

# Salesforce

## Exam Questions Integration-Architecture-Designer

Salesforce Certified Integration Architecture Designer (SP19)



#### NEW QUESTION 1

The use of custom development Should be minimized Which two solutions should the architect consider? Choose two options

- A. Utilize lightning connect with custom ApexAdapter to provide CRUD access to the data warehouse
- B. Utilize a canvas application to render the data warehouse data from within Salesforce
- C. Utilize a visual force page from 3rd party JavaScript library that will provide CRUD capabilities to the data warehouse.
- D. Utilize a 3rd party tool from the App-Exchange that will provide CRUD capabilities between the data warehouse and Salesforce

**Answer:** A

#### Explanation:

3. Universal Containers decided to use Salesforce sales cloud for their sales processes. Won Opportunities must be sent to external ERP system for order fulfillment. All the line items must also be sent along with Opportunities. The ERP system supports only SOAP-based messages for receiving orders. What limitation of outbound messages might present a problem in this scenario?

- A. Outbound messaging does not support multiple objects
- B. Outbound messaging does not support SOAP
- C. Outbound messaging cannot be made secure
- D. Outbound messaging does not offer any reliability.

#### 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 sent 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 ERP.

**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 endpoint.
- B. Utilize a custom object with an encrypted text field to store the username/password of the web service endpoint.
- C. Utilize protected custom settings to store the username/password of the web service endpoint.
- 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 entered

**Answer:** AD

#### NEW QUESTION 5

What are three capabilities of Salesforce Lightning Connect? Choose 3 answers.

- A. Write to OData - Compliant data sources without APEX.
- B. Read from OData - Compliant data sources without APEX.
- C. Associate external object records to Salesforce Account records.
- D. Write triggers and workflows on external objects.
- E. Write SOQL queries on external object.

**Answer:** BCE

#### NEW QUESTION 6

Universal Containers has built an integration using the SOAP API to load records from a back-office system into Salesforce. The records created in the back-office system must be loaded into Salesforce in almost real time, so a custom module was written to identify CRUD events in the back-office system and perform sync with Salesforce. UC has several other systems that integrate with Salesforce through the SOAP API using separate integration users. What is a risk involved with this sort of integration?

- A. Too many concurrent sessions
- B. Reaching an API call limit.

- C. Reaching a logins per Day limit.
- D. Too many record-lock errors

**Answer:** B

#### NEW QUESTION 7

Universal Containers is hearing complaints from users that recently released changes are breaking existing functionality. What type of testing program should a Technical Architect implement to reduce or eliminate this complaint?

- A. Performance Testing
- B. Unit Testing
- C. Regression Testing
- D. User Acceptance Testing

**Answer:** C

#### NEW QUESTION 8

Universal Containers would like to restrict access to Salesforce to only clients on their network. Which two mechanisms should an Integration Architect utilize to prevent unauthorized clients? Choose 2 answers.

- A. Configure Login IP Ranges on any profiles used by Integration B. Use a login flow to validate the IP and request a 2nd factor if incorrect
- B. Use a trigger to change the user's profile if their IP is not trusted.
- C. Enable the "Lock sessions to the IP address from which they originated" setting

**Answer:** AB

#### NEW QUESTION 9

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 ID.

**Answer:** ACD

#### NEW QUESTION 10

When making an Apex callout, what approach should an Integration Architect recommend for securely transporting sensitive data from Salesforce over an unsecured 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 systems.

**Answer:** A

#### NEW QUESTION 10

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 12

Universal Containers is hearing complaints from users that recently released changes while they meet the functional requirements are not actually usable and/or do not meet their expectations for user experience. For example, a Visualforce page that takes too long to display the first page of data. Which two types of testing should a Technical Architect implement to reduce or eliminate the complaint? Choose 2 answers.

- A. User Acceptance Testing
- B. Unit Testing
- C. Regression Testing
- D. Performance testing

**Answer:** AD

#### NEW QUESTION 14

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 19

What should an integration Architect consider when building a visulaforce page that makes clientside 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 24

Which two approaches should an Integration Architect recommend to allow access to on-premise systems by Salesforce?

Choose 2 answers

- A. Place the systems in aDMZ.
- B. Whitelist Salesforce IPs on the firewall.
- C. Utilize two-way(mutual) SSL
- D. Whitelist the corporate IPS in Salesforc

**Answer: BC**

#### NEW QUESTION 27

Universal Containers has an Outbound messaging-Based integration that posts closed opportunities to an ERP system for fulfillment in 1% of the test cases, the integration creates multiple orders for a closed opportunity

Which three steps should a Technical Architect take to diagnose the issue? Choose 3 answers

- A. Review the firewall logs to make sure that the outbound messages are being delivered.
- B. Review the Enterprise Service Bus logs to make sure that successful orders are being acknowledged
- C. Review at the outbound Messaging Deliverystatus logs to make sure that the messages are being delivered and acknowledged by the target system.
- D. Review the Enterprise Service Bus logs t make sure that orders are being created only one time.
- E. Review at the outbound Messaging Audit logs to make sure that the messages are being successfullyprocessed by the target system.

**Answer: BCD**

#### NEW QUESTION 31

Universal Containers has chosen Salesforce Wave as their Analytics Platform. There is a requirement to join data from multiple systems(including Salesforce) to be displayed in a single Wave Lens. What should the Architect recommend?

- A. Use an ETL tool to load the data into Salesforce, upserts to ensure that the data in properly joined.
- B. Use Data flow to load Salesforce data, and an ETL tool to load other data sets.
- C. Use an ETL tool to join multiple sources and load them into a single data set.
- D. Use data flow to load Salesforce data,and lightning connect to access the other data sets in real time.

**Answer: C**

#### NEW QUESTION 33

Universal Containers is building a native mobile application that queries and updates data in their Salesforce in real time

What statement is correct about the Salesforce APIs?

- A. Enterprise WSDL minimizes payload size.
- B. Rest API supports oAuth
- C. Enterprise WSDL supports WS-Security
- D. REST API supports WS-Securit

**Answer: B**

#### NEW QUESTION 36

Universal Containers has an integration that runs nightly to update the Product (Product2) object in Salesforce with updated product availability for over 500,000 products. The source system is green

screen ERP that must be taken offline to produce nightly production reports such as the inventory availability report used for this integration. The Salesforce integration frequently reports failures due to data validation errors.

Which two steps should the Technical Architect should recommend? Choose 2 answers

- A. Ask the ERP report designers to redesign the report to provide properly formatted data.
- B. Implements a regression testing policy to detect issues following development.
- C. Use SOAP headers to turn off validation rules and triggers during the integration.
- D. Review the Salesforce data model and Validation rules and modify the integration as necessary

**Answer:** BD

#### NEW QUESTION 37

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 38

Which two options should be considered to permit automatic retry of failed updates when loading data into Salesforce?

Choose 2 answers

- A. Bulk API with serial option.
- B. Standard API with parallel option.
- C. Bulk API with parallel option.
- D. Standard API with serial option.

**Answer:** AC

#### NEW QUESTION 42

Universal Containers is migrating to Salesforce from a legacy system with existing SMTP-based integrations.

What Salesforce platform capability should an Integration Architect consider?

- A. Custom Apex class with webservice methods that implement the SMTP protocol.
- B. Custom InboundEmailHandler to process the messages.
- C. Lightning connect with an oData/SMTP interchange.
- D. Custom Apex batch job to check for SMTP message

**Answer:** A

#### NEW QUESTION 44

Universal Containers has a requirement for users of a Validation page to be notified of data updates from Salesforce as well as message from other systems in real time.

Which three approaches should be considered when selecting the correct API? Choose 3 answers

- A. REST API to continuously poll Salesforce for updates to records.
- B. Generic Streaming API to support notifications coming from other systems.
- C. Streaming API to support push notifications to users on mobile devices using Salesforce1.
- D. Utilize ActionPoller to perform an Apex Callout to the external system to retrieve data.
- E. Streaming API to support real-time data updates by other users within Salesforce

**Answer:** CDE

#### NEW QUESTION 47

Universal Containers is building an integration between their instance of Salesforce and their business partner's fulfillment systems, the security officer would like to ensure that only the authorized data for each business partner is accessible across all interfaces.

How should the architect ensure this requirement is met?

- A. provide each business partner a shared integration username/password with a specific role/profile provisioned to the appropriate data.
- B. Provide each business partner their own username/password with a specific role/profile provisioned to the appropriate data.
- C. Provide each business partner their own username/password with an Apex custom web service to filter the data appropriately.
- D. Provide each business partner their own username/password with a shared integration profile provisioned to the appropriate data.

**Answer:** B

#### NEW QUESTION 48

Universal Containers has a requirement to query all Account records within Salesforce that were updated in the last 24 hours and download those Accounts to their data warehouse on a nightly basis. They expect the volume of records to be between 500-1500 records per day.

What three techniques should an Architect consider ? Choose 3 answers

- A. Leverage a time-based workflow action to trigger an account outbound message notification for all records updated within the last 24 hours.
- B. Leverage the Enterprise WSDL getUpdated() operation to retrieve Account records updated within the last 24 hours.
- C. Leverage the Salesforce Data Replication API getUpdated() operation to retrieve Accounts records updated within the last 24 hours.
- D. Leverage a third party tool ETL with a dynamic changing SOQL to retrieve Accounts updated within the last 24 hours.
- E. Leverage the REST API / sObjects / Account / updated URI to retrieve Accounts records updated within the last 24 hours.



**Answer:** BCD

**NEW QUESTION 50**

A system at Universal Containers needs to retrieve opportunity details(including line items and opportunity learn) and then update the opportunity with new information in real time, as one atomic operation.

What approach should an architect recommend that conserves API limits?

- A. Use a publisher action to update the data and callback to the other system.
- B. Use the generic streaming API to publish changes and listen for updates.
- C. Use the SOAP API to upsert the dat
- D. The API will then return all opportunity details.
- E. Use a custom Apex class with a webservice method that performs both actions.

**Answer:** D

**NEW QUESTION 52**

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 checkagainst MD

**Answer:** A

**NEW QUESTION 56**

try Universal Containers is planning a data migration into Salesforce and must decide whether to use the Bulk API or the SOAP API.

Which three statements are true about the Bulk API and REST API?

Choose 3 answers

- A. DML limits on Bulk are not governed on Salesforce servers.
- B. The SOAP API provides jpb monitoring on the Salesforce setup menu.
- C. The Bulk API allows multiple attachments to be leaded from within a single ZIP file.
- D. The SOAP API avoids record locking contention on parent objects of Master-Details relationship.
- E. The Bulk API may cause record locking contension on parent objects od Master-Details relationship.

**Answer:** CDE

**NEW QUESTION 59**

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 authenticatesto Salesforce using Enterprise WSDL login().

**Answer:** C

**NEW QUESTION 61**

Universal Containers has a trigger on the Order object to update the parent Account with the date and time of the last closed Opportunity. An integration that inserts orders for the high-volume customers is failing periodically, with no obvious pattern to the timing of failures.

What could be the cause of this issue ?

- A. The trigger is failing Unit Tests that access the new data.
- B. API limits being limited.
- C. Data skew is causing record locking issues on the Oder Share object.
- D. Record locking contention on the parent Accoun

**Answer:** D

**NEW QUESTION 63**

What are three capabilities of Salesforce outbound messaging? Choose 3 answers

- A. Provide a session ID as part of the outbound message.
- B. Repeatedly send a SOAP notification for up to 24 hours until an acknowledgement is received.
- C. Build integration components without the Use of APEX.
- D. Define a WSDL based upon 2 objects related via Master-Detaikls relationship.
- E. Define a custom WSDL based upon an Apex Interface class definitio

**Answer:** ABC

#### NEW QUESTION 67

What are the two considerations of Apex REST services that an integration architect should keep in mind when building custom integrations?  
Choose 2 answers

- A. They cannot utilize publisher actions.
- B. They require unit and functional testing
- C. They cannot be built or maintained declaratively
- D. They consume more API limits than SOAP or REST API

**Answer:** AC

#### NEW QUESTION 71

In which three ways can production data be moved into a sandbox for testing purpose?

- A. Refresh a Full Sandbox.
- B. Use the metadata API.
- C. Request a Snapshot from Support
- D. Refresh a Copy Sandbox.
- E. use the Apex Data Loader

**Answer:** ADE

#### NEW QUESTION 75

Universal Containers has an integration that runs nightly to update the product(product2) object in Salesforce with updated product availability for over 500,000 products. Occasionally (less than 1 time per month) a product record fails to update due to a data validation issue that cannot be predicted in advance. How should Universal Containers monitor this nightly batch import of data into Salesforce so that any error can be corrected promptly?

- A. Configure an Enterprise Server Monitoring tool to process ETL success and failure logs.
- B. Configure Salesforce to email an administrator when Bulk API batches fail.
- C. Monitor the Bulk Data Load Jobs page daily for failed batches
- D. Configure the ETL middleware to notify an administrator via email when a record update fails

**Answer:** C

#### NEW QUESTION 76

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 80

Universal Containers is currently doing User Acceptance Testing for small changes in a Developer sandbox. Users are complaining that after 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 81

Universal Containers is implementing Salesforce for the first time. As part of the implementation, approximately 10 Million contact records need to be migrated into the new environment. What tool should an architect recommend?

- A. Salesforce Data Loader
- B. Data Import Wizard
- C. Excel connector
- D. Salesforce Workbench

**Answer:** A

#### NEW QUESTION 82

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 83

What are two benefits of canvas that an Integration Architect should consider when exposing external systems from within Salesforce?  
Choose 2 Answers

- A. Canvas can provide authorization information via the signed Request.
- B. The canvas SDK can be used to make an external systems UI look like Salesforce.
- C. Canvas can send data to an external system asynchronously.
- D. Canvas endpoint URLs can be dynamically changed via a Lifecycle Handle

**Answer:** AD

#### NEW QUESTION 88

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 92

Universal containers has built an integration module to pull customer support tickets out of various systems and push them to salesforce as cases. The integration was implemented using Salesforce SOAP API with batch size 200, and the jobs are scheduled to run every 30 minutes to make sure a job completes before the next job starts.

After going Live, they found that jobs are failing occasionally due to a "Max CPU time exceeded" error thrown from a trigger on the case. Reducing the batch size to 100 would resolve the issue, but the jobs would then take an average of 35 minutes to run. Which two options should be considered to resolve the issue and make sure a job completes before the next one starts?

Choose 2 answers

- A. No change to API options, and move the trigger code into a future method.
- B. No change to API options, and move the trigger code into a Queueable apex
- C. Bulk API with serial option and batch size 100, and no code changes
- D. Bulk API with parallel option and batch size 100, and no code change

**Answer:** AD

#### NEW QUESTION 96

Universal containers uses a legacy system to receive and handle Level 1 service requests, and Salesforce service Cloud for Level2 requests and above, Cases will be pushed from the legacy system to Service Cloud by a nightly batch process. Once the cases are closed in SF, the case needs to be updated in the legacy system as soon as possible.

How should the Technical Architect recommend that case status be updated in the legacy system?

- A. Use Apex callout to send case status from Salesforce to the legacy system.
- B. use Outbound messages to send status updates from Salesforce to the legacy system.
- C. Use a middleware tool to pull case status from Salesforce and push to the legacy system at regular intervals.
- D. Write an Apex web service returning case status, to be called from the legacy syste

**Answer:** B

#### NEW QUESTION 97

Universal Containers acquires planetary shipping and decides to migrate all customer contacts of planetary Shipping into Universal Containers Salesforce org. Due to the lack of common unique identifier, they decide that a combination of first name, last name and street address could be used as a key to identify duplicate contacts. These three fields are populated on all contacts in both the systems.

Which two methods should be considered to load contacts into Universal Containers org and avoid creation of duplicate contacts?

Choose 2 answers

- A. Create a new text field to contain a hashed value for (first name+last name + street number) in Universal containers org and define it as External ID.
- B. Create an indexed formula field for (first name+last name + street number) so that a search can be done on the key before loading records.
- C. Create a new formula field for (first name+last name + street number) in universal containers org and use it as External ID.
- D. Create no new fields, but define the three fields (first name+last name + street number) as External IDs in universal Containers org.

**Answer:** AB

#### NEW QUESTION 102

Universal Containers is planning to develop a native mobile app for their employees to interact with Salesforce.  
Which two options should the Architect recommend?

- A. Leverage Identity Product
- B. Leverage SOAP API
- C. Leverage Message Queue Product
- D. Leverage REST API



E. Leverage Identity Product

**Answer:** D

#### NEW QUESTION 103

Universal Containers has Logistics Engineers that observe a near real-time dashboard in Salesforce of shipping containers that are in transit. Without leaving the dashboard, an Engineer can select a container to request an updated status on that container. These requests are handled by a proprietary shipping system that queues the requests to send to each container. Containers are connected devices and check in with the shipping system every 30 seconds to receive any status requests.

What integration pattern or combination of patterns would be needed to connect Salesforce and the shipping system?

- A. UI Update Based on Data Changes and Batch Data Synchronization
- B. Remote Process Invocation-Fire and Forget, with UI Update Based on Data Changes
- C. Remote Call-In, with UI Update Based on Data Changes
- D. Remote Process Invocation-Request and Reply

**Answer:** B

#### NEW QUESTION 107

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 111

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 116

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 WSDL

**Answer:** AC

#### NEW QUESTION 118

Universal Containers (UC) has an existing web-based application that a group of employees use on a regular basis. These employees often have Salesforce and the web-based application open and find themselves manually moving the data between both. UC would like the two systems to be integrated so that the employees will see all the data in one screen without the need for manually updating the data.

What integration pattern can help accomplish this requirement?

- A. Use the Force.com canvas framework to embed the external application into Salesforce.
- B. Use Streaming API to create a push topic to send the message to the external system asynchronously.
- C. Use REST API to pull data from Salesforce and update the external application

**Answer:** A

#### NEW QUESTION 122

Developers at Universal Containers have created a custom command-line tool to help with their application lifecycle management by allowing them to deploy metadata changes such as page layouts, custom labels, and list views to their org using the Metadata API.

What integration pattern does this tool utilize?

- A. Request and Reply
- B. Fire and Forget
- C. Remote Call-In
- D. UI Update Based on Data Changes

**Answer:** A

#### NEW QUESTION 125

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 130

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 134

Universal Containers has a custom Visualforce page that makes a callout to an external service to show historical sales data from the warehouse. Due to heavy usage and slow response time of the external web service, Salesforce continues to hit the Apex Concurrent limit. Assuming that external web service response time can't be improved, what changes can be made to the custom Visualforce page and Apex Controller to avoid hitting the Apex Concurrent limit?

- A. Use @future annotation to make the HTTP Callout.
- B. Replace the standard HTTP Callout with Continuation.
- C. Invoke a Workflow Outbound message from the Apex trigger.
- D. Set a timeout on the web service HTTP callout.

**Answer: B**

#### NEW QUESTION 139

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 144

Universal Containers (UC) wants to connect their on-premise ERP system to view Order data in Salesforce. UC is considering a solution to integrate the on-premise system using Salesforce Connect via OData.

Which three considerations should an Architect keep in mind when recommending use of Salesforce Connect?

- A. Customer wants the ability to query external data using Global Search and reports.
- B. Customer does not want real-time access to the ERP data and is willing to wait for hourly refreshes.
- C. Customer wants to create a master-detail relationship between Opportunity and the external object.
- D. Customer needs to query small amounts of data at any time and display using a related list.
- E. Customer has a large amount of data that they do not want to load into Salesforce.

**Answer: ADE**

#### NEW QUESTION 149

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 154

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 loa

**Answer:** A

#### NEW QUESTION 159

Customer Support Reps at Universal Containers (UC) work on a Case record in Salesforce while talking to a customer on the phone about a piece of machinery they have purchased from UC. This machine is a connected device and sends data packets to UC as the customer presses buttons on the machine. What integration pattern will allow the support Rep to watch their screen and diagnose problems customer is having in near real-time?

- A. UI Update Based on Data Changes
- B. Remote Process Invocation-Request and Reply
- C. Remote Process Invocation-Fire and Forget
- D. Remote Call-In

**Answer:** A

#### NEW QUESTION 160

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 callou

**Answer:** AD

#### NEW QUESTION 164

When a Sales Rep closes an opportunity in Salesforce, an Order should be created in Universal Containers' SAP system and the Sales Rep should be notified with an order number as soon as possible. What is the recommended solution?

- A. Apex @ future callout from an update trigger with an opportunity page refresh using Streaming API.
- B. Workflow Outbound message with an email notification on callback from SAP
- C. Apex callout from an update trigger with an opportunity page refresh using Streaming API.
- D. Workflow Outbound message with an email notification on acknowledgement from SAP

**Answer:** B

#### NEW QUESTION 167

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 a 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 chang

**Answer:** A

#### NEW QUESTION 172

Universal Containers has a requirement to update the Salesforce Account object any time the corresponding account is updated within their financial system. Which three Salesforce capabilities should the Architect consider?

- A. Partner WSDL because of a requirement to utilize SOAP-based web services.
- B. Partner WSDL because of a requirement to dynamically inspect field names during runtime.
- C. Streaming API because of a requirement to dynamically inspect field names during runtime.
- D. Enterprise WSDL because of a requirement to utilize SOAP-based services
- E. Partner WSDL because of a requirement to utilize REST-based web services

**Answer:** ABD

#### NEW QUESTION 176

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 syste

**Answer:** BC

**NEW QUESTION 178**

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 Connec

**Answer:** C

**NEW QUESTION 180**

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 Continuatio

**Answer:** AC

**NEW QUESTION 184**

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