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**QUESTION 1**

A large enterprise customer operating in a high regulated industry is planning to implement Salesforce for customer facing associates in both Sales and Service, and back office staff. The business processes that Salesforce supports are critical to the business.

Salesforce will be integrated to multiple back office systems to provide a single interface for associates. Reliability and monitoring of these integrations is required as associates support customers.

Which integration solution should the architect consider when planning the implementation?

- A. Architect Services in back office systems to support callouts from Salesforce and build reliability, monitoring and reporting capabilities.
- B. Decouple back office system callouts into separate distinct services that have inbuilt error logging and monitoring frameworks.
- C. Build a custom integration gateway to support back office system integrations and ensure reliability and monitoring capabilities.
- D. Leverage Middleware for all back office system integrations ensuring real time alerting, monitoring and reporting capabilities.

Correct Answer: D

QUESTION 2

A company accepts payment requests 24x7. Once they accept a payment request, their service level agreement (SLA) requires them to make sure each payment request is processed by their Payment System. They track payment requests using a globally unique identifier created at the Data Entry Point. Their simplified flow is as shown in the diagram.

They encounter intermittent update errors when two or more processes try to update the same Payment Request record at the same time.

Which two recommendations should an integration architect make to improve their SLA and update conflict handling? Choose 2 answers

- A. Middleware should coordinate request delivery and payment processing.
- B. Data Entry Point and Middleware should automatically retry requests.
- C. Payment System should process a payment request only once.
- D. Payment System and Middleware should automatically retry requests.

Correct Answer: AC

**QUESTION 3**

A customer of Salesforce has used Platform Events to integrate their Salesforce instance with an external third party Artificial Intelligence (AI) system. The AI system provides a prediction score for each lead that is received by Salesforce. Once the prediction score is received, the lead information is saved to Platform events for other processes. The trigger on the Platform Events is failing once this was rolled out to Production.

What type of monitoring should the Integration Consultant have considered to monitor this integration?

- A. Monitor Platform Events created per hour limits across the Salesforce instance.
- B. Set up debug logs for Platform Event triggers to monitor performance .
- C. Validate the Platform Event definition matches leads definition.
- D. Monitor the volume of leads that are created in Salesforce.

Correct Answer: B

QUESTION 4

Northern Trail Outfitters' ERP is integrated with Salesforce and syncs several million contacts per day. To prevent specific data from syncing, the integration uses a SOQL query filtered by sharing hierarchy. Which two things should an architect do to improve the performance of the integration? Choose 2 answers

- A. Include non-selective criteria in query filters.
- B. Remove the query filters.
- C. Include selective criteria in query filters.
- D. Remove the sharing restrictions.

Correct Answer: CD

Explanation: <https://help.salesforce.com/articleView?id=000325247&type=1&mode=1>

QUESTION 5

Which two system constraint questions should be considered when designing an integration to send orders from Salesforce to a fulfillment system? Choose 2 answers

- A. What latency is acceptable for orders to reach the fulfillment system?
- B. Which system will validate order shipping addresses?
- C. Can the fulfillment system implement a contract-first Outbound Messaging interface?
- D. Can the fulfillment system participate in idempotent design to avoid duplicate orders?

Correct Answer: CD



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