

Salesforce

Exam Questions Integration-Architecture-Designer

Salesforce Certified Integration Architecture Designer (SP19)



NEW QUESTION 1

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 2

Universal containers has a simple co -premise web app that is unauthenticated.

What capability should an integration Architect recommend to make the app accessible from within Salesforce?

- A. Apex callout
- B. Visualforce
- C. Custom Web tab
- D. Lightning connect

Answer: C

NEW QUESTION 3

Universal Containers is building a managed package to distribute on the AppExchange. As part of the solution they would like to include authentication information (username/password) inside of the package for web service calls made from the package Universal containers web services. A Salesforce security review has flagged this as a security violation and the architect must decide how best to protect these credentials

Which two methods should the architect consider in order to protect these credentials? Choose 2 answers

- A. Utilize named credentials to store the username/password of the web service end post.
- B. Utilize a custom object with an encrypted text field to store the username/password of the web service end point.
- C. Utilize protected custom settings to store the username/password of the web service end point.
- D. Store the username/password directly in the Apex class that will be obfuscated in the managed package.

Answer: AC

NEW QUESTION 4

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 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 IDs fields are always unique
- D. External IDs can be used to upsert records

Answer: BD

NEW QUESTION 6

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 7

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 8

Universal Containers is building an integration between Salesforce and their Accounting system. The integration will utilize outbound messaging with call back pattern to Salesforce. The security officer would like to understand the authentication solution. What are the three ways that the call back can authenticate itself to Salesforce? Choose 3 answers

- A. Utilize the Enterprise WSDL login() operation to obtain a new session ID.
- B. Utilize an OAuth Username-Password flow to obtain a new OAuth token for the session ID.
- C. Utilize the REST API login() operation to obtain a new session ID
- D. Utilize the session ID contained within the outbound message notification as the authorization header.
- E. Utilize the partner WSDL with OAuth to obtain a valid OAuth token for the session ID

Answer: ACD

NEW QUESTION 9

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 10

What are the three capabilities of the Bulk API? Choose 3 answers

- A. process multiple batch jobs asynchronously
- B. Process multiple batch jobs synchronously
- C. Roll back all transactions within a batch of 10000 records
- D. Monitor job status via the API.
- E. Monitor job status via the Web UI

Answer: ADE

NEW QUESTION 10

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 12

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 stored within Salesforce.
- E. Enable platform encryption in the Salesforce org to ensure network communication to the Accounting system is encrypted.

Answer: BDE

NEW QUESTION 13

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" limit

Answer: BC

NEW QUESTION 18

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 19

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 23

Which tool would an architect likely leverage while diagnosing issues with an inbound RESTful integration to Salesforce?

- A. Workbench
- B. Data Loader
- C. Force.com SOAP Explorer
- D. Metadata audit trail

Answer: A

NEW QUESTION 25

Which two approaches should an Integration Architect recommend to allow access to on-premise systems by Salesforce? Choose 2 answers

- A. Place the systems in aDMZ.
- B. Whitelist Salesforce IPs on the firewall.
- C. Utilize two-way(mutual) SSL
- D. Whitelist the corporate IPS in Salesforce

Answer: BC

NEW QUESTION 27

Universal Containers has an Outbound messaging-Based integration that posts closed opportunities to an ERP system for fulfillment in 1% of the test cases, the integration creates multiple orders for a closed opportunity

Which three steps should a Technical Architect take to diagnose the issue? Choose 3 answers

- A. Review the firewall logs to make sure that the outbound messages are being delivered.
- B. Review the Enterprise Service Bus logs to make sure that successful orders are being acknowledged
- C. Review at the outbound Messaging Deliverystatus logs to make sure that the messages are being delivered and acknowledged by the target system.
- D. Review the Enterprise Service Bus logs to make sure that orders are being created only one time.
- E. Review at the outbound Messaging Audit logs to make sure that the messages are being successfully processed by the target system.

Answer: BCD

NEW QUESTION 30

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 34

The Integration Team at Universal Containers is frustrated because the developers keep changing the data model and trigger behaviors during development, resulting in frequent rework and unexpected bugs in the development process.

What two recommendations should a Technical Architect make to resolve this issue? Choose 2 answers

- A. Implement a Regression Testing policy to catch issues earlier in the development process.
- B. Use a requirements traceability matrix to track data model changes back to the requirement that prompted them.
- C. Implement a continuous Integration process to identify issues earlier in the development process.
- D. Encourage code developers and integration developers to work in separate sandboxes

Answer: BC

NEW QUESTION 38

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 43

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 46

Universal Containers has a SOAP-based 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 a green-screen ERP that must be taken offline to produce nightly production reports, such as the inventory availability report used for this integration. The integration is performing very slowly and does not complete within the allocated four-hour time slot. What three recommendations might a Technical Architect make to resolve this issue? Choose 3 answers

- A. Use outbound Messaging to notify Salesforce promptly when product availability changes in the source system.
- B. Store the Salesforce Product ID in the source system to eliminate the need for External IDs and UPSERT API calls.
- C. Pre-process the data to avoid the need for workflow rules or triggers
- D. Use the Bulk API UPDATE or UPSERT records more efficiently.
- E. Contact Salesforce support to request that they turn off record locking on the Product2 object

Answer: BCD

NEW QUESTION 50

Universal Containers has a requirement for users of a Validation page to be notified of data updates from Salesforce as well as message from other systems in real time.

Which three approaches should be considered when selecting the correct API? Choose 3 answers

- A. REST API to continuously poll Salesforce for updates to records.
- B. Generic Streaming API to support notifications coming from other systems.
- C. Streaming API to support push notifications to users on mobile devices using Salesforce1.
- D. Utilize ActionPoller to perform an Apex Callout to the external system to retrieve data.
- E. Streaming API to support real-time data updates by other users within Salesforce

Answer: CDE

NEW QUESTION 53

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 55

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 57

Universal containers is building an integration from their employee portal to salesforce Chatter.They would like their employee portal to read and write to the Chatter API on behalf of the employee using the portal.

What is the correct way to authenticate to the chatter API to meet this requirement?

- A. Use oAuth to authorize the portal to access the chatter API on behalf of the user.
- B. Use oAuth Which will pass their portal credentials to the chatter API.
- C. Use a chatter API integration user which authenticates to salesforce using oAuth.
- D. Use a chatter API integration user which authenticatesto Salesforce using Enterprise WSDL login().

Answer: C

NEW QUESTION 61

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 62

In which three ways can production data be moved into a sandbox for testing purpose?

- A. Refresh a Full Sandbox.
- B. Use the metadata API.
- C. Request a Snapshot from Support
- D. Refresh a Copy Sandbox.
- E. use the Apex Data Load

Answer: ADE

NEW QUESTION 63

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 68

An insurance company decides to build an online portal using the Salesforce platform for receiving quote requests from customers. The company has a legacy quoting system that will generate quotes while the rest of the sales process is managed by Salesforce Sales Cloud. The legacy system has an API for creating quotes.

What Implementation method should be used so that customers can request quotes online and receive them in real time?

- A. Middleware tool to pull quote requests from SF and push to the legacy system.
- B. Trigger with an @Future method to send quote requests to the legacy syste
- C. C.Outbound message to send quote requests from Salesforce to the legacy system.
- D. Apex callout to send quote requests from Salesforce to the legacy Syste

Answer: D

NEW QUESTION 73

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 77

What Salesforce technology should an Integration Architect consider when needing to securely expose an external system User Interface from within the Salesforce UI and provide that system with information about the user?

- A. Visualforce
- B. Custom Web Tab
- C. Canvas
- D. Lightning Component

Answer: C

NEW QUESTION 78

What are two benefits of named credentials? Choose 2 answers

- A. They simplify utilizing oAuth for Apex callouts.
- B. They Secure integrations to Salesforce from other systems.
- C. They enforce secure communication to external systems
- D. They securely store credentials in a maintainable wa

Answer: AD

NEW QUESTION 79

Universal Containers (UC) sends Order data to an external ERP system via ESB. UC sends an outbound message on update or Order to ESB. Once ESB completes creating the Order in the backend ERP, it send back the Order with the Order Number from the ERP. During development, UC is experiencing an issue. When the Order is updated by ESB, it again fires a workflow rule that sends the outbound message again. Which two recommended steps can be done to prevent this looping issue?

- A. Write an Apex trigger to send an outbound message to ESB.
- B. Update workflow rule conditions to exclude the ERP Order Number field update.
- C. Update workflow rule conditions to exclude the Integration User.
- D. Update the outbound message to exclude the Integration User.
- E. Update workflow rule conditions to exclude the ERP Order Number field updat

Answer: C

NEW QUESTION 82

Universal Containers (UC) has Wave Analytics in their Salesforce org. UC has expertise and access to the Dell boomi ETL tool. UC would like to get all leads and opportunities from the org and data from a few other Marketing tools to a Wave instance for enhanced analysis. What is the recommended solution to set up the data process?

- A. Dell boomi for data from Salesforce and data from other sources.
- B. Wave Data flow for Salesforce data and Dell boomi for data from other sources.
- C. Export data from all sources into Excel and use Wave connector to import data.
- D. Use Wave data flow for Salesforce data and data from other source

Answer: B

NEW QUESTION 85

UC leverages customer MDM as a source of truth. The requirement is to dedupe and store any account or contact created in MDM before the same is created in Salesforce. This ensures data is clean and not duplicated in Salesforce. During peak season, users experience a "Concurrent Request Limit Exceeded" error. What is the recommended solution?

- A. Invoke a continuation callout to MDM from a VF Page controller.
- B. Invoke a continuation callout to MDM from a before insert trigger.
- C. Invoke a continuation callout to MDM from a VF Page JavaScript.
- D. Invoke a continuation callout to MDM from a VF Page @future cal

Answer: A

NEW QUESTION 88

Universal Containers requires Salesforce to send order data to an ERP system that requires a systemdefined username/password for authentication. Which two integration options are recommended from a security perspective?

- A. Fire outbound messages to a middleware that stores the credentials instead of an Apex callout.
- B. Use custom settings to store the username and password allowing the Apex callout to read it.
- C. Set up a Named Credential with a Named Principal Identity Type allowing the Apex callout to use it.
- D. Store the username/hashed password in a private Static Resource, allowing the Apex callout to read it.
- E. Use custom settings to store the username and password allowing the Apex callout to read i

Answer: C

NEW QUESTION 90

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 91

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 object

Answer: D

NEW QUESTION 92

Universal Containers has an external ERP that will manage inventory and initiate shipping logistics after an Opportunity is marked "Closed Won" in Salesforce. A "Shipping Number" needs to be written back to the Opportunity to track related records in the ERP. Sales Reps need to move quickly from one Opportunity to the next.

What integration pattern will satisfy the system reqs while maximizing the efficiency of the Sales Reps?

- A. Remote Process Invocation - Fire and Forget
- B. Batch Data Synchronization
- C. Remote Process Invocation - Request and Reply
- D. Remote Call-In

Answer: A

NEW QUESTION 96

Universal Containers (UC) is planning to roll out a new Force.com app to a regional business unit. UC has partial copy and a full sandbox available for deployment. UC's Architect has been asked to design an environment strategy for integration testing and performance testing, as well as user acceptance testing.

What is the recommended use of available sandbox types that an Architect should consider?

- A. Use the partial copy for performance testing and full sandbox for integration and user acceptance testing.
- B. Use the full sandbox for performance and user acceptance testing and the partial copy for integration testing.
- C. Use the full sandbox for integration testing and the partial copy for user acceptance and performance testing.
- D. Use the full sandbox for user acceptance testing and use the partial copy for integration and performance testing.

Answer: B

NEW QUESTION 97

Universal Containers send quotes to customers periodically when the customer contract is near expiration. Quoting is generated by an external quoting engine. The VP recommends that the quote generated request should be sent one week prior to the contract expiration. The Quote engine

requires the latest account, contact, and contract information from Salesforce to generate the quote. What is the recommended solution?

- A. A scheduled batch Apex to gather additional information from Salesforce and make a sync callout to the quote engine.
- B. Workflow-initiated alert to the Sales Rep, who will submit a request from a custom controller in a Visualforce page.
- C. Workflow-initiated outbound message with a callback to gather additional information from Salesforce.
- D. Workflow-initiated Apex to gather additional information from Salesforce and make a sync callout to the quote engine.

Answer: A

NEW QUESTION 101

Universal Containers (UC) would like to provide near real-time updates on their customer-facing external portal when a Sales Manager approves a new feature that is recommended by a customer.

UC has no middleware, and the portal exposes a REST API therefore, UC is considering a custom-built system process to handle the integration.

What is the recommended approach for the custom-built system process to retrieve updates in near real-time?

- A. Leverage a related push topic that pushed information to the portal client.
- B. Leverage a Streaming API client to subscribe to the related push topic.
- C. Leverage Canvas to send information to the portal whenever an idea is voted on.
- D. Leverage an outbound message to the portal whenever an idea is voted on the saved.

Answer: B

NEW QUESTION 102

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 105

Universal Containers has a back-end ordering system that restricts access on a per-user basis, it was determined that a "Named Credential" will be used to allow per-user identity type access for all integration with the system. One of the requirements is to have order information sent to the system when the status changes to "Confirmed".

Which two valid integration scenarios can take advantage of such a security setup?

- A. Order information sent to the system via outbound message with session ID.
- B. Order information sent via a Visualforce page with an Apex callout.
- C. Order information inserted or updated via Salesforce Connect: OData 2.0.
- D. Order information sent via process builder via invocable method/future method callout

Answer: CD

NEW QUESTION 110

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 112

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 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 116

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 119

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 124

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 129

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 130

Universal Containers (UC) is planning on a production release with a large data volume to be migrated to Salesforce from a back-office system. The incoming data is constantly being updated in the back-office system. UC would like to keep the data synchronized in near real-time in Salesforce. What is the recommended approach to achieve this?

- A. Use Bulk API for a one-time migration and an Apex web service call-in for an incremental load.
- B. Use Bulk API for a one-time migration and a SOAP API call-in for an incremental load.
- C. Use SOAP API for a one-time migration and a REST API call-in for an incremental load.
- D. Use Bulk API for a one-time migration and a Bulk API call-in for an incremental load.

Answer: A

NEW QUESTION 135

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 137

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 SOAP 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 141

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 callout.

Answer: AD

NEW QUESTION 144

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 145

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 system

Answer: CD

NEW QUESTION 149

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 standardization

Answer: A

NEW QUESTION 153

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 157

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