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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

Universal Containers merges with Planetary Shipping. They decide to consolidate their systems and migrate all the customer accounts into one Salesforce org. After some data analysis, they find out that their systems have common accounts that they would like to merge and avoid duplicate accounts in Salesforce. They find out that customer email, available in both the systems, can be used to match common accounts. The customer data can be exported as CSV files from their systems. Which two options should be considered to load accounts into Salesforce and eliminate duplicate accounts? Choose 2 answers

- A. ETL tool that is capable of identifying common accounts using email address and performs updates
- B. Dataloader upsert operation with a custom External ID field containing the email address
- C. ETL tool that is capable of identifying common accounts using a Salesforce ID and performing updates
- D. Dataloader insert operation and Salesforce's native deduplication after the load

Correct Answer: AB

QUESTION 3

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 bi-directional 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.

Correct Answer: B

QUESTION 4

Universal Containers has built an integration using the SOAP API to load records from a back-office system into Salesforce. The records created in the back-office system must be loaded into Salesforce in almost real time, so a custom module was written to identify CRUD events in the back-office system and perform sync with Salesforce. UC has several other systems that integrate with Salesforce through the SOAP API using separate integration users.

What is a risk involved with this sort of integration?

- A. Too many concurrent sessions
- B. Reaching an API call limit.
- C. Reaching a logins per Day limit.
- D. Too many record-lock errors

Correct Answer: B

QUESTION 5

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 sources.

Correct Answer: B



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