatibility with Automation: Shield fields can be used in Flows, Apex triggers, and validation rules. This allows NTO to implement the required record-triggered business logic without needing to decrypt the data manually in code.

Search and Filtering: By using Deterministic Encryption, Shield allows users to filter and search for records based on encrypted fields, which is often a requirement for "widely-used" standard fields.

Compliance and Governance: Shield provides advanced key management (Bring Your Own Key - BYOK) and auditing, ensuring that NTO meets corporate security guidelines while data is being processed by the platform.

Data Masking (Option C) is primarily used for sandboxes to obfuscate PII during testing and is not a production encryption-at-rest solution. By recommending Shield, the architect provides a transparent security model that protects sensitive data without sacrificing the declarative power of Flow Builder.

### NEW QUESTION # 88

Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce using the Bulk API. The CIO wants monitoring recommendations for these jobs. Which recommendation should help meet the requirements?

- A. Visually monitor in the Salesforce UI using the "Bulk Data Load Jobs" in Salesforce in the setup menu.
- B. Write the error response from the Bulk API status to a custom error logging object in Salesforce using an Apex trigger, and create reports on the object.
- C. Set the Salesforce debug logs level to "finest", and add the user ID running the job to monitor in the "Debug Logs" in the setup menu.

**Answer: A**

Explanation:

For monitoring high-volume Bulk API jobs, the standard and most efficient architectural recommendation is to use the native Bulk Data Load Jobs page in Salesforce Setup.

This page provides a comprehensive, out-of-the-box view of all asynchronous API jobs, including their status (Queued, In Progress, Completed, Failed), the number of records processed, and any overall job errors. It allows administrators to download the result files for each batch to see record-level successes and failures without the overhead of custom code or data storage.

Option B is generally discouraged for high-volume nightly loads. Since the Bulk API is designed to bypass standard synchronous logic for performance, writing errors to a custom object for millions of records would consume significant data storage and could trigger additional governor limit issues during the load itself. Option C is ineffective for Bulk API monitoring; debug logs capture Apex execution but do not monitor the background processing of asynchronous Bulk API batches, and they would quickly become overwhelmed by the volume of data. For enterprise-grade monitoring<sup>9</sup>, the native UI provides the necessary visibility into job health with zero impact on platform performance or storage.

### NEW QUESTION # 89

An enterprise customer is planning to implement Salesforce to support case management.

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Below is their current system landscape diagram. Considering Salesforce capabilities, what should the integration architect evaluate when integrating Salesforce with the current system landscape?

- **A. Integrate Salesforce with Data Warehouse, Order Management and Email Management System.**
- B. Integrate Salesforce with Email Management System, Order Management System and Case Management System.
- C. Integrate Salesforce with Order Management System, Data Warehouse and Case Management System.

**Answer: A**

Explanation:

An Integration Architect's primary responsibility when evaluating a landscape for a new Salesforce implementation is to identify the system of record for each business process and determine which legacy systems will be replaced by Salesforce. In this scenario, the customer is implementing Salesforce specifically to support case management.

According to the provided landscape diagram, the Case Management System currently exists as a standalone entity. Since Salesforce Service Cloud provides native, best-in-class case management capabilities, this legacy system is the primary candidate for retirement. Retiring the legacy Case Management system avoids data fragmentation and ensures that Salesforce serves as the single source of truth for support interactions.

However, for Salesforce to function effectively as a new case management hub, it must integrate with the remaining surrounding systems:

Email Management System: This system likely handles inbound customer communications. An architect must evaluate integrating this with Salesforce (via Email-to-Case or a specialized connector) so that incoming emails automatically generate or update cases.

Order Management System (OMS): Support agents often need to view order history or status to resolve customer inquiries.

Integrating Salesforce with the OMS allows for a 360-degree view, enabling agents to see relevant order data directly within the Salesforce case console.

Data Warehouse: For long-term reporting, trend analysis, and a unified customer profile, case data from Salesforce needs to be pushed to the Data Warehouse. This ensures that the Analytics and Business Intelligence Tool downstream can report on support metrics alongside other enterprise data.

Therefore, the architect should evaluate integrations with the Data Warehouse, Order Management, and Email Management System.

Option B and C are incorrect because they suggest integrating with the "Case Management System," which is the very system being superseded by Salesforce's native capabilities. By focusing on the integration of these three supporting systems, the architect ensures a seamless transition where Salesforce is fully enriched with the necessary external data to drive support excellence.

## NEW QUESTION # 90

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

- A. REST API
- B. SOAP API
- **C. Streaming API**

**Answer: C**

Explanation:

Salesforce Platform Events are built on top of a highly scalable, event-driven messaging architecture designed to enable real-time communication between apps. To consume these events from outside Salesforce—such as from a legacy learning system—clients must use the Streaming API.

The Streaming API is the technical foundation for receiving event notifications in a Publish/Subscribe model. It utilizes the CometD protocol or the newer gRPC-based Pub/Sub API to maintain a persistent connection between the external client and Salesforce.

When a student registers for a course in the Salesforce Community, a Platform Event is "published" to the event bus. The learning system, acting as a "subscriber," remains connected via the Streaming API and receives the event message instantly without needing to poll Salesforce for updates.

This architecture is ideal for "near real-time" requirements because it eliminates the overhead of traditional point-to-point integrations. While the REST and SOAP APIs (Options A and B) can be used to publish events into Salesforce, they are not designed to receive unsolicited notifications from the platform. By using the Streaming API, the integration architect ensures the solution is both responsive and efficient, as Salesforce only pushes data when a relevant event occurs. Furthermore, because Platform Events provide a retention window, the Streaming API allows the learning system to use a Replay ID to catch up on any registration events missed during a brief network outage.

### NEW QUESTION # 91

A customer imports data from an external system into Salesforce using Bulk API. These jobs have batch sizes of 2,000 and are run in parallel mode. The batches fail frequently with the error "Max CPU time exceeded". A smaller batch size will fix this error. What should be considered when using a smaller batch size?

- A. Smaller batch size can trigger "Too many concurrent batches" error.
- **B. Smaller batch size may increase time required to execute bulk jobs.**
- C. Smaller batch size may exceed the concurrent API request limits.

**Answer: B**

Explanation:

The Bulk API is designed to process massive datasets by breaking them into smaller batches that Salesforce processes asynchronously. When a batch fails with the "Max CPU time exceeded" error, it typically indicates that the complexity of the operations triggered by the record—such as Apex triggers, Flows, or complex sharing calculations—exceeds the 10,000ms limit within a single transaction.

Reducing the batch size is the standard architectural remedy because it reduces the number of records processed in a single transaction, thereby lowering the total CPU time consumed by those records. However, the architect must consider the impact on the overall throughput and execution time.

When batch sizes are smaller, the total number of batches required to process the same dataset increases. For instance, moving from a batch size of 2,000 to 200 for a 1-million-record dataset increases the number of batches from 500 to 5,000. Each batch carries its own overhead for initialization and finalization within the Salesforce platform. Consequently, while the individual batches are more likely to succeed, the total time required to complete the entire job will increase.

The architect should also be aware of the daily limit on the total number of batches allowed (typically 15,000 in a 24-hour period). While Option C mentions API request limits, the Bulk API is governed more strictly by its own batch limits. Option B is less likely because "parallel mode" naturally manages concurrency. Thus, the primary trade-off the architect must present to the business is a gain in reliability (successful processing) at the cost of total duration (increased sync time).

### NEW QUESTION # 92

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