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## QUESTION 1

An enterprise architect has requested the Salesforce Integration architect to review the following (see diagram and description) and provide recommendations after carefully considering all constraints of the enterprise systems and Salesforce

platform limits.

About 3,000 phone sales agents use a Salesforce Lightning UI concurrently to check eligibility of a customer for a qualifying offer.

There are multiple eligibility systems that provides this service and are hosted externally. However, their current response times could take up to 90 seconds to process and return (there are discussions to reduce the response times in future,

but no commitments are made).

These eligibility systems can be accessed through APIs orchestrated via ESB (MuleSoft).

All requests from Salesforce will have to traverse through customer's API Gateway layer and the API Gateway imposes a constraint of timing out requests after 9 seconds.

Which three recommendations should be made? Choose 3 answers

- A. ESB (Mule) with cache/state management to return a requestID (or) response if available from external system.
- B. Recommend synchronous Apex call-outs from Lightning UI to External Systems via Mule and implement polling on API gateway timeout.
- C. Use Continuation callouts to make the eligibility check request from Salesforce from Lightning UI at page load.
- D. When responses are received by Mule, create a Platform Event in Salesforce via Remote-Call-In and use the empAPI in the lightning UI to serve 3,000 concurrent users.
- E. Implement a 'Check Update' button that passes a requestID received from ESB (user action needed).

Correct Answer: ACE

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## QUESTION 2

Universal Containers (UC) uses Salesforce to track the following customer data:

1.  
Leads,
2.  
Contacts
- 3.



---

Accounts

4.

Cases

Salesforce is considered to be the system of record for the customer. In addition to Salesforce, customer data exists in an Enterprise Resource Planning (ERP) system, ticketing system, and enterprise data lake. Each of these additional

systems have their own unique identifier. UC plans on using middleware to integrate Salesforce with the external systems.

UC has a requirement to update the proper external system with record changes in Salesforce and vice versa.

Which two solutions should an Integration Architect recommend to handle this requirement? Choose 2 answers

- A. Locally cache external ID's at the middleware layer and design business logic to map updates between systems.
- B. Store unique identifiers in an External ID field in Salesforce and use this to update the proper records across systems.
- C. Use Change Data Capture to update downstream systems accordingly when a record changes.
- D. Design an MDM solution that maps external ID's to the Salesforce record ID.

Correct Answer: CD

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### QUESTION 3

KiA B2C Enterprise Customer has the following use case that involves processing payment from an external payment gateway service in Salesforce.

1.

Customer requests Customer Service Representative (CSR) for a Service upgrade.

2.

Customer provides credit card details to CSR for payment.

3.

CSR submits payment information in Salesforce, and processed in a

4.

CSR receives confirmation of payment.

5.

CSR upgrades service for customer and confirms Customer.

external payment gateway.



This use case requires the CSR to obtain confirmation of payment before upgrading the service.

The integration with Payment gateway needs to be reliable and monitored for audit purposes.

The payment gateway service is an external RESTful service that the B2C Enterprise Customer has subscribed for.

What should an Integration Architect recommend for this integration?

- A. Build a custom Apex Callout to external Payment gateway service and provide success message to the CSR, the details of callouts and responses are logged for audit purposes.
- B. Use External Services feature to integrate gateway to Salesforce ensuring real-time updates the CSR and support post payment processes.
- C. Make a callout to the payment gateway through ESB supporting error handling and logging for audit purposes.
- D. Platform events allow integration to payment gateway through the exchange of real-time event data, platform events are scalable and secure.

Correct Answer: C

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#### QUESTION 4

An Architect is asked to build a solution that allows a service to access Salesforce through the API. What is the first thing the Architect should do?

- A. Create a new user with System Administrator profile.
- B. Authenticate the integration using existing Single Sign-On.
- C. Authenticate the integration using existing Network-Based Security.
- D. Create a special user solely for the integration purposes.

Correct Answer: D

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#### QUESTION 5

Northern Trail Outfitters is planning to create a native employee facing mobile app with the look and feel of Salesforce's Lightning Experience. The mobile app needs to integrate with their Salesforce org. Which Salesforce API should be used to implement this integration?

- A. Streaming API
- B. REST API
- C. Connect REST API
- D. User Interface API

Correct Answer: D



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