

# Salesforce

## Exam Questions Integration-Architecture-Designer

Salesforce Certified Integration Architecture Designer (SP19)



#### NEW QUESTION 1

Universal Containers has decided that they will be using the bulk API to migrate the existing data into Salesforce as they will be importing a total of 80 million records.

While planning for the data migration, what techniques should the Architect recommend to make sure the load go according to schedule?

Choose 2 answers

- A. Pre-process data that the triggers and workflows can be deactivated.
- B. Perform a test load using a full Sandbox prior to the Production load.
- C. Perform loads over a weekend server resource availability.
- D. Leverage several workstations, loading different objects simultaneous

**Answer:** AB

#### NEW QUESTION 2

Universal containers(UC) leverages the standard opportunity and opportunity product objects to manage their orders in Salesforce. When a deal is closed, all opportunity information, including products and billing contacts, must be send to their ERP application for order fulfillment. As UC has an "express shipping" guarantee, leadership would like order information sent to ERP as quickly as possible after the deal is closed?

How should an Architect fulfill this requirement?

- A. Write a nightly batch job to send customer information to ERP.
- B. Write a visualforce page to send order information to ERP.
- C. Write an opportunity trigger to send order information to ERP.
- D. Write an outbound message to send order information to ER

**Answer:** C

#### NEW QUESTION 3

Universal Containers is building a managed package to distribute on the AppExchange. As part of the solution they would like to include authentication information (username/password) inside of the package for web service calls made from the package Universal containers web services. A Salesforce security review has flagged this as a security violation and the architect must decide how best to protect these credentials

Which two methods should the architect consider in order to protect these credentials? Choose 2 answers

- A. Utilize named credentials to store the username/password of the web service end post.
- B. Utilize a custom object with an encrypted text field to store the username/password of the web service end point.
- C. Utilize protected custom settings to store the username/password of the web service end point.
- D. Store the username/password directly in the Apex class that will be obfuscated in the managed package.

**Answer:** AC

#### NEW QUESTION 4

As part of their customer setup process. Universal containers requires that any address put into Salesforce be validated by the US Postal Service.

The customer must provide their address while they are on the phone with the Universal Containers representative.

What two solutions should a Technical Architect recommend to fulfill this requirement? Choose 2 answers

- A. Implement a VisualForce page that validates entered addresses against an API.
- B. Write a trigger with an @future callout that validates addresses against an API.
- C. Build a custom Address object and a trigger that will validate the address against the object.
- D. Leverage an Appexchange application to validate addresses entere

**Answer:** AD

#### NEW QUESTION 5

Universal Container needs to integrate Salesforcewith several home-grown systems. These systems require custom code to be written in order to integrate with them, and the CIO argues that if custom code needs to be written, then there is no reason to invest in middleware

Which three considerations should an Architect bring up to the CIO? Choose 3 answers

- A. Performance
- B. Error Handling
- C. Bulkification
- D. Orchestration
- E. Logging

**Answer:** BDE

#### NEW QUESTION 6

Universal Containers is building an integration between Salesforce and their Accounting system. The integration will utilize outbound messaging with call back pattern to Salesforce. The security officer would like to understand the authentication solution.

What are the three ways that the call back can authenticate itself to Salesforce? Choose 3 answers

- A. Utilize the Enterprise WSDL login() operation to obtain a new session ID.
- B. Utilize an OAuth Username-Password flow to obtain a new OAuth token for the session ID.
- C. Utilize the REST API login() operation to obtain a new session ID
- D. Utilize the session ID contained within the outbound message notification as the authorization header.
- E. Utilize the partner WSDL with OAuth to obtain a valid OAuth token for the session I

**Answer:** ACD

#### NEW QUESTION 7

Which mechanism should an Integration Architect recommend to make a secure, authenticated connection to a remote system that results in the remote system trusting Salesforce?

- A. Encrypt the Payload with a shared key.
- B. Use a pre-shared key in a query parameter.
- C. Implement two way (or mutual) SSL certificates.
- D. Utilize CA - signed certificates on the hos

**Answer: D**

#### NEW QUESTION 8

What are the three capabilities of the Bulk API? Choose 3 answers

- A. process multiple batch jobs asynchronously
- B. Process multiple batch jobs synchronously
- C. Roll back all transactions within a batch of 10000 records
- D. Monitor job status via the API.
- E. Monitor job status via the Web U

**Answer: ADE**

#### NEW QUESTION 9

Universal Containers would like to display data from an external system inside of Salesforce, and has chosen not to enable lightning Experience. They do not need the data for any other purposes within Salesforce.

Which approach should an Integration Architect recommend that matches the Salesforce UI? Choose 2 answers

- A. An iFrame embedding a custom .Net application that displays data from the other systems.
- B. A custom visualforce page with a controller thats calls-out to the other systems.
- C. A custom Visualforce page with client- side calls out to the other systems.
- D. A middleware orchestration to continuously persist data from other systems into Salesforce

**Answer: AB**

#### NEW QUESTION 10

When making an Apex callout, what approach should an Integration Architect recommend for securely transporting sensitive data from Salesforce over an unsecure network connection?

- A. Base64 encode the data before performing the call out from Apex.
- B. Encrypt the data with a shared key before performing the Apex callout.
- C. Use platform Encryption to secure the data before transporting.
- D. Salesforce automatically secures all data transmissions to external system

**Answer: A**

#### NEW QUESTION 10

Universal Containers would like to integrate Salesforce to their Accounting system. Salesforce must notify the accounting system for every new account that has been created. The security team will not allow Salesforce to integrate directly to the accounting system due to potential security issues. Which three stages should the Architect consider to reduce the security concerns for this Integration use case?

Choose 3 answers

- A. Terminate the SSL connection at a reverse proxy in the DMZ which establishes trust in the connection using mutual SSL.
- B. Enable WS-security for the web services made between Salesforce and the accounting system.
- C. Whitelist the Salesforce IP range on the firewall to ensure only Salesforce- originated traffic can penetrate the network.
- D. Utilize an Enterprise Service Bus to ensure Accounting system credentials are not stores within Salesforce.
- E. Enable platform encryption in the Salesforce org to ensure network communication to the Accounting system is encrypted.

**Answer: BDE**

#### NEW QUESTION 14

Universal Containers has a customer setup process that relies on external database to send customers welcome & registration emails. When a customer contacts Universal containers via phone they need to receive the welcome email shortly following the conversation with the UC representative. Universal containers representatives work exclusively in Salesforce and any new customer contacts are created in Salesforce by the representative. The external database exposes a SOAP API for integration with other applications.

What Salesforce technology best fulfills this requirement?

- A. Write a nightly batch synchronization to send customer information to the external database.
- B. Write an outbound message to send customer Information to an ESB.
- C. Write an outbound message to send customer Information to the external database.
- D. Write a trigger with an @future method to send customer Information to the external database

**Answer: C**

#### NEW QUESTION 19

Universal containers built an integration using the Bulk API to load records from a legacy system into Salesforce, Parallel option with batch size 1000 was used However, the batches often fail due to " Max CPU time exceeded"errors which could be resolved with a Similar batch size.

What are two risks involved with batch sizes that are too small? Choose 2 answers

- A. Possibility of hitting the daily limit for number of batches.
- B. possibility of very long bulk job execution times
- C. Possibility of failures due to record-locking errors.
- D. Possibility of hitting the "Too many concurrent batches" limit

**Answer:** BC

#### NEW QUESTION 22

Universal Containers is using the enterprise WSDL to integrate their financial system to Salesforce, while reading the release notes for the upcoming Salesforce release the architect discovers a new object will be added to the Salesforce data model that would be beneficial for the financial system integration.

What two actions should the architect take to ensure the new object will be available to the financial system integration?

Choose 2 answers

- A. Download the latest enterprise WSDL that contains the new object definition to generate Web service stubs for the new Salesforce object.
- B. Download the latest partner WSDL that contains the new object definition to generate web services stubs for the new Salesforce object
- C. Migrate to the partner WSDL to generate a generic sObject service stub that can be leveraged for existing and future Salesforce objects
- D. Integrate to the metadata API to download the new Salesforce sObject definition into the financial system integration.

**Answer:** AD

#### NEW QUESTION 23

Universal Containers has complex data transformation, error handling and process automation requirements as part of their integration strategy.

What technology should an Architect recommend in order to minimize Salesforce code customizations?

- A. Data Loader
- B. Canvas
- C. Process Builder
- D. Middleware

**Answer:** D

#### NEW QUESTION 24

Universal Containers would like to integrate to an external system from Salesforce over a secure channel however the external system does not support HTTP-basic authentication

What approach should an integration Architect recommend that enables the external system to trust the data being received?

- A. Digitally sign the Payload using a private key trusted by the external system
- B. Include a secret passphrase in the payload that is validated by the external system.
- C. Base64 encode the data to ensure untrusted 3rd parties don't see it.
- D. Utilize a 3rd-party SSO solution to authenticate the session

**Answer:** C

#### NEW QUESTION 28

Universal Containers wishes to move data between 3 back office systems: ERP, financial and a legacy home-grown shipping system that will be replaced 3 months after integration is scheduled to be complete.

What integration pattern should an architect recommend to ensure minimal throwaway code?

- A. point-to-point
- B. Web Mashup
- C. Middleware
- D. Apex batch Processing

**Answer:** C

#### NEW QUESTION 30

Universal Containers has decided that acquisition of other companies will be a key focus of their growth for the next several years. All acquired customer service agents will use UC's pre-existing customer support process built in Salesforce. The ERP application at any acquired company will not be immediately replaced, and customer service agents must be able to see up-to-date order status from all ERP systems.

What recommendation should a technical Architect make to minimize complexity during new acquisitions?

- A. Use custom Links to direct users to the appropriate ERP system to view order status.
- B. Build all Integrations as nightly ETL batches to minimize real-time overhead.
- C. Leverage Apex callouts to integrate directly with acquired applications.
- D. Use an ESB to abstract the Salesforce integration from other enterprise application

**Answer:** B

#### NEW QUESTION 34

What should an integration Architect consider when building a Visualforce page that makes client-side callouts to multiple domains that may violate the browser's same-origin policy?

Choose 2 answers

- A. Setup CORS to whitelist all domains that the client scripts communicate with.
- B. Utilize the Canvas SDK to perform the callouts.

- C. Ensure each javascript resource communicates only with its origin.
- D. Set up Remote site settings for all domains that the client scripts communicate wit

**Answer:** AD

#### NEW QUESTION 37

What are two considerations to make when performing SOAP callouts from within Apex? Choose 2 answers

- A. SOAP callouts consume API limits.
- B. WSDL2Apex supports RPC-style SOAP callouts.
- C. WSDL2Apex can be used to generate stub code.
- D. SOAP callouts cannot occur after any DML statement

**Answer:** CD

#### NEW QUESTION 40

Universal Containers has two integrations to Salesforce; System A requires read-only access to all Opportunity data while System B requires read-write access to all Accounts.

Which approach ensures compliance with the principal of least privilege?

- A. Utilize a single "Integration User" with the "Modify All data" profile setting enabled so that all integrations always have access to all data.
- B. Utilize separate credentials and profiles for each integration, one having "view All" to ties and the other having "Modify All" to Accounts.
- C. Use a single "Integration User" with profile settings restricted to "view All" for opportunity and "Modify All" for Accounts.
- D. Utilize separate credentials for each system with both credentials having the "modify all data" permission on the profile.

**Answer:** C

#### NEW QUESTION 42

What are two scenarios that utilize the chatter REST API? Choose 2 answers

- A. When integrating chatter into custom mobile apps.
- B. When migrating Opportunity data.
- C. When uploading large files.
- D. When posting status updates to social medi

**Answer:** AD

#### NEW QUESTION 46

The Integration Team at Universal Containers is frustrated because the developers keep changing the data model and trigger behaviors during development, resulting in frequent rework and unexpected bugs lade in the development process.

What two recommendations should a Technical Architect make to resolve this issue? Choose 2 answers

- A. Implement a Regression Testing policy to catch issues earlier in the development process.
- B. Use a requirements traceability matrix to track data model changes back to the requirement that prompted them.
- C. Implement a continuous Integration process to identify issues earlier in the development process.
- D. Encourage code developers and integration developers to work in separate sandboxes

**Answer:** BC

#### NEW QUESTION 48

In order to avoid slowing down inbound call center sales agents, Universal Containers wants to deduplicate Lead records against their 3rd-party MDM system after that the agent has served the record in Salesforce.

What integration strategy should an Architect recommend?

- A. Outbound message to MDM with a callback to Salesforce to mark duplicate Leads.
- B. Sync the MDM system to a custom object in Salesforce and execute a Lookup validation rule against the object.
- C. Batch APEX process to de-duplicate all records first in Salesforce then against MDM, deleting the newest MDM record.
- D. Use Out-of-the-Box Lead De-duplication Rules to check against MD

**Answer:** A

#### NEW QUESTION 53

Universal containers ships millions of orders per year and releases code fixes to the production org mightily. Their corporate testing strategy requires that tests must be performed against Production data in an isolated test environment before code can be released to production.

How can Universal Containers achieve the requirement?

- A. Use Salesforce-to- Salesforce to keep data synchronized between production and full sandboxes.
- B. Utilize a middleware solution and batch API to do a nightly synch from production to Full sandbox.
- C. Create APEX unit tests so testing can be done against Production data, but rolled back before being committed.
- D. Request that Salesforce to schedule a full sandbox refresh on a nightly basi

**Answer:** B

#### NEW QUESTION 56



Universal Containers is building an integration from their employee portal to Salesforce Chatter. They would like their employee portal to read and write to the Chatter API on behalf of the employee using the portal.

What is the correct way to authenticate to the Chatter API to meet this requirement?

- A. Use OAuth to authorize the portal to access the Chatter API on behalf of the user.
- B. Use OAuth which will pass their portal credentials to the Chatter API.
- C. Use a Chatter API integration user which authenticates to Salesforce using OAuth.
- D. Use a Chatter API integration user which authenticates to Salesforce using Enterprise WSDL login().

**Answer: C**

#### NEW QUESTION 59

Universal Containers sells its products online using a system built on Force.com sites. The orders are captured and processed in Salesforce. The company uses an external marketing system and would like to make use of the customer data captured in Salesforce. The marketing system has REST API that can be used to push data into it.

Which three options should a Technical Architect consider that do not require building custom web services on the marketing system?

Choose 3 answers

- A. Write a custom Apex web service, which will be called from the marketing system to retrieve customer data.
- B. Use Apex callout to send customer data from Salesforce to the marketing system.
- C. Use a middleware tool to pull customer data from Salesforce and push it to the marketing system on an adaily basis.
- D. Build a custom Java application using the Enterprise WSDL to pull data from Salesforce and push it to the marketing system.
- E. Use outbound messages to send customer data from Salesforce to the marketing system.

**Answer: ABE**

#### NEW QUESTION 60

Universal Containers decided to use Salesforce Sales Cloud for their sales processes. Won Opportunities must be sent to an external source for Order fulfillment. All list items must also be sent, along with opportunities. The ERP system has SOAP based web services orders. UC chose to use Apex callouts.

Which two design trade-offs must be taken into account when using Apex callouts to SOAP based web services?

Choose 2 answers

- A. Too many callouts resulting in exceeding the daily limit for number of callouts.
- B. Code changes may be required following upgrades to the ERP system.
- C. DML operations are not allowed right after Apex callouts.
- D. Appropriate error handling to retry failed message

**Answer: AC**

#### NEW QUESTION 63

Universal Containers is currently doing User Acceptance Testing for small changes in a Developer sandbox. Users are complaining that allow release to production, some functionality is broken and performance is often negatively impacted.

What is causing these complaints?

- A. Users should be testing in a Partial Sandbox in order to replicate Production functionality and performance characteristics.
- B. Users should be testing in a Full Sandbox in order to replicate Production functionality and performance characteristics.
- C. Users should be testing with data loaded into the Developer sandbox in order to replicate Production functionality and performance, characteristics.
- D. Users should be testing in a Developer Pro sandbox in order to replicate Production functionality and performance characteristics.

**Answer: B**

#### NEW QUESTION 67

Which protocol should an Integration Architect utilize to create a secure channel between Salesforce and other system?

- A. SMTP
- B. TLS
- C. SSH
- D. SFTP

**Answer: B**

#### NEW QUESTION 69

Universal Containers wishes to validate street addresses in Salesforce against their legacy Accounting system, which is the system of record. Retrieving an Account record in this system takes 7-12 seconds per query, and the address must be validated as quickly as possible to ensure proper order processing.

What integration pattern should an Architect suggest?

- A. Remote Invocation initiated by Middleware
- B. @Future method with an Apex callout.
- C. Nightly batch validating records modified the previous day.
- D. Outbound Message with a Callbac

**Answer: D**

#### NEW QUESTION 71

What Salesforce technology should an Integration Architect consider when needing to securely expose an external system User Interface from within the Salesforce UI and provide that system with information about the user?

- A. Visualforce
- B. Custom Web Tab
- C. Canvas
- D. Lightning Component

**Answer:** C

#### NEW QUESTION 72

What are three capabilities of Salesforce to Salesforce(S2S)? Choose 3 answers

- A. Share reports and dashboards between Salesforce orgs.
- B. Automatically publish data from the publisher org.
- C. Manually consume data into the consumer org.
- D. Integrate data between Salesforce orgs via pre-built web service adapters.
- E. Publish data from the publisher's Account object to the consumer's Customer c objec

**Answer:** BCE

#### NEW QUESTION 75

What are two benefits of named credentials? Choose 2 answers

- A. They simplify utilizing oAuth for Apex callouts.
- B. They Secure integrations to Salesforce from other systems.
- C. They enforce secure communication to external systems
- D. They securely store credentials in a maintainable wa

**Answer:** AD

#### NEW QUESTION 77

Universal Containers is building a mobile application that connects to Salesforce for reading and updating data  
What is the appropriate authentication solution?

- A. Create a mobile Integration user ID whose credentials are stored within the mobile application code.
- B. Prompt for the mobile user's username and Password; utilize the oAuth Username-Password flow to obtain an oAuth token.
- C. Redirect to Salesforce via the User-agent oAuth flow to obtain an access token and refresh token.
- D. Prompt for the mobile user's username and password; utilize the Enterprise WSDL login() operation to obtain a session ID.

**Answer:** C

#### NEW QUESTION 78

Universal Containers (UC) sends Order data to an external ERP system via ESB. UC sends an outbound message on update or Order to ESB. Once ESB completes creating the Order in the backend ERP, it send back the Order with the Order Number from the ERP. During development, UC is experiencing an issue. When the Order is updated by ESB, it again fires a workflow rule that sends the outbound message again.  
Which two recommended steps can be done to prevent this looping issue?

- A. Write an Apex trigger to send an outbound message to ESB.
- B. Update workflow rule conditions to exclude the ERP Order Number field update.
- C. Update workflow rule conditions to exclude the Integration User.
- D. Update the outbound message to exclude the Integration User.
- E. Update workflow rule conditions to exclude the ERP Order Number field updat

**Answer:** C

#### NEW QUESTION 81

Universal Containers (UC) has Wave Analytics in their Salesforce org. UC has expertise and access to the Dell boomi ETL tool. UC would like to get all leads and opportunities from the org and data from a few other Marketing tools to a Wave instance for enhanced analysis.  
What is the recommended solution to set up the data process?

- A. Dell boomi for data from Salesforce and data from other sources.
- B. Wave Data flow for Salesforce data and Dell boomi for data from other sources.
- C. Export data from all sources into Excel and use Wave connector to import data.
- D. Use Wave data flow for Salesforce data and data from other source

**Answer:** B

#### NEW QUESTION 83

UC leverages customer MDM as a source of truth. The requirement is to dedupe and store any account or contact created in MDM before the same is created in Salesforce. This ensures data is clean and not duplicated in Salesforce. During peak season, users experience a "Concurrent Request Limit Exceeded" error.  
What is the recommended solution?

- A. Invoke a continuation callout to MDM from a VF Page controller.
- B. Invoke a continuation callout to MDM from a before insert trigger.
- C. Invoke a continuation callout to MDM from a VF Page JavaScript.
- D. Invoke a continuation callout to MDM from a VF Page @future cal

**Answer:** A

#### NEW QUESTION 87

Universal Containers requires Salesforce to send order data to an ERP system that requires a systemdefined username/password for authentication. Which two integration options are recommended from a security perspective?

- A. Fire outbound messages to a middleware that stores the credentials instead of an Apex callout.
- B. Use custom settings to store the username and password allowing the Apex callout to read it.
- C. Set up a Named Credential with a Named Principal Identity Type allowing the Apex callout to use it.
- D. Store the username/hashed password in a private Static Resource, allowing the Apex callout to read it.
- E. Use custom settings to store the username and password allowing the Apex callout to read it

**Answer: C**

#### NEW QUESTION 88

Universal Containers has an external ERP that will manage inventory and initiate shipping logistics after an Opportunity is marked "Closed Won" in Salesforce. A "Shipping Number" needs to be written back to the Opportunity to track related records in the ERP. Sales Reps need to move quickly from one Opportunity to the next.

What integration pattern will satisfy the system reqs while maximizing the efficiency of the Sales Reps?

- A. Remote Process Invocation - Fire and Forget
- B. Batch Data Synchronization
- C. Remote Process Invocation - Request and Reply
- D. Remote Call-In

**Answer: A**

#### NEW QUESTION 92

Universal Containers (UC) is planning to roll out a new Force.com app to a regional business unit. UC has partial copy and a full sandbox available for deployment. UC's Architect has been asked to design an environment strategy for integration testing and performance testing, as well as user acceptance testing.

What is the recommended use of available sandbox types that an Architect should consider?

- A. Use the partial copy for performance testing and full sandbox for integration and user acceptance testing.
- B. Use the full sandbox for performance and user acceptance testing and the partial copy for integration testing.
- C. Use the full sandbox for integration testing and the partial copy for user acceptance and performance testing.
- D. Use the full sandbox for user acceptance testing and use the partial copy for integration and performance testing.

**Answer: B**

#### NEW QUESTION 96

Universal Containers is using Sales Cloud with Order Capture. It has been integrated with an SAP system for Order fulfillment. The SAP system sends the Order status updates to Salesforce on a nightly basis. The SAP system tracks Order status more granularly than required by Salesforce. Which two options should an Architect recommend to address different statuses in Salesforce and SAP?

- A. Create a batch Apex to run on a daily basis, which converts order status to pre-defined order status.
- B. ETL Change Data Capture interface to send only required status updates to Salesforce.
- C. ETL change Data capture interface transforms the SAP order statuses to Salesforce order status.
- D. Update the SAP Order fulfillment process to match Salesforce Order Statuses against the SAP order status.

**Answer: BC**

#### NEW QUESTION 99

Universal Containers would like to send all the closed opportunity records to the back-end legacy order management system. The order management system exposes REST API endpoints.

What is the recommended approach to send the data to the order management system?

- A. Workflow Outbound SOAP API message to a middleware system.
- B. Workflow Outbound SOAP message to the order management system.
- C. Workflow Outbound SOAP message to a middleware system.
- D. Workflow Outbound REST message to the order management system

**Answer: C**

#### NEW QUESTION 100

Universal Containers (UC) wants to start sharing some of the information collected from customers in Salesforce to other systems. UC wants to start sharing some sales data (orders) with a third-party application to help forecast inventory. This is a web application that supports SOAP and REST interfaces to send and receive data.

What is the recommended solution for integrating with this product?

- A. Create a Submit to Forecast Button on the Order Page to send the data to the Web application via REST.
- B. Configure an Outbound Message to send a SOAP call via a Workflow rule to the Forecasting application on close.
- C. Create an APEX trigger that makes the REST callout to the Forecasting application with the data when the deal closes.
- D. Utilize a third-party ETL tool to synchronize the data from Salesforce to the Forecasting application using the Bulk API.

**Answer: A**

#### NEW QUESTION 105

Universal Containers is planning to use Bulk API instead of SOAP API to load 1 million activity records from Accounts, Opportunities, and Cases.

Which are two advantages of using Bulk API over SOAP API?



- A. Bulk API needs fewer network round trips to complete the data load.
- B. Bulk API doesn't need a login to Salesforce and can process data offline.
- C. Bulk API doesn't need XML processing and can send data using CSV.
- D. Bulk API needs Partner WSDL, whereas SOAP API needs Enterprise WSD

**Answer:** AC

#### NEW QUESTION 110

Universal Containers' Customer Service Managers wants to be automatically notified when a Customer Service Representative successfully closes a case. What is the recommended approach for the Service Manager to be notified in the Salesforce user interface without having to refresh the screen?

- A. Have the user refresh the standard Visualforce page to see closed case updates by setting up the refresh interval on the browser.
- B. Use a standard Visualforce page and embed JavaScript in the standard Visualforce page to refresh the porting of the standard page layout.
- C. Create a custom Visualforce page, subscribe to the "closed cases" push topic, and display alerts onscreen.
- D. Create a custom Visualforce page with a custom polling mechanism to poll for closed cases and display alerts on the Visualforce page.

**Answer:** C

#### NEW QUESTION 111

What is the recommended approach to implement a login authentication call for an inbound integration call to Salesforce?

- A. Perform the login call only when the session/access token has expired or no longer works.
- B. Perform the login authentication call before each integration call to Salesforce every time.
- C. Only perform a single login call forever and store the session/access token permanently.
- D. Perform the login authentication call before a single transaction of multiple calls to Salesforce

**Answer:** A

#### NEW QUESTION 116

Universal Containers is integrating their Salesforce platform with their on-premise ERP system. As part of the test class design DML operations are to be performed before making the test callout. What capability does Salesforce provide to facilitate this?

- A. Perform the DML operation within the Test.StartTest and Test.StopTest and make the callout within Test.StartTest and Test.StopTest block.
- B. Perform the DML operation outside the Test.StartTest and Test.StopTest and make the callout with the Test.StartTest and Test.StopTest block.
- C. Perform the DML operation inside the Test.StartTest and Test.StopTest and make the callout outside the Test.StartTest and Test.StopTest block.
- D. Perform the DML operation outside the Test.StartTest and Test.StopTest and make the callout outside of the Test.StartTest and Test.StopTest block.

**Answer:** B

#### NEW QUESTION 120

Universal Containers requires Salesforce to send expense data to an accounting system. Each user has their own username/password credential to access the account system via integration.

What is a recommended option for an integration approach from a security perspective?

- A. Set up a Named-Principal Named Credential and have the administrator set up the username/password.
- B. Set up a Per-User Named Credential and have the users each set up their username/password.
- C. Fire outbound messages to a middleware that stores the credentials instead of an Apex callout.
- D. Use hierarchical custom settings to store the username/password allowing the Apex callout to read it.

**Answer:** B

#### NEW QUESTION 121

When an opportunity is closed in Salesforce, an order should be created in the back-office SAP system. At the end of the day, Universal Containers allows customers to call back and cancel an order within 24 hours. To cancel an order, the Sales Rep has to set the opportunity status to Open from Closed. The Sales Manager wants all opportunities that changed from Closed to Open to be sent over to the SAP system for order cancellation on a nightly basis. Salesforce has a total of 20M opportunities. What is the recommended way to achieve this?

- A. An ETL job to leverage Bulk API to extract modified opportunities.
- B. An ETL job to leverage REST API to extract all opportunities.
- C. An ETL job to leverage SOAP API to extract modified opportunities.
- D. An ETL job to leverage SOAP API to extract all opportunities

**Answer:** C

#### NEW QUESTION 123

Universal Containers has 1,200 active users. Up until last year, they were creating a maximum of 200,000 orders a day. This year because of a new product launch, they are creating a maximum of 300,000 orders per day. They have a trigger on the Order object that has a @future method inside, which it calls via an external web service hosted on middleware. Due to this sudden growth, they have started seeing delays in web service calls where some of the calls are delayed for a few hours. What can be the issue for this delay and what integration pattern would an Architect recommend?

- A. The system is reaching daily limits of @future call
- B. Replace the HTTP Callout with a Workflow Rule and Outbound messages.
- C. The system is reaching daily limits of web service callout
- D. Batch web service callouts to stay under the limit.
- E. The system is reaching daily limits of @future call
- F. Remove @future annotation and call the web service directly from the trigger.
- G. The system is reaching daily limits of web service callout

H. Create a ticket to Salesforce support to increase the limit.

**Answer:** A

#### NEW QUESTION 128

Universal Containers (UC) has third-party MDM database which is responsible for maintaining the data for Customer and Contacts information for its organization. UC wants to keep this information

up-to-date in Salesforce so that the information is as current as possible. UC wants to provide bidirectional synchronization of the data between the MDM and Salesforce.

What is the recommended approach to solving this problem?

- A. Create a VisualForce page for Accounts/Contacts that will pull the data from MDM, display it, and send any changes from Salesforce.
- B. Implement a third-party middleware tool to maintain the synchronization between Salesforce and the MDM database as they occur.
- C. Create a Batch process that runs every 5 minutes to pull the changes from MDM and any updates from Salesforce.
- D. Modify the MDM database application to send and receive updates to and from Salesforce via REST or SOAP as they occur.

**Answer:** B

#### NEW QUESTION 129

Universal Containers (UC) is planning on a production release with a large data volume to be migrated to Salesforce from a back-office system. The incoming data is constantly being updated in the back-office system. UC would like to keep the data synchronized in near real-time in Salesforce. What is the recommended approach to achieve this?

- A. Use Bulk API for a one-time migration and an Apex web service call-in for an incremental load.
- B. Use Bulk API for a one-time migration and a SOAP API call-in for an incremental load.
- C. Use SOAP API for a one-time migration and a REST API call-in for an incremental load.
- D. Use Bulk API for a one-time migration and a Bulk API call-in for an incremental load.

**Answer:** A

#### NEW QUESTION 131

Universal Containers needs to send order details to the ERP system using an Apex callout to a REST API via HTTPS. The client has concerns with the integration's security and insists that such order details should be transmitted securely.

Which two approaches should be used to ensure secure transmission of data from Salesforce to the ERP's REST API?

- A. The REST API should be SSLO enabled with a CA-signed certificate.
- B. The order details should be passed in a URL parameter in the REST API endpoint.
- C. The REST API should be SSL enabled with a Salesforce client certificate.
- D. The order details should be passed in the body of the REST API callout.

**Answer:** AD

#### NEW QUESTION 134

Universal Containers has a data warehouse system that collects information from upstream systems in order to do proprietary reporting. Every day there are several thousand record insertions and updates in Salesforce that might be of interest to this data warehouse. Reports in the data warehouse are run at the end of the month.

What is a recommended way to transfer record insertions and updates to the data warehouse?

- A. Use the SOAP API's getUpdated() method to retrieve changed record IDs, then retrieve records.
- B. Use scheduled Apex to do an Apex callout to the data warehouse.
- C. Use native Outbound message functionality to send a message with each record change.
- D. Use a trigger to do an Apex callout to the data warehouse with each record change.

**Answer:** A

#### NEW QUESTION 139

Universal Containers (UC) has an ERP application where all customer orders are stored. There are millions of customer orders stored in the ERP application and a longtime customer may have thousands of individual orders. Additionally, some order information may house personally identifiable information that, due to company policy, can only be stored in ERP. UC would like the five most recent orders displayed on the account page in Salesforce.

How should an Architect design this requirement considering both security and scalability?

- A. Leverage Salesforce Connect to display order information in Salesforce.
- B. Write an outbound message to receive orders from ERP system as they are created.
- C. Build a scheduled ETL job to sync all customer order history in the Orders object.
- D. Leverage the REST API to receive orders from the ERP system as they are created.

**Answer:** A

#### NEW QUESTION 140

Universal Containers (UC) uses several systems as part of their enterprise system landscape, including Salesforce and an ERP system. Salesforce is the master system for CRM data, such as Accounts and Opportunities. The ERP system is the master system for customer orders, shipping, and billing information. As part of their business process flow, when an order is created in the ERP system, it also needs to be created in Salesforce in real time.

Which two options should UC consider to ensure duplicate Orders are not created in Salesforce?

- A. Use outbound messaging to send a unique message ID to the ERP system.
- B. Use the upsert() function instead of create() to prevent the creation of unwanted duplicate records.
- C. Use a middleware tool to handle the responsibility for managing multiple duplicate calls.

D. Customize the Apex web service REST call to send a unique message ID to the ERP system

**Answer:** BC

#### NEW QUESTION 145

UC leverages external MDM as the customer master. When an agent creates or updates an account in Salesforce, it must be created/updated in MDM before it is saved in Salesforce. Sales users should be allowed to navigate to other pages while the account record is saved. What is the recommended approach?

- A. Make an @future callout to MDM from a trigger with page refresh using Action region.
- B. Make a continuation callout from VF page controller with page refresh using Action poller.
- C. Make an asynchronous callout from VF page controller with page refresh using Action region.
- D. Make a synchronous callout from VF page controller with page refresh using Action region.

**Answer:** B

#### NEW QUESTION 147

Universal Containers (UC) manages all of their customer information on the Sales Cloud. UC would like to view real-time order information from their ERP system, and also update the ERP system with service information from Salesforce that relates to the orders. UC's ERP system supports OData 4.0. Which two options are recommended to achieve the desired functionality?

- A. Set up data replication for order and service data syncing.
- B. Use an Apex callout to look up order information on the ERP system.
- C. Use Salesforce connect for looking up order information from ERP.
- D. Use Salesforce connect to write service data into UC's ERP system.

**Answer:** CD

#### NEW QUESTION 152

Universal Containers (UC) has multiple orgs with Sales and Service Cloud implementation to support different lines of business. UC is planning to consolidate Salesforce orgs to benefit from a 360-degree view of the customer based on revenue, support requests, and contracts. What should an Architect recommend?

- A. Use staging tables with an ETL tool for data cleaning and standardization.
- B. Use a custom REST service for data cleaning and standardization.
- C. Use a custom SOAP service for data cleaning and standardization.
- D. Use standard SOAP API for data cleaning and standardization.

**Answer:** A

#### NEW QUESTION 157

Universal Containers (UC) has many existing applications, including Salesforce, that their users access. UC would like to integrate these applications with Salesforce so that users can accomplish all of their tasks in one user interface. What is the recommended solution for integrating these applications into Salesforce?

- A. Set up the external applications as Connected apps into the Salesforce user interface.
- B. Use streaming API to integrate these applications into the Salesforce user interface.
- C. Set up the external applications as Canvas apps into the Salesforce user interface.
- D. Connect the external applications into the Salesforce user interface using Salesforce Connect.

**Answer:** C

#### NEW QUESTION 162

Universal Containers leverages Sales Cloud as their sales platform. For every opportunity, three backoffice systems need to be updated online in parallel under a single transaction, Unit of Work. If an update to one of the systems fails, a rollback is required for all successful updates in the transaction. Each system exposes different Services for the update and Call to the Services may take more than 10 seconds. Which two options should an Integration Architect introduce to support this requirement?

- A. Salesforce Outbound Messaging
- B. Integration Middleware
- C. Message-oriented Middleware
- D. Salesforce Continuation

**Answer:** AC

#### NEW QUESTION 163

Universal Containers would like to use a hard-coded username/password/security token of a user with a System Administrator profile to integrate its back-end system to Salesforce for inbound API calls. Which two security issues are associated with this approach?

- A. All back-end systems get uncontrolled access to any data within the Salesforce environment.
- B. Unintended password resets will cause the integration to stop working and disrupt business processes.
- C. Apex web services can execute with system privileges with such Salesforce credentials.
- D. Unsecure storage of the credentials may result in hackers gaining unauthorized access to Salesforce.

**Answer:** AD

**NEW QUESTION 167**

Universal Containers has a call center that would like to have a dashboard that updates in real time and shows information about phone calls that have been completed today (recorded in the Activity object). There are several teams in the call center, and each dashboard should only show calls from that team. An employee can start the board each morning, but after that no further user interaction should be needed.

What is a recommended pattern that would minimize implementation time?

- A. Develop a Visualforce page that uses the Streaming API.
- B. Use Heroku to develop a dashboard page that uses the REST API.
- C. Use native Salesforce dashboard functionality
- D. Develop a Visualforce page that uses JavaScript Remotin

**Answer: A**

**NEW QUESTION 169**

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