

# Salesforce

## Exam Questions Integration-Architecture-Designer

Salesforce Certified Integration Architecture Designer (SP19)



#### NEW QUESTION 1

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 2

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 3

Universal Container needs to integrate Salesforce with 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 4

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 5

Universal Containers utilizes the REST API to update the multiple Salesforce objects in real time based upon changes from their ERP system. They recently started encountering API Limits and have consulted the Integration Architect on possible solutions. What two possible strategies should the architect consider? Choose 2 answers

- A. Migrate the integration to the partner WSDL to support 200 DML operations in a single API call.
- B. Migrate the integration to the Bulk API which does not count towards the API limits.
- C. Utilize the REST API batch URI to consolidate 100 DML operations into single API call.
- D. Utilize workflow outbound messaging which does not count towards the API limits.

**Answer:** BC

#### NEW QUESTION 6

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 host

**Answer:** D

#### NEW QUESTION 7

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 8

Universal Containers is using the enterprise WSDL to integrate their financial system to salesforce, while reading y=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. igrate to the metadata API to download the new salesforce sObject definition into the financial system integration.

**Answer:** AD

#### NEW QUESTION 9

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 10

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 10

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 12

Universal containers has used Outbound Messaging to integrate with their billing system. Their billing system has frequent outages that don't last more than a couple of hours.

Which two aspects of Outbound Messaging might the customer experience issues with as a result of these outages?

Choose 2 answers

- A. Out-of-order deliver
- B. B.Duplicate messages
- C. Orphaned Requests
- D. Exceeding Governor Limit

**Answer:** BD

#### NEW QUESTION 16

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 19

What capability should an Integration Architect consider if there is a need to synchronize data changed in Salesforce to a 3rd party with a JSON-based API endpoint?

- A. Use an outbound Message with the record's data.
- B. Use lightning connect to save the data to an external object.
- C. Use an Apex class to perform the REST callout asynchronously.
- D. use the REST API with the content-Type headerset to "JSON."

**Answer:** C

#### NEW QUESTION 23

Universal Containers(UC) has a legacy application that tracks customer order status once the order has been sent to the fulfillment department this legacy application does not easily provide an API to integrate with Customer service reps need to be able t access the data from within Sales force and cannot be given separate logins to the application, UC does not have single-sign-on enabled. How should an architect solve this problem?

- A. Leverage canvas to display the legacy application within Salesforce.
- B. use the Streaming API to receive order updates in real time.
- C. Migrate the legacy application to Heroku and Integrate the database.
- D. Create a web-tab in Salesforce directly to the legacy applicatio

**Answer:** A

#### NEW QUESTION 27

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 necessar

**Answer:** BD

#### NEW QUESTION 30

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 35

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 38

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 41

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 42

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 46

Universal Containers sells its products online using a system built on Force.com sites. The orders are captures 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 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 syste

**Answer: ABE**

#### NEW QUESTION 48

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 lint 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 base 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 50

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 51

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 53**

Universal containers merges with planetary shipping both companies use Salesforce for order processing and they decide to consolidate for processes. universal containers has well-established channels for receiving orders, so they decide to use Universal containers org for receiving and preprocessing of orders and Planetary Shipping's org for processing and fulfillment of orders.

What is the best way to integrate the business processes of the companies?

- A. Use Apex callout to push orders from universal Containers to Planetary Shipping
- B. Use salesforce-to-Salesforce integration between Universal containers and Planetary shipping
- C. Use Outbound messages to send orders from Universal Containers to Planetary shipping.
- D. Use a Middleware tool to pull orders from Universal Containers and push to Planetary Shippin

**Answer: B**

**NEW QUESTION 58**

Universal containers 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. Universal Containers 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 the REST API to receive orders from the ERP system as they are created.
- B. Leverage Salesforce Lightning Connect to display order information in Salesforce.
- C. write an outbound message to receive orders from ERP system as they are created.
- D. Build a scheduled ETL job to sync all customer order history in the orders objec

**Answer: A**

**NEW QUESTION 61**

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 64**

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 68**

Universal Containers is planning to sue Bulk API instead of SOAP API to load 1 million activity records from Accounts. Opportunities, can 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 69**

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 Steaming 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 applicatio

**Answer: A**

#### NEW QUESTION 71

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 72

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 74

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 79

Universal Containers has a homegrown application that polls Salesforce using SOAP API every 2 minutes to obtain newly created case information. This causes both performance issues and API usage limits to be exceeded.

What should an Architect recommend to improve performance and optimum use the API limits?

- A. Use an Apex callout to identify new case records and send them to the client.
- B. Use Streaming API to publish new case records to a push topic and subscribe to it.
- C. Use Generic Streaming to send push notifications of case creation events to the client.
- D. Use REST API to identify new case records in Salesforce every 15 minutes.

**Answer: B**

#### NEW QUESTION 80

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 82

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 86

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 88**

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 91**

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 95**

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 96**

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