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QUESTION 1

Universal Containers acquires several companies and decides to consolidate all customer service systems used by the acquired companies into one Salesforce Service Cloud. They decide to use an ETL to extract service requests from various systems, apply appropriate transformations, and load cases into Salesforce. Different requests captured by different customer service systems could belong to common accounts in Salesforce, so care must be taken to avoid creating duplicate accounts. Which two API options should be considered to load cases into Salesforce that would be safe from record -locking issues? Choose 2 answers

A. Bulk API with parallel option and a batch size of 1000 or less

B. Bulk API with serial option and a batch size of 1000 or less

C. SOAP API with a batch size of 1000 or less

D. SOAP API with a batch size of 200 or less

Correct Answer: BD

QUESTION 2

Universal Containers (UC) stores inventory of products in one Salesforce org. UC wants regional and local branch offices who have their own Salesforce orgs to see the latest information about the product.

What is the recommended approach to provide data access?

A. Use Heroku Connect to provide access to products as external objects from other orgs.

B. Use Salesforce Connect with oData to provide access to products as external objects.

C. Use Apex HTTP Callouts to call Salesforce Rest APIs and provide access restrictions within the Apex class.

D. Use Cross-Org adapter for Salesforce Connect to provide access to products as external objects.

Correct Answer: D

QUESTION 3

Northern Trail Outfitters (NTO) has an integration set up between a Salesforce org and a quoting system. NTO would like to show a notification to all sales representatives that use Salesforce anytime the quoting system will be taken down for maintenance.

Which Salesforce API should an Integration Architect use to fulfill this requirement?

A. Connect REST API

B. Tooling API

C. REST API

D. Streaming API

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Correct Answer: D

QUESTION 4

An Integration Architect has built a solution using REST API, updating Account, Contact, and other related information. The data volumes have increased, resulting in higher API calls consumed, and some days the limits are exceeded. A decision was made to decrease the number of API calls using bulk updates. The customer prefers to continue using REST API to avoid architecture changes.

Which REST API composite resources should the Integration Architect use to allow up to 200 records in one API call?

A. SObject Collections

B. SObject Tree

C. Batch

D. Composite

Correct Answer: B

QUESTION 5

Universal Containers has a customer setup process that relies on external database to send customers welcome and 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

Correct Answer: C

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