



Salesforce

Exam Questions Integration-Architecture-Designer

Salesforce Certified Integration Architecture Designer (SP19)

NEW QUESTION 1

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 2

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 3

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 4

Universal Containers has decidedthat 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 Linksto 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 5

What are two benefits an Integration Architect should consider when recommending web-to-lead? Choose 2 answers

- A. Web-to-Lead requests have their own limits separate from other APIs.
- B. Web-to-Lead is a simple way to capture responses to marketing landing pages.
- C. Web-to-Lead can be utilized for Lead data migrations.
- D. web-to-Lead can be used to de-duplicate leads during integration

Answer: AB

NEW QUESTION 6

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 priviledge?

- 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 7

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-Security

Answer: B

NEW QUESTION 8

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 media

Answer: AD

NEW QUESTION 9

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 10

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 10

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 job monitoring on the Salesforce setup menu.
- C. The Bulk API allows multiple attachments to be loaded 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 contention on parent objects of Master-Details relationship.

Answer: CDE

NEW QUESTION 12

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 15

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 a daily 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 17

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 18

Universal Containers has a batch integration that runs every five minutes to load Shipment records related to existing orders that have been updated in the previous five minutes. The integration is not reporting any errors, but some Shipment records are not being loaded.

What could be the problem?

- A. Error reporting is not enabled in Salesforce.
- B. The integration takes more than five minutes to run.
- C. The integration is causing UC to exceed its API limits
- D. The Integration cannot find the parent orders for some Shipment

Answer: B

NEW QUESTION 20

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 21

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 25

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 26

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 28

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 provides to facilitate this?

- A. Perform the DML operation within the Test.StartTest and Test.Stop Test 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.Stop Test and make the callout outside the Test.StartTest and Test.Stop Test 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 33

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 Visaualforce 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 callou

Answer: B

NEW QUESTION 35

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 Salesforc

Answer: ADE

NEW QUESTION 39

Universal Containers (UC) has Salesforce integrated with their mainframe system. All the orders placed in Salesforce are sent to the mainframe system in a nightly batch process.

Which two capabilities are required for middleware to support this integration?

- A. Support for Metadata API
- B. Extract, transform, and load
- C. Message queuing
- D. Synchronous transactions

Answer: BC

NEW QUESTION 44

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 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 45

Universal Containers (UC) maintains the Customer Master outside of Salesforce and would like to sync the Customer records with Salesforce on a daily basis. UC has complex logic in the Account trigger and will have to test it for bulk inserts and updates. UC has been given a csv file with test data.

What is the recommended way to use this data in a test class?

- A. Load the customer-provided csv file as a static resource and refer to it in the test classes.
- B. Load the customer-provided csv file as a Chatter file and refer to it in the test classes.
- C. Load the customer-provided csv file under Documents and refer to it in the test classes.
- D. Load the customer-provided csv file to a custom object for testing and delete the test records after testing.

Answer: A

NEW QUESTION 47

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 50

Universal Containers wants to gather information from a third-party application to update shipping information for an order inside Salesforce. A salesperson could trigger an update and the user interface would refresh with the current status.

Which are two recommended options for this when utilizing a Remote Process Invocation-Request and Reply pattern?

- A. A batch Apex job that performs an Apex SOAD or HTTP callout in a synchronous manner.
- B. A custom Visualforce page or button that initiates an Apex REST callout in a synchronous manner.
- C. A custom Visualforce page or button that initiates an Apex SOAP callout in a synchronous manner.
- D. A trigger that's invoked from Salesforce Data changes, performs an Apex SOAP in a synchronous manner

Answer: BC

NEW QUESTION 51

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 55

Universal Containers (UC) has an ERP application where all customer orders are stored. There are millions of customers order 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 create

Answer: A

NEW QUESTION 56

Universal Containers (UC) is working with multiple partners to get lists of leads into the Lead aggregation system. These leads are imported into Salesforce as part of a daily batch integration through the ETL tool. UC observed that many times, leads are duplicated, as they are sourced from different partners.

Which two options should an Architect recommend to improve data quality?

- A. Extract Salesforce lead data into a staging table and use ETL to de-duplicate.
- B. Create a custom web service to identify duplicate leads and load.
- C. Design an ETL job to eliminate duplicates from the lead aggregation system.
- D. Use duplicate management rules on Lead to report duplicate record

Answer: CD

NEW QUESTION 60

Universal Containers (UC) uses Salesforce to create and manage accounts and opportunities. With Salesforce being the master of records, the opportunities on existing accounts are required to be updated with product usage statistics from an on-premise usage tracking system that is capable of participating in contract-first integration.

Which three steps should the Integration Architect consider given that UC does not want any custom development in Salesforce?

- A. Create a Workflow outbound message during Opportunity creation and provide the Opportunity ID and Session ID to the remote system.
- B. Use a REST API callback to update the Opportunity record with the product usage data from the remote system.
- C. Create a Process Builder outbound message during Opportunity creation and provide the Opportunity ID and Session ID to the remote system.
- D. Use a SOAP API callback to update the Opportunity record with the product usage data from the remote system.
- E. Generate a partner WSDL in Salesforce and provide it to the remote system to create a client stub

Answer: ADE

NEW QUESTION 62

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 66

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 Remoting.

Answer: A

NEW QUESTION 68

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