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## Salesforce Certified Platform Integration Architect Sample Questions (Q25-Q30):

**NEW QUESTION # 25**

Northern Trail Outfitters needs to make synchronous callouts "available-to-promise" services to query product availability and reserve inventory during the customer checkout process. What should an integration architect consider when building a scalable integration solution?

- A. The number of batch jobs that can run concurrently
- B. The maximum query cursors open per user on the service
- **C. The typical and worst-case historical response times**

**Answer: C**

Explanation:

In a Synchronous Request-Reply pattern, the user's experience is directly tied to the performance of the external service. For a mission-critical "Available-to-Promise" (ATP) service during checkout, the most vital scalability consideration is the typical and worst-case historical response times of the target system.

Salesforce imposes strict Governor Limits on synchronous callouts to protect platform health. Specifically, if an ATP callout takes longer than 120 seconds, the transaction will time out. More importantly, Salesforce limits the number of long-running requests (those lasting longer than 5 seconds). If multiple users are checking out simultaneously and the external inventory system begins to respond slowly (worst-case), those requests can quickly occupy all available slots in the concurrent request queue, leading to "Concurrent Request Limit Exceeded" errors for all users in the org.

By analyzing historical response times, the architect can determine if the service is reliable enough for a synchronous callout. If the worst-case response time frequently exceeds 5 seconds, the architect should consider a more resilient pattern, such as the Continuation pattern or an asynchronous approach, to prevent blocking the UI thread and hitting platform limits. Options A and C are irrelevant to synchronous checkout performance; query cursors relate to database state, and batch jobs are asynchronous background processes that do not impact real-time user checkout latency.

#### NEW QUESTION # 26

A media company recently implemented an IAM system supporting SAML and OpenId. The IAM system must integrate with Salesforce to give new self-service customers instant access to Salesforce Community Cloud. Which requirement should Salesforce Community Cloud support for self-registration and SSO?

- A. OpenId Connect Authentication Provider and JIT provisioning
- B. SAML SSO and Registration Handler
- **C. SAML SSO and Just-in-Time (JIT) provisioning**

**Answer: C**

Explanation:

To provide "instant access" for new customers via an external IAM system using SAML, Salesforce provides a declarative feature called Just-in-Time (JIT) provisioning.

When a customer attempts to log in to the Community (Experience Cloud) through the IAM system, the IAM system (acting as the Identity Provider) sends a SAML assertion to Salesforce. If JIT provisioning is enabled, Salesforce parses the user information contained in that assertion—such as name, email, and federation ID. If a corresponding User record does not exist, Salesforce automatically creates one on-the-fly and then logs the user in. This eliminates the need for a manual registration step or pre-provisioning accounts.

Option A is slightly incorrect because Registration Handlers are specifically associated with Authentication Providers (which use OpenID Connect/OAuth), not SAML SSO. Option C is incorrect because JIT provisioning is a feature of SAML, while Authentication Providers use the Registration Handler class to achieve the same result. For a "self-service" scenario where speed to market and standard protocols are key, SAML SSO with JIT provisioning is the architect's primary choice for automating user management and providing a seamless single-entry point for subscribers.

#### NEW QUESTION # 27

A customer of Salesforce has used Platform Events to integrate their Salesforce instance with an external third-party artificial intelligence (AI) system. The AI system provides a prediction score for each lead that is received by Salesforce. Once the prediction score is received, the lead information is saved to Platform Events for other processes. The trigger on the Platform Events has failed ever since it was rolled out to production. Which type of monitoring should the integration consultant have considered to monitor this integration?

- **A. Set up debug logs for Platform Event triggers to monitor performance.**
- B. Monitor Platform Events created per hour limits across the Salesforce instance.

- C. Validate that the Platform Event definition matches lead's definition.

**Answer: A**

Explanation:

Troubleshooting failures in Platform Event-triggered logic is challenging because these triggers execute under the "Automated Process" system user, making them invisible to standard user-level monitoring. To diagnose why a trigger is failing in production, an Integration Architect must set up debug logs specifically for that trigger or the automated process user.

Debug logs provide a granular view into the execution path, including Apex errors, governor limit consumption, and specific DML failures. Without these logs, it is impossible to determine if the failure is due to a null pointer exception, a validation rule violation, or a record locking conflict. Option B is a design-time validation step; while important, it would not help monitor or troubleshoot a runtime failure in a deployed trigger. Option C focuses on high-level consumption limits; while reaching the "Created Per Hour" limit would prevent events from being published, it would not explain why an existing trigger is failing once the event has already arrived in the bus. By proactively establishing debug logs for the integration's triggers, the consultant can pinpoint the exact line of code or system constraint causing the failure, ensuring a faster "Mean Time to Repair" (MTTR) for critical AI-driven business processes.

### NEW QUESTION # 28

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. Use Shield Platform Encryption as a user authentication or authorization tool.
- **B. Encrypt the data using the most current key.**
- C. Encrypt all the data so that it is secure.

**Answer: B**

### NEW QUESTION # 29

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.

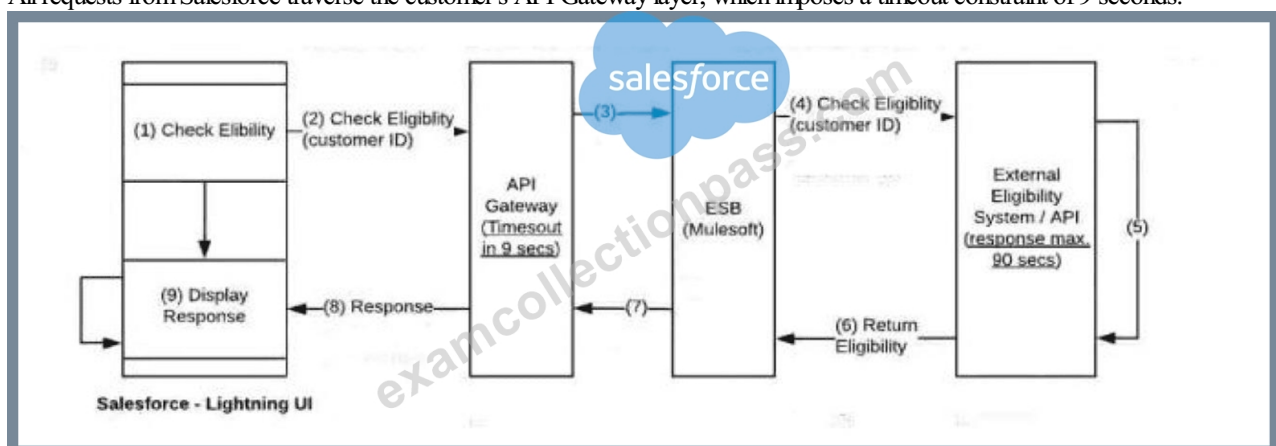
About 3,000 phone sales agents use a Salesforce Lightning user interface (UI) concurrently to check eligibility of a customer for a qualifying offer.

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

**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 # 30

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