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**QUESTION 1**

Universal Containers (UC) has three systems: Salesforce, a cloud -based ERP system, and an on premise Order Management System (OMS). An architect has been tasked with creating a solution that uses Salesforce as the system of record for Leads and the OMS as the system of record for Account and Contacts. UC wants Accounts and Contacts to be able to maintain their names in each system (i.e., "John Doe" in the OMS and "Johnny Doe" in Salesforce), but wants to have a consolidated data store which links referenced records across the systems. What approach should an architect suggest so the requirements are met?

- A. Have Salesforce poll the OMS nightly and bring in the desired Accounts and Contacts.
- B. Implement an integration tool to send OMS Accounts and Contacts to Salesforce.
- C. Implement a Master Data Management strategy to reconcile Leads, Accounts, and Contacts.
- D. Use the Streaming API to send Account and Contact data from Salesforce to the OMS.

Correct Answer: C

QUESTION 2

Universal Containers (UC) is planning a massive Salesforce implementation with large volumes of data. As part of the org's implementation, several roles, territories, groups, and sharing rules have been configured. The data architect has been tasked with loading all of the required data, including user data, in a timely manner.

What should a data architect do to minimize data load times due to system calculations?

- A. Enable defer sharing calculations, and suspend sharing rule calculations
- B. Load the data through data loader, and turn on parallel processing.
- C. Leverage the Bulk API and concurrent processing with multiple batches
- D. Enable granular locking to avoid "UNABLE _TO_LOCK_ROW" error.

Correct Answer: A

Reference: <https://developer.salesforce.com/blogs/engineering/2013/08/extreme-force-com-data-loadingpart-6-taking-advantage-of-deferred-sharing-calculation.html>

QUESTION 3

Universal Containers (UC) has the following systems:

1.
Billing system
2.
Customer support system



3.

CRM system

UC has been having trouble with business intelligence across the different systems. Recently UC implemented a master data management (MDM) solution that will be the system of truth for the customer records.

Which MDM data element is needed to allow reporting across these systems?

- A. Global unique customer number.
- B. Email address.
- C. Phone number.
- D. Full name.

Correct Answer: B

Reference: <https://appexchange.salesforce.com/servlet/servlet.FileDownload?file=00P3A00000aWSHwUAO>

QUESTION 4

Universal Containers (UC) wants to capture information on how data entities are stored within the different applications and systems used within the company. For that purpose, the architecture team decided to create a data dictionary covering the main business domains within UC. Which two common techniques are used building a data dictionary to store information on how business entities are defined?

- A. Use Salesforce Object Query Language.
- B. Use a data definition language.
- C. Use an entity relationship diagram.
- D. Use the Salesforce Metadata API.

Correct Answer: CD

QUESTION 5

Universal Containers would like to remove data silos and connect their legacy CRM together with their ERP and with Salesforce. Most of their sales team has already migrated to Salesforce for daily use, although a few users are still on the old CRM until some functionality they require is completed. Which two techniques should be used for smooth interoperability now and in the future.

- A. Replicate ongoing changes in the legacy CRM to Salesforce to facilitate a smooth transition when the legacy CRM is eventually retired.
- B. Specify the legacy CRM as the system of record during transition until it is removed from operation and fully replaced by Salesforce.
- C. Work with stakeholders to establish a Master Data Management plan for the system of record for specific objects, records, and fields.



D. Do not connect Salesforce and the legacy CRM to each other during this transition period, but do allow both to interact with the ERP.

Correct Answer: BC

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