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QUESTION 1

KiA B2C Enterprise Customer has the following use case that involves processing payment from an external payment gateway service in Salesforce.

1.

Customer requests Customer Service Representative (CSR) for a Service upgrade.

2.

Customer provides credit card details to CSR for payment.

3.

CSR submits payment information in Salesforce, and processed in a

4.

CSR receives confirmation of payment.

5.

CSR upgrades service for customer and confirms Customer.

external payment gateway.

This use case requires the CSR to obtain confirmation of payment before upgrading the service.

The integration with Payment gateway needs to be reliable and monitored for audit purposes.

The payment gateway service is an external RESTful service that the B2C Enterprise Customer has subscribed for.

What should an Integration Architect recommend for this integration?

A. Build a custom Apex Callout to external Payment gateway service and provide success message to the CSR, the details of callouts and responses are logged for audit purposes.

B. Use External Services feature to integrate gateway to Salesforce ensuring real-time updates the CSR and support post payment processes.

C. Make a callout to the payment gateway through ESB supporting error handling and logging for audit purposes.

D. Platform events allow integration to payment gateway through the exchange of real-time event data, platform events are scalable and secure.

Correct Answer: C

QUESTION 2

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 UI concurrently to check eligibility of a customer for a qualifying offer.

There are multiple eligibility systems that provides this service and are hosted externally. However, their current response times could take up to 90 seconds to process and return (there are discussions to reduce the response times in future,

but no commitments are made).

These eligibility systems can be accessed through APIs orchestrated via ESB (MuleSoft).

All requests from Salesforce will have to traverse through customer's API Gateway layer and the API Gateway imposes a constraint of timing out requests after 9 seconds.

Which three recommendations should be made? Choose 3 answers

- A. ESB (Mule) with cache/state management to return a requestID (or) response if available from external system.
- B. Recommend synchronous Apex call-outs from Lightning UI to External Systems via Mule and implement polling on API gateway timeout.
- C. Use Continuation callouts to make the eligibility check request from Salesforce from Lightning UI at page load.
- D. When responses are received by Mule, create a Platform Event in Salesforce via Remote-Call-In and use the empAPI in the lightning UI to serve 3,000 concurrent users.
- E. Implement a 'Check Update' button that passes a requestID received from ESB (user action needed).

Correct Answer: ACE

QUESTION 3

A call center manager uses a custom dashboard to track Case related metrics. The manager wants a component to display the number of closed Cases in real time. What type of event should be used to meet this requirement?

- A. Push Topic Event
- B. Change Data Capture Event
- C. Platform Event
- D. Generic Event

Correct Answer: A

Explanation: https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/pushtopic_events_intro.htm

QUESTION 4

Only authorized users are allowed access to the EBS and the Enterprise DMS.

Customers call Customer Support when they need clarification on their bills. Customer Support needs seamless access to customer billing information from the E and view generated bills from the DMS.

Which three authorization and authentication needs should an integration consultant consider while integrating the DMS and ESB with Salesforce? Choose 3 answers

- A. Users should be authorized to view information specific to the customer they are servicing without a need to search for customer.
- B. Identify options to maintain DMS and EBS authentication and authorization details in Salesforce.
- C. Consider Enterprise security needs for access to DMS and EBS.
- D. Consider options to migrate DMS and EBS into Salesforce.
- E. Users should be authenticated into DMS and EBS without having to enter username and password.

Correct Answer: BDE

QUESTION 5

An enterprise customer that has more than 10 Million customers has the following systems and conditions in their landscape: Choose 2 answers

- A. Enterprise Billing System (EBS) - All customer's monthly billing is generated by this system.
- B. Enterprise Document Management System (DMS) Bills mailed to customers are maintained in the Document Management system.
- C. Salesforce CRM (CRM)- Customer information, Sales and Support information is maintained in CRM.

Correct Answer: BC

QUESTION 6

Northern Trail Outfitters needs to secure an integration with an external Microsoft Azure API Gateway. What integration security mechanism should be employed?

- A. Configure mutual server authentication with two-way SSL using CA issued certificates.
- B. Configure a connected app with an authorization endpoint of the API gateway and configure OAuth settings.
- C. Use an API only user profile and implement use an external identity provider with federated API access.
- D. Implement Salesforce Shield with Encryption at Rest and generate a tenant secret.

Correct Answer: A

QUESTION 7

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 event.

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

- A. Tooling API
- B. Streaming API
- C. O REST AP
- D. SOAP API

Correct Answer: B

QUESTION 8

A customer imports data from an external system into Salesforce using Bulk API. These jobs have batch sizes of 2000 and are run in parallel mode. The batch fails frequently with the error "Max CPU time exceeded". A smaller batch size will fix this error.

Which two options should be considered when using a smaller batch size? Choose 2 answers

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

Correct Answer: AB

QUESTION 9

Which two system constraint questions should be considered when designing an integration to send orders from Salesforce to a fulfillment system? Choose 2 answers

- A. What latency is acceptable for orders to reach the fulfillment system?
- B. Which system will validate order shipping addresses?
- C. Can the fulfillment system implement a contract-first Outbound Messaging interface?
- D. Can the fulfillment system participate in idempotent design to avoid duplicate orders?

Correct Answer: CD

QUESTION 10

Northern Trail Outfitters (NTO) has an integration set up between a Salesforce org and a quoting system. NTO would like to show a notification to all sales representatives that use Salesforce anytime the quoting system will be taken down for maintenance.

Which Salesforce API should an Integration Architect use to fulfill this requirement?

- A. Connect REST API
- B. Tooling API
- C. REST API
- D. Streaming API

Correct Answer: D

QUESTION 11

Northern Trail Outfitters (NTO) uses a custom mobile app to interact with their customers.

One of the features of the app are Salesforce Chatter Feeds. NTO wants to automatically post a Chatter item to Twitter whenever the post includes the #thanksNTO hashtag.

Which API should an Integration Architect use to meet this requirement?

- A. Connect REST API
- B. REST API
- C. Streaming API
- D. Apex REST

Correct Answer: A

QUESTION 12

Universal Containers (UC) uses Salesforce to track the following customer data:

1.
Leads,
2.
Contacts
3.
Accounts
4.
Cases

Salesforce is considered to be the system of record for the customer. In addition to Salesforce, customer data exists in an Enterprise Resource Planning (ERP) system, ticketing system, and enterprise data lake. Each of these additional systems have their own unique identifier. UC plans on using middleware to integrate Salesforce with the external systems.

UC has a requirement to update the proper external system with record changes in Salesforce and vice versa.

Which two solutions should an Integration Architect recommend to handle this requirement? Choose 2 answers

- A. Locally cache external ID's at the middleware layer and design business logic to map updates between systems.
- B. Store unique identifiers in an External ID field in Salesforce and use this to update the proper records across systems.
- C. Use Change Data Capture to update downstream systems accordingly when a record changes.
- D. Design an MDM solution that maps external ID's to the Salesforce record ID.

Correct Answer: CD

QUESTION 13

Northern Trail Outfitters has recently experienced intermittent network outages in its call center. When network service resumes, Sales representatives have inadvertently created duplicate orders in the manufacturing system because the order was placed but the return acknowledgement was lost during the outage.

Which solution should an architect recommend to avoid duplicate order booking?

- A. Use Outbound Messaging to ensure manufacturing acknowledges receipt of order.
- B. Use scheduled apex to query manufacturing system for potential duplicate or missing orders.

- C. Implement idempotent design and have Sales Representatives retry order(s) in question.
- D. Have scheduled Apex resubmit orders that do not have a successful response.

Correct Answer: A

QUESTION 14

A large enterprise customer has decided to implement Salesforce as their CRM. The current system landscape includes the following:

1.
An Enterprise Resource Planning (ERP) solution that is responsible for Customer Invoicing and Order fulfillment.
2.
A Marketing solution they use for email campaigns.

The enterprise customer needs their sales and service associates to use Salesforce to view and log their interactions with customers and prospects in Salesforce.

Which system should be the System of record for their customers and prospects?

- A. ERP with all prospect data from Marketing and Salesforce.
- B. Marketing with all customer data from Salesforce and ERP.
- C. Salesforce with relevant Marketing and ERP information.
- D. New Custom Database for Customers and Prospects.

Correct Answer: C

Explanation: <https://www.workfront.com/blog/systems-of-record>

QUESTION 15

Northern Trail Outfitters is planning to perform nightly batch loads into Salesforce from an external system with a custom Java application using the and the CIO is curious about monitoring recommendations for the jobs from the Technical Architect

Which two recommendations will help meet the requirements? Choose 2 answers

- A. 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.
- B. Visually monitor in the Salesforce UI using the "Bulk Data Load Jobs in Salesforce in the setup menu.
- 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.

D. Use the getBatchInfo method in the Java application to monitor the status of the jobs from the Java application.

Correct Answer: BD

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