

# INTEGRATION-ARCHITECT<sup>Q&As</sup>

Salesforce Certified Integration Architect

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## QUESTION 1

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>

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## QUESTION 2

A global financial company sells financial products and services that include the following:

1.  
Bank Accounts
2.  
Loans
3.  
Insurance

The company has a core banking system that is state of the art and is the master system to store financial transactions, financial products and customer information. The core banking system currently processes 10M financial transactions per

day. The CTO for the company is considering building a community port so that customers can review their bank account details, update their information and review their account financial transactions.

What should an integration architect recommend as a solution to enable customer community users to view their financial transactions?

- A. Use Salesforce Connect to display the financial transactions as an external object.
- B. Use Salesforce Connect to display the financial transactions as an external object.
- C. Use Salesforce External Service to display financial transactions in a community lightning page.
- D. Use Iframe to display core banking financial transactions data in the customer community.

Correct Answer: C

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### QUESTION 3

Universal Containers (UC) currently owns a middleware tool and they have developed an API-led integration architecture with three API tiers. The first tier interfaces directly with the systems of engagement, the second tier implements

business logic and aggregates data, while the third tier interfaces directly with systems of record. Some of the systems of engagement will be a mobile application, a web application, and Salesforce.

UC has a business requirement to return data to the systems of engagement in different formats while also enforcing different security protocols.

What should an Integration Architect recommend to meet these requirements?

- A. Enforce separate security protocols and return formats at the first tier of the API-led architecture.
- B. Implement an API gateway that all systems of engagement must interface with first.
- C. Enforce separate security protocols and return formats at the second tier of the API-led architecture.
- D. Leverage an Identity Provider solution that communicates with the API tiers via SAML

Correct Answer: B

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### QUESTION 4

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

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## 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

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## QUESTION 6

A company that is a leading provider of training delivers courses to students globally. The company decided to use customer community in order to allow student to log in to the community, register for courses and pay course fees. The company has a payment gateway that takes more than 30 seconds to process the payment transaction. Students would like to get the payment result in real-time so in case an error happens, the students can retry the payment process.

What is the recommended integration approach to process payments based on this requirement?

- A. Use platform event to process payment to the payment gateway.
- B. Use continuation to process payment to the payment gateway.
- C. Use change data capture to process payment to the payment gateway.
- D. Use request and reply to make an API call to the payment gateway.

Correct Answer: B

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## QUESTION 7

Northern Trail Outfitters needs to present shipping costs and estimated delivery times to their customers. Shipping services used vary by region, and have similar but distinct service request parameters. Which integration component capability should be used?

- A. Enterprise Service Bus to determine which shipping service to use, and transform requests to the necessary format.
- B. Outbound Messaging to request costs and delivery times from Shipper delivery services with automated error retry.

- C. APEX REST Service to implement routing logic to the various shipping service.
- D. Enterprise Service Bus user interface to collect shipper-specific form data.

Correct Answer: A

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## QUESTION 8

A company's security assessment noted vulnerabilities on the un managed packages in their Salesforce orgs, notably secrets that are easily accessible and in plain text, such as usernames, passwords, and OAuth tokens used in callouts from Salesforce.

Which two persistence mechanisms should an integration architect require to be used to ensure that secrets are protected from deliberate or inadvertent exposure? Choose 2 answers

- A. Encrypted Custom Fields
- B. Named Credentials
- C. Protected Custom Metadata Types
- D. Protected Custom Settings

Correct Answer: AB

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## 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

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## QUESTION 10

A Salesforce customer is planning to roll out Salesforce for all their Sales and Service staff.

Senior Management has requested that monitoring is to be in place for Operations to notify any degradation in Salesforce performance.

How should an integration consultant implement monitoring?

- A. Use Salesforce limits API to capture current API usage and configure alerts for monitoring.
- B. Use API EVENT to track all user initiated API calls through SOAP, REST or BULK APIs.
- C. Identify critical business processes and establish automation to monitor performance against established benchmarks.
- D. Request Salesforce to monitor the Salesforce instance and notify when there is degradation in performance.

Correct Answer: C

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## QUESTION 11

What is the first thing an Integration Architect should validate if a callout from a Lightning Web Component to an external endpoint is failing?

- A. The endpoint domain has been added to Cross-Origin Resource Sharing.
- B. The endpoint URL has been added to Content Security Policies.
- C. The endpoint URL has been added to an outbound firewall rule.
- D. The endpoint URL has been added to Remote Site Settings.

Correct Answer: B

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## QUESTION 12

The URL for an external service has been changed without prior notice. The service provides up to date money exchange rates that is accessed several times from Salesforce and is a business critical function for end users. Which two solutions should an Integration Architect recommend be implemented to minimize potential downtime for users in this situation? Choose 2 answers

- A. Named Credentials
- B. Remote Site Settings
- C. Content Security Policies
- D. Enterprise ESB

Correct Answer: AD

Explanation: [https://help.salesforce.com/articleView?id=collab\\_files\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=collab_files_overview.htm&type=5)

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## QUESTION 13

An 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 an Architect determine before recommending a solution?

- A. Determine inbound integration requirements, then identify frequency.
- B. Determine data access prevention requirements, then identify frequency.
- C. Determine data volume requirements, then identify the loading schedule.
- D. Determine data access prevention requirements, then identify system constraints.

Correct Answer: A

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#### QUESTION 14

Northern Trail Outfitters (NTO) has an affiliate company that would like immediate notifications of changes to opportunities in the NTO Salesforce instance. The affiliate company has a CometD client available. Which solution is recommended in order to meet the requirement?

- A. Create a connected app in the affiliate org and select the "Accept CometD API Requests".
- B. Implement a polling mechanism in the client that calls the SOAP API `getUpdated` method to get the ID values of each updated record.
- C. Configure External Services to call the subscriber in Apex in the Onchange Trigger event as part of the flow.
- D. Create a PushTopic update event on the Opportunity Object to allow the subscriber to react to the streaming API.

Correct Answer: D

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#### QUESTION 15

Universal Containers (UC) owns a variety of cloud-based applications, including Salesforce, alongside several on-premise applications. The on-premise applications are protected behind a corporate network with limited outside access to

external systems.

UC would like to expose data from the on-premise applications to Salesforce for a more unified user experience. The data should be accessible from Salesforce in real-time.

Which two actions should be recommended to fulfill this system requirement? Choose 2 answers

- A. Develop an application in Heroku that connects to the on-premise database via an ODBC string and VPC connection.
- B. Develop custom APIs on the company's network that are invocable by Salesforce.
- C. Deploy MuleSoft to the on-premise network and design externally facing APIs to expose the data.
- D. Run a batch job with an ETL tool from an on-premise server to move data to Salesforce.

Correct Answer: BC

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