

Salesforce

Exam Questions Integration-Architecture-Designer

Salesforce Certified Integration Architecture Designer (SP19)



NEW QUESTION 1

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

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

Choose 2 answers

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

Answer: AB

NEW QUESTION 2

Universal Containers are building an integration between Salesforce and their data warehouse. The architect has the following requirements

1. Salesforce users need the ability to CRUD (create, read, update and delete) data from their data warehouse without leaving the Salesforce user interface
2. The integration to the data warehouse should maintain the same look and feel as the existing Salesforce user interface

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 3

Universal Containers has just purchased a large volume of contact data from an external vendor. The head of sales would like to use the new data set within the existing production org. The production org currently contains a large volume of contacts.

What should an Architect recommend to prevent data duplication in Salesforce?

- A. Load the data into Salesforce and then utilize the Contact Duplicate Rule feature
- B. Utilize an off-platform de-duplication tool prior to loading.
- C. Create a de-duplication trigger before loading the data.
- D. Utilize a batch Apex process to de-duplicate the data after loading

Answer: B

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

Which two statements are correct about External ID? Choose 2 answers

- A. External IDs must be Text fields
- B. External IDs are always searchable
- C. External ID fields are always unique
- D. External IDs can be used to upsert records

Answer: BD

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 manages a catalog of over one million products that it makes available to its customers. The master product catalog is stored and managed in their ERP application with frequent updates made to the product catalog by their sourcing team. The sourcing team may update attributes such as price, general catalog availability, and the product description. When the sourcing team makes an update that change must go into effect during the next business day and there may be thousands of changes made over the course of the day.

What integration pattern would you recommend to best manage this scenario?

- A. Write a custom web service to accept product catalog changes from ERP.
- B. Use the streaming API to receive product changes in real time from ERP.
- C. Write an outbound message to send product changes in real time from ERP.
- D. Build a scheduled ETL job to sync products on a nightly basis from ER

Answer: D

NEW QUESTION 8

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

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

Answer: A

NEW QUESTION 9

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 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" limi

Answer: BC

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 15

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 17

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 20

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 22

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 is 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 26

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 27

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 30

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 32

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 36

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 data.
- 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 37

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

What integration strategy should an Architect recommend?

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

Answer: A

NEW QUESTION 42

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 47

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

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

Choose 3 answers

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

Answer: ABE

NEW QUESTION 51

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 55

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 57

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 system

Answer: B

NEW QUESTION 60

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 63

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 object

Answer: A

NEW QUESTION 64

Universal Containers is replacing a home-grown CRM system. Currently, a .Net application runs a batch process to query the CRM system nightly and create a CSV file that is picked up via SFTP and loaded to a SQL database.

What technology should an architect use to minimize custom development when replacing the CRM system with Salesforce?

- A. Outbound messaging
- B. APEX Batch
- C. APEX Callout
- D. Middleware

Answer: D

NEW QUESTION 69

Universal Containers has a custom Salesforce UI that is used by all users to check on a container's status. This check is done via an integration to its back-end system which all users have access to. However, some users have a higher privilege access into that back-end system, which allows them to retrieve more details in the same container status check. Those users would like the same Salesforce UI to recognize their higher privilege access and display those extra details for them, but without allowing all users to see the same level of details.

What is the recommended security approach to satisfy this requirement?

- A. Named credential set with "per-user" identify type to control the Apex callout.
- B. Custom permission to control the Apex callout to retrieve different levels of details.
- C. Hierarchical custom setting to store back-end system user credentials and referenced in the Apex callout.
- D. Permission set to identify users with higher-level privileges in order to control the Apex callout

Answer: A

NEW QUESTION 73

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 75

Universal Containers is planning to sue 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 77

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 80

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 81

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 86

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

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

Answer: A

NEW QUESTION 90

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 91

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 92

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 95

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 parot of a daily batch integration through the ETL tool. UC observed that may 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 99

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

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

Answer: CD

NEW QUESTION 104

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

What should an Architect recommend?

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

Answer: A

NEW QUESTION 106

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