<http://certification.salesforce.com/SG_CertifiedIntegrationArchitectureDesigner.pdf>

<https://quizlet.com/206706811/sf-integration-architecture-designer-flash-cards/>

<https://quizlet.com/256170740/integration-architecture-designer-flash-cards/>

<https://quizlet.com/300415665/integration-architecture-designer-set-1-flash-cards/>

1. Universal Containers implemented email-to-case to allow customers to email their support requests. They found that cases were getting created correctly, but the email attachments weren't attached directly to the cases. Instead, they were attached to the emails under the Open activities related list. Which two options should be considered to make sure the attachments get attached directly to the cases?

*Choose two answers*

* 1. Choose the option **Save attachments** under Cases in email-to-case setup options.
  2. Write a trigger on the Case to copy/move attachments from email activity to case.
  3. Use the Email handler service to extract attachments and create under Cases.
  4. Set up web-to-case to automatically create attachments under Cases.

1. Universal Containers wants to ensure Salesforce will only accept secure connections from their ETL tool. How should calls to a custom Apex web service be secured?

*Choose one answer*

* 1. Two-Way SSL
  2. VPN
  3. IP Whitelisting
  4. Profile Security

1. 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 late in the development process.

Which two recommendations should a Technical Architect make to resolve this issue?

*Choose two answers*

* 1. Implement a Regression Testing policy to catch issues earlier in the development process.
  2. Encourage code developers and integration developers to work in separate sandboxes.
  3. Implement a Continuous Integration process to identify issues earlier in the development process.
  4. Use a requirements traceability matrix to track data model changes back to the requirement that prompted them.

1. What mechanism should an Integration Architect recommend to make a secure, authenticated connection to a remote system that results in the remote system trusting Salesforce?

*Choose one answer*

* 1. Use a pre-shared key in a query parameter.
  2. Implement two-way (or mutual) SSL certificates.
  3. Utilize CA-signed certificates on the host.
  4. Encrypt the payload with a shared key.

1. Which two things should an Integration Architect consider when building a Visualforce page that makes client-side callouts to multiple domains that may violate the browser's same-origin policy?

*Choose two answers*

* 1. Utilize the Canvas SDK to perform the callouts.
  2. Set up CORS to whitelist all domains that the client scripts communicate with.
  3. Ensure each JavaScript resource communicates only with its origin.
  4. Set up Remote Site Settings for all domains that the client scripts communicate with.

1. Universal Containers has decided that they will be using the bulk API to migrate the existing data into Salesforce as they will be importing a total of 80 million records.

While planning for the data migration, what techniques should the Architect recommend to make sure the load go according to schedule?

Choose 2 answers

* 1. Pre-process data that the triggers and workflows can be deactivated.
  2. Perform a test load using a full Sandbox prior to the Production load.
  3. Perform loads over a weekend server resource availability.
  4. Leverage several workstations, loading different objects simultaneously.

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
     3. The use of custom development should be minimized

Which two solutions should the architect consider?

Choose two options

* 1. Utilize lightning connect with custom ApexAdapter to provided CRUD access to the data warehouse
  2. Utilize a canvas application to render the data warehouse data from within Salesforce
  3. Utilize a visual force page from 3rd party JavaScript library that will provide CRUD capabilities to the data warehouse.
  4. Utilize a 3rd party tool from the App-Exchange that will provide CRUD capabilities between the data warehouse and salesforce

1. Universal containers decided to use Salesforce sales cloud for their sales processes won Opportunities must be sent to external ERP system for order fulfillment. All the line items must also be sent along with Opportunities. The ERP system supports only SOAP- based messages for receiving orders

What limitation of outbound messages might present a problem in this scenario?

* 1. Outbound messaging does not support multiple objects
  2. Outbound messaging does not support SOAP
  3. Outbound messaging cannot be made secure
  4. Outbound messaging does not offer any reliability.

1. Universal containers (UC) leverages the standard opportunity and opportunity product objects to manage their orders in Salesforce. When a deal is closed, all opportunity information, including products and billing contacts, must be send to their ERP application for order fulfillment. As UC has an "express shipping" guarantee, leadership would like order information sent to ERP as quickly as possible after the deal is closed?

How should an Architect fulfill this requirement?

* 1. Write a nightly batch job to send customer information to ERP.
  2. Write a visualforce page to send order information to ERP.
  3. Write an opportunity trigger to send order information to ERP.
  4. Write an outbound message to send order information to ERP.

1. 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?

* 1. Apex callout
  2. Visualforce
  3. Custom Web tab
  4. Lightning connect

1. Universal Containers has just purchased large volume of contact data from an external vendor. The head of sales would like to use the new data set within the existing production org. The production org currently contains a large volume of contacts.

What should an Architect recommend to prevent data duplication in salesforce?

* 1. Load the data into salesforce and then utilize the contact Duplicate Rule feature
  2. Utilize an off-platform de-duplication tool prior to loading.
  3. Create a de-duplication trigger before loading the data.
  4. Utilize a batch apex process to de-duplicate the data after loading.

1. Which two automated methods should an architect use to solve an issue with duplicate contacts?

Choose 2 answers

* 1. Write a Batch Apex class to manage the deduplication
  2. Assign new contacts to queues to be reviewed by a data quality team.
  3. Leverage an AppExchange data management tool to de-duplicate contacts.
  4. Enable duplicate management in the org to prevent duplicates.

1. 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

* 1. Utilize named credentials to store the username/password of the web service end post.
  2. Utilize a custom object with an encrypted text field to store the username/password of the web service end point.
  3. Utilize protected custom settings to store the username/password of the web service end point.
  4. Store the username/password directly in the Apex class that will be obfuscated in the managed package.

1. As part of their customer setup process. Universal containers requires that any address put into Salesforce be validated by the US Postal Service.

The customer must provide their address while they are on the phone with the Universal Containers representative.

What two solutions should a Technical Architect recommend to fulfill this requirement?

Choose 2 answers

* 1. Implement a Visualforce page that validates entered addresses against an API.
  2. Write a trigger with an @future callout that validates addresses against an API.
  3. Build a custom Address object and a trigger that will validate the address against the object.
  4. Leverage an AppExchange application to validate addresses entered.

1. What are three capabilities of Salesforce Lightning Connect?

Choose 3 answers.

* 1. Write to OData - Compliant data sources without APEX.
  2. Read from OData - Compliant data sources without APEX.
  3. Associate external object records to Salesforce Account records.
  4. Write triggers and workflows on external objects.
  5. Write SOQL queries on external object.

1. Which two statements are correct about External ID?

Choose 2 answers

* 1. External IDs must be Text fields
  2. External IDs are always searchable
  3. External IDs fields are always unique
  4. External IDs can be used to upsert records

1. 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

* 1. Performance
  2. Error Handling
  3. Bulkification
  4. Orchestration
  5. Logging

1. 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?

* 1. Too many concurrent sessions
  2. Reaching an API call limit.
  3. Reaching a logins per Day limit.
  4. Too many record-lock errors

1. Universal Containers is hearing complaints from users that recently released changes are breaking existing functionality.

What type of testing program should a Technical Architect implement to reduce or eliminate this complaint?

* 1. Performance Testing
  2. Unit Testing
  3. Regression Testing
  4. User Acceptance Testing

1. Universal containers would like to restrict access to Salesforce to only clients on their network

Which two mechanisms should an Integration Architect utilize to prevent unauthorized clients?

Choose 2 answers

* 1. Configure Login IP Ranges on any profiles used by Integration
  2. Use a login flow to validate the IP and request a 2nd factor if incorrect
  3. Use a trigger to change the user's profile if their IP is not trusted.
  4. Enable the "Lock sessions to the IP address from which they originated" setting.

1. Universal Containers manages a catalog of over one million products that it makes available to its customers. The master product catalog is stored and managed in their ERP application with frequent updates made to the product catalog by their sourcing team. The sourcing team may update attributes such as price, general catalog availability, and the product description. When the sourcing team makes an update that change must go into effect during the next business day and there may be thousands of changes made over the course of the day.

What integration pattern would you recommend to best manage this scenario?

* 1. Write a custom web service to accept product catalog changes from ERP.
  2. Use the streaming API to receive product changes in real time from ERP.
  3. Write an outbound message to send product changes in real time from ERP.
  4. Build a scheduled ETL job to sync products on a nightly basis from ERP.

1. 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

* 1. Migrate the integration to the partner WSDL to support 200 DML operations in a single API call.
  2. Migrate the integration to the Bulk API which does not count towards the API limits.
  3. Utilize the REST API batch URI to consolidate 100 DML operations into single API call.
  4. Utilize workflow outbound messaging which does not count towards the API limits.

1. 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

* 1. Utilize the Enterprise WSDL login() operation to obtain a new session ID.
  2. Utilize an oAuth Username-Password flow to obtain a new oAuth token for the session ID.
  3. Utilize the REST API login() operation to obtain a new session ID
  4. Utilize the session ID contained within the outbound message notification as the authorization header.
  5. Utilize the partner WSDL with oAuth to obtain a valid oAuth token for the session ID.

1. 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?
   1. Encrypt the Payload with a shared key.
   2. Use a pre-shared key in a query parameter.
   3. Implement two-way (or mutual) SSL certificates.
   4. Utilize CA - signed certificates on the host.
2. What are the three capabilities of the Bulk API?

Choose 3 answers

* 1. process multiple batch jobs asynchronously
  2. Process multiple batch jobs synchronously
  3. Roll back all transactions within a batch of 10000 records
  4. Monitor job status via the API.
  5. Monitor job status via the Web UI.

1. Universal Containers would like to display data from an external system inside of Salesforce and has chosen not to enable lightning Experience. They do not need the data for any other purposes within Salesforce.

Which approach should an Integration Architect recommend that matches the Salesforce UI?

Choose 2 answers

* 1. An iFrame embedding a custom .Net application that displays data from the other systems.
  2. A custom visualforce page with a controller that calls-out to the other systems.
  3. A custom Visualforce page with client- side calls out to the other systems.
  4. A middleware orchestration to continuously persist data from other systems into Salesforce.

1. When making an Apex callout, what approach should an Integration Architect recommend for securely transporting sensitive data from Salesforce over an unsecure network connection?
   1. Base64 encode the data before performing the call out from Apex.
   2. Encrypt the data with a shared key before performing the Apex callout.
   3. Use platform Encryption to secure the data before transporting.
   4. Salesforce automatically secures all data transmissions to external systems.
2. 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

* 1. Terminate the SSL connection at a reverse proxy in the DMZ which establishes trust in the connection using mutual SSL.
  2. Enable WS-security for the web services made between Salesforce and the accounting system.
  3. Whitelist the Salesforce IP range on the firewall to ensure only Salesforce- originated traffic can penetrate the network.
  4. Utilize an Enterprise Service Bus to ensure Accounting system credentials are not stored within Salesforce.
  5. Enable platform encryption in the Salesforce org to ensure network communication to the Accounting system is encrypted.

1. Universal Containers has a customer setup process that relies on external database to send customers welcome & 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?

* 1. Write a nightly batch synchronization to send customer information to the external database.
  2. Write an outbound message to send customer Information to an ESB.
  3. Write an outbound message to send customer Information to the external database.
  4. Write a trigger with an @future method to send customer Information to the external database

1. 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

* 1. Possibility of hitting the daily limit for number of batches.
  2. possibility of very long bulk job execution times
  3. Possibility of failures due to record-locking errors.
  4. Possibility of hitting the "Too many concurrent batches" limit.

1. Universal Containers is using the enterprise WSDL to integrate their financial system to salesforce, while reading the release notes for the upcoming salesforce release the architect discovers a new object will be added to the salesforce data model that would be beneficial for the financial system integration.

What two actions should the architect take to ensure the new object will be available to the financial system integration?

Choose 2 answers

* 1. Download the latest enterprise WSDL that contains the new object definition to generate Web service stubs for the new Salesforce object.
  2. Download the latest partner WSDL that contains the new object definition to generate web services stubs for the new salesforce object
  3. Migrate to the partner WSDL to generate a generic sObject service stub that can be leveraged for existing and future Salesforce objects
  4. Migrate to the metadata API to download the new salesforce sObject definition into the financial system integration.

1. 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?

* 1. Data Loader
  2. Canvas
  3. Process Builder
  4. Middleware

1. Universal containers is hearing complaints from users that recently released changes while they meet the functional requirements are not actually usable and/or do not meet their expectations for user experience for example, a Visualforce page that takes too long to display the first page of data.

Which two types of testing should a technical Architect implement to reduce or eliminate the complaint?

Choose 2 answers

* 1. user Acceptance Testing
  2. Unit Testing
  3. Regression Testing
  4. Performance testing

1. Universal Containers would like to integrate to an external system from Salesforce over a secure channel however the external system does not support HTTP-basic authentication

What approach should an integration Architect recommend that enables the external system to trust the data being received?

* 1. Digitally sign the Payload using a private key trusted by the external system.
  2. Include a secret passphrase in the payload that is a validated by the external system.
  3. Base64 encode the data to ensure untrusted 3rd parties don't see it.
  4. Utilize a 3rd-party SSO solution to authenticate the session.

1. 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?

* 1. point-to-point
  2. Web Mashup
  3. Middleware
  4. Apex batch Processing

1. Universal Containers has decided that acquisition of other companies will be a key focus of their growth for the next several years. All acquired customer service agents will use UC's pre-existing customer support process built in Salesforce. the ERP application at any acquired company will not be immediately replaced, and customer service agents must be able to see up-to-date order status from all ERP systems.

What recommendation should a technical Architect make to minimize complexity during new acquisitions?

* 1. Use custom Links to direct users to the appropriate ERP system to view order status.
  2. Build all Integrations as nightly ETL batches to minimize real-time overhead.
  3. Leverage Apex callouts to integrate directly with acquired applications.
  4. Use an ESB to abstract the Salesforce integration from other enterprise applications.

1. What should an integration Architect consider when building a visualforce page that makes client-side callouts to multiple domains that may violate the browser's same-origin policy?

Choose 2 answers

* 1. Setup CORS to whitelist all domains that the client scripts communicate with.
  2. utilize the canvas SDK to perform the callouts.
  3. Ensure each JavaScript resource communicates only with its origin.
  4. Set up Remote site settings for all domains that the client scripts communicate with.

1. Which tool would an architect likely leverage while diagnosing issues with an inbound RESTful integration to Salesforce?
   1. Workbench
   2. Data Loader
   3. Force.com SOAP Explorer
   4. Metadata audit trail
2. Universal containers has used Outbound Messaging to integrate with their billing system. Their billing system has frequent outages that don't last more than a couple of hours.

Which two aspects of Outbound Messaging might the customer experience issues with as a result of these outages?

Choose 2 answers

* 1. Out-of-order delivery.
  2. Duplicate messages
  3. Orphaned Requests
  4. Exceeding Governor Limits.

1. What are two considerations to make when performing SOAP callouts from within Apex?

Choose 2 answers

* 1. SOAP callouts consume API limits.
  2. WSDL2Apex supports RPC-style SOAP callouts.
  3. WSDL2Apex can be used to generate stub code.
  4. SOAP callouts cannot occur after any DML statements.

1. What are two benefits an Integration Architect should consider when recommending web-to-lead?

Choose 2 answers

* 1. Web-to-Lead requests have their own limits separate from other APIs.
  2. Web-to-Lead is a simple way to capture responses to marketing landing pages.
  3. Web-to-Lead can be utilized for Lead data migrations.
  4. web-to-Lead can be used to de-duplicate leads during integrations.

1. Universal Containers has two integrations to Salesforce; System A requires read-only access to all Opportunity data while System B requires read-write access to all Accounts.

Which approach ensures compliance with the principal of least privilege?

* 1. Utilize a single "Integration User" with the "Modify All data" profile setting enabled so that all integrations always have access to all data.
  2. Utilize separate credentials and profiles for each integration, one having "view All" to Opportunities and the other having "Modify All" to Accounts.
  3. Use a single "Integration User" with profile settings restricted to "view All" for opportunity and "Modify All" for Accounts.
  4. Utilize separate credentials for each system with both credentials having the "modify all data" permission on the profile.

1. Which two approaches should an Integration Architect recommend to allow access to on-premise systems by Salesforce?

Choose 2 answers

* 1. Place the systems in a DMZ.
  2. Whitelist Salesforce IPs on the firewall.
  3. Utilize two-way(mutual) SSL
  4. Whitelist the corporate IPS in Salesforce.

1. 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

* 1. Review the firewall logs to make sure that the outbound messages are being delivered.
  2. Review the Enterprise Service Bus logs to make sure that successful orders are being acknowledged
  3. Review at the outbound Messaging Delivery status logs to make sure that the messages are being delivered and acknowledged by the target system.
  4. Review the Enterprise Service Bus logs t make sure that orders are being created only one time.
  5. Review at the outbound Messaging Audit logs to make sure that the messages are being successfully processed by the target system.

1. What capability should an Integration Architect consider if there is a need to synchronize data changed in Salesforce to a 3rd party with a JSON-based API endpoint?
   1. Use an outbound Message with the record's data.
   2. Use lightning connect to save the data to an external object.
   3. Use an Apex class to perform the REST callout asynchronously.
   4. use the REST API with the content-Type header set to "JSON."
2. Universal Containers has chosen Salesforce Wave as their Analytics Platform. There is a requirement to join data from multiple systems (including Salesforce) to be displayed in a single Wave Lens.

What should the Architect recommend?

* 1. Use an ETL tool to load the data into Salesforce, upserts to ensure that the data in properly joined.
  2. Use Data flow to load Salesforce data, and an ETL tool to load other data sets.
  3. Use an ETL tool to join multiple sources and load them into a single data set.
  4. Use data flow to load Salesforce data, and lightning connect to access the other data sets in real time.

1. 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?

* 1. Enterprise WSDL minimizes payload size.
  2. Rest API supports oAuth
  3. Enterprise WSDL supports WS-Security
  4. REST API supports WS-Security.

1. Universal Containers would like to update their accounting system every time an opportunity is changed to Closed-Won their accounting system occasionally is offline for 3-4 hours to support month-end processing, and they would like the integration design to ensure that no transactions are lost during this down time.

Which two integration designs should the architect consider?

Choose 2 answers

* 1. Utilize the enterprise WSDL to query Salesforce from the Accounting system for opportunities that have changed to Closed-Won.
  2. Utilize an Enterprise Service Bus to the web service calls between Salesforce and the accounting System.
  3. Utilize workflow outbound messaging, which has a built-in queuing framework.
  4. Utilize an Apex trigger with an @future class to callout to the accounting system after the month-end processing is complete.

1. Universal Containers(UC) has a legacy application that tracks customer order status once the order has been sent to the fulfillment department this legacy application does not easily provide an API to integrate with Customer service reps need to be able t access the data from within Sales force and cannot be given separate logins to the application, UC does not have single-sign-on enabled.

How should an architect solve this problem?

* 1. Leverage canvas to display the legacy application within Salesforce.
  2. use the Streaming API to receive order updates in real time.
  3. Migrate the legacy application to Heroku and Integrate the database.
  4. Create a web-tab in Salesforce directly to the legacy application.

1. Universal Containers has an 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 green screen ERP that must be taken offline to produce nightly production reports such as the inventory availability report used for this integration. The Salesforce integration frequently reports failures due to data validation errors.

Which two steps should the Technical Architect should recommend?

Choose 2 answers

* 1. Ask the ERP report designers to redesign the report to provide properly formatted data.
  2. Implements a regression testing policy to detect issues following development.
  3. Use SOAP headers to turn off validation rules and triggers during the integration.
  4. Review the Salesforce data model and Validation rules and modify the integration as necessary.

1. What are two scenarios that utilize the chatter REST API?

Choose 2 answers

* 1. When integrating chatter into custom mobile apps.
  2. When migrating Opportunity data.
  3. When uploading large files.
  4. When posting status updates to social media.

1. 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 late in the development process.

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

Choose 2 answers

* 1. Implement a Regression Testing policy to catch issues earlier in the development process.
  2. Use a requirements traceability matrix to track data model changes back to the requirement that prompted them.
  3. Implement a continuous Integration process to identify issues earlier in the development process.
  4. Encourage code developers and integration developers to work in separate sandboxes.

1. Which two options should be considered to permit automatic retry of failed updates when loading data into Salesforce?

Choose 2 answers

* 1. Bulk API with serial option.
  2. Standard API with parallel option.
  3. Bulk API with parallel option.
  4. Standard API with serial option.

1. Universal containers is migrating to Salesforce from a legacy system with existing SMTP-based integrations.

What Salesforce platform capability should an Integration Architect consider?

* 1. Custom Apex class with webservice methods that implement the SMTP protocol.
  2. Custom InboundEmailHandler to process the messages.
  3. Lightning connect with an OData/SMTP interchange.
  4. Custom Apex batch job to check for SMTP messages.

1. 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

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

1. 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

* 1. REST API to continuously poll Salesforce for updates to records.
  2. Generic Streaming API to support notifications coming from other systems.
  3. Streaming API to support push notifications to users on mobile devices using Salesforce1.
  4. Utilize ActionPoller to perform an Apex Callout to the external system to retrieve data.
  5. Streaming API to support real-time data updates by other users within Salesforce.

1. Universal containers is building an integration between their instance of Salesforce and their business partner's fulfillment systems, the security officer would like to ensure that only the authorized data for each business partner is accessible across all interfaces.

How should the architect ensure this requirement is met?

* 1. provide each business partner a shared integration username/password with a specific role/profile provisioned to the appropriate data.
  2. Provide each business partner their own username/password with a specific role/profile provisioned to the appropriate data.
  3. Provide each business partner their own username/password with an Apex custom web service to filter the data appropriately.
  4. Provide each business partner their own username/password with a shared integration profile provisioned to the appropriate data.

1. 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

* 1. Leverage a time-based workflow action to trigger an account outbound message notification for all records updated within the last 24 hours.
  2. Leverage the Enterprise WSDL getUpdated() operation to retrieve Account records updated within the last 24 hours.
  3. Leverage the Salesforce Data Replication API getUpdated() operation to retrieve Accounts records updated within the last 24 hours.
  4. Leverage a third party tool ETL with a dynamic changing SOQL to retrieve Accounts updated within the last 24 hours.
  5. Leverage the REST API / sObjects / Account / updated URI to retrieve Accounts records updated within the last 24 hours.

1. A system at Universal Containers needs to retrieve opportunity details (including line items and opportunity team) and then update the opportunity with new information in real time, as one atomic operation.

What approach should an architect recommend that conserves API limits?

* 1. Use a publisher action to update the data and callback to the other system.
  2. Use the generic streaming API to publish changes and listen for updates.
  3. Use the SOAP API to upsert the data. The API will then return all opportunity details.
  4. Use a custom Apex class with a webservice method that performs both actions.

1. Universal Containers wants to ensure Salesforce will only accept secure connections from their ETL tool.

How should calls to a custom Apex web service be secured?

* 1. VPN
  2. Two-way SSL
  3. Profile Security
  4. IP Whitelisting

1. In order to avoid slowing down inbound call center sales agents, Universal Containers wants to de-duplicate 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?

* 1. Outbound message to MDM with a callback to Salesforce to mark duplicate Leads.
  2. Sync the MDM system to a custom object in Salesforce and execute a Lookup validation rule against the object.
  3. Batch APEX process to de-duplicate all records first in Salesforce then against MDM, deleting the newest MDM record.
  4. Use Out-of-the-Box Lead De-duplication Rules to check against MDM.

1. Universal containers ships millions of orders per year and releases code fixes to the production org nightly. Their corporate testing strategy requires that tests must be performed against Production data in an isolated test environment before code can be released to production.

How can Universal Containers achieve the requirement?

* 1. Use Salesforce-to- Salesforce to keep data synchronized between production and full sandboxes.
  2. Utilize a middleware solution and batch API to do a nightly synch from production to Full sandbox.
  3. Create APEX unit tests so testing can be done against Production data but rolled back before being committed.
  4. Request that Salesforce to schedule a full sandbox refresh on a nightly basis.

1. Universal Containers is planning a data migration into Salesforce and must decide whether to use the Bulk API or the SOAP API.

Which three statements are true about the Bulk API and REST API?

Choose 3 answers

* 1. DML limits on Bulk are not governed on Salesforce servers.
  2. The SOAP API provides job monitoring on the Salesforce setup menu.
  3. The Bulk API allows multiple attachments to be loaded from within a single ZIP file.
  4. The SOAP API avoids record locking contention on parent objects of Master-Details relationship.
  5. The Bulk API may cause record locking contention on parent objects of Master-Details relationship.

1. 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?

* 1. Use oAuth to authorize the portal to access the chatter API on behalf of the user.
  2. Use oAuth Which will pass their portal credentials to the chatter API.
  3. Use a chatter API integration user which authenticates to salesforce using oAuth.
  4. Use a chatter API integration user which authenticates to Salesforce using Enterprise WSDL login().

1. 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?

* 1. The trigger is failing Unit Tests that access the new data.
  2. API limits being limited.
  3. Data skew is causing record locking issues on the Order Share object.
  4. Record locking contention on the parent Account.

1. Universal Containers has multiple Salesforce orgs as a result of a number of acquisitions over time. They decide to let the subsidiaries continue using their own orgs but would like to streamline their lead processing. They identified one org that would act as a gateway to receive all the leads for the group and then distribute them to subsidiary orgs based on lead type. Changes to lead status in subsidiary orgs must be reflected in the gateway org They decide to use Salesforce-to-Salesforce for lead distribution.

What limitation of Salesforce-to-Salesforce must be considered to ensure seamless two-way integration?

* 1. Salesforce-to-Salesforce has no built-in support bi-directional(two-way) integrations.
  2. Salesforce-to-Salesforce has a limit on number of records shared between systems.
  3. salesforce-to-Salesforce does not support linking/sharing with existing records in a receiving org.
  4. salesforce-to-Salesforce has no built-in support for objects with Parent-child relationships.

1. What are three capabilities of Salesforce outbound messaging?

Choose 3 answers

* 1. Provide a session ID as part of the outbound message.
  2. Repeatedly send a SOAP notification for up to 24 hours until an acknowledgement is received.
  3. Build integration components without the Use of APEX.
  4. Define a WSDL based upon 2 objects related via Master-Details relationship.
  5. Define a custom WSDL based upon an Apex Interface class definition.

1. What are the two considerations of Apex REST services that an integration architect should keep in mind when building custom integrations?

Choose 2 answers

* 1. They cannot utilize publisher actions.
  2. They require unit and functional testing
  3. They cannot be built or maintained declaratively
  4. They consume more API limits than SOAP or REST API

1. In which three ways can production data be moved into a sandbox for testing purpose?
   1. Refresh a Full Sandbox.
   2. Use the metadata API.
   3. Request a Snapshot from Support
   4. Refresh a Copy Sandbox.
   5. use the Apex Data Loader.
2. Universal containers has an integration that runs nightly to update the product(product2) object in Salesforce with updated product availability for over 500,000 products. Occasionally (less than 1 time per month) a product record fails to update due to a data validation issue that cannot be predicted in advance.

How should universal Containers monitor this nightly batch import of data into Salesforce so that any error can be corrected promptly?

* 1. Configure an Enterprise Server Monitoring tool to process ETL success and failure logs.
  2. Configure Salesforce to email an administrator when Bulk API batches fail.
  3. Monitor the Bulk Data Load Jobs page daily for failed batches
  4. Configure the ETL middleware to notify an administrator via email when a record update fails.

1. What are two reasons an existing custom field cannot be marked as External ID?

Choose 2 answers

* 1. Maximum number of External IDs allowed on an object has been reached,
  2. Maximum number of fields of an object has been reached.
  3. Maximum number of skinny tables has been reached.
  4. Maximum number of indexes allowed on an object has been reached.

1. Universal Containers sells its products online using a system built on Force.com sites. The orders are captured and processed in Salesforce. the company uses an external marketing system and would like to make use of the customer data captured in Salesforce. The marketing system has REST API that can be used to push data into it. Which three options should a Technical Architect consider that do not require building custom web services on the marketing system?

Choose 3 answers

* 1. Write a custom Apex web service, Which will be called from the marketing system to retrieve customer data.
  2. Use Apex callout to send customer data from Salesforce to the marketing system
  3. Use a middleware tool to pull customer data from Salesforce and push it to the marketing system on a daily basis.
  4. Build a custom java application using the Enterprise WSDL to pull data from Salesforce and push it to the marketing system.
  5. Use outbound messages to send customer data from Salesforce to the marketing system.

1. 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 line 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

* 1. Too many callouts resulting in exceeding the daily limit for number of callouts.
  2. Code changes may be required following upgrades to the ERP system.
  3. DML operations are not allowed right after Apex callouts.
  4. Appropriate error handling to retry failed messages.

1. 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?

* 1. Middleware tool to pull quote requests from SF and push to the legacy system.
  2. Trigger with an @Future method to send quote requests to the legacy system.
  3. Outbound message to send quote requests from Salesforce to the legacy system.
  4. Apex callout to send quote requests from Salesforce to the legacy System.

1. Universal Containers is currently doing User Acceptance Testing for small changes in a Developer sandbox. Users are complaining that after release to production, some functionality is broken and performance is often negatively impacted. What is causing these complaints?
   1. Users should be testing in a Partial Sandbox in order to replicate Production functionality and performance characteristics.
   2. Users should be testing in a Full Sandbox in order to replicate Production functionality and performance characteristics.
   3. Users should be testing with date loaded into the Developer sandbox in order to replication Production functionality and performance, characteristics.
   4. Users should be testing in a Developer Pro sandbox in order to replicate Production functionality and performance characteristics.
2. Which protocol should an Integration Architect utilize to create a secure channel between Salesforce and other system?
   1. SMTP
   2. TLS
   3. SSH
   4. SFTP
3. Universal Containers wishes to validate street addresses in Salesforce against their legacy Accounting system, which is the system of record. Retrieving an Account record in this system takes 7-12 seconds per query, and the address must be validated as quickly as possible to ensure proper order processing.

What integration pattern should an Architect suggest?

* 1. Remote Invocation initiated by Middleware
  2. @Future method with an Apex callout.
  3. Nightly batch validating records modified the previous day.
  4. Outbound Message with a Callback.

1. 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?
   1. Salesforce Data Loader
   2. Data Import Wizard
   3. Excel connector
   4. Salesforce Workbench
2. 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?
   1. Visualforce
   2. Custom Web Tab
   3. Canvas
   4. Lightning Component
3. What are two benefits of canvas that an Integration Architect should consider when exposing external systems from within Salesforce?

Choose 2 Answers

* 1. Canvas can provide authorization information via the signed Request.
  2. The canvas SDK can be used to make an external systems UI look like Salesforce.
  3. Canvas can send data to an external system asynchronously.
  4. Canvas endpoint URLs can be dynamically changed via a Lifecycle Handler.

1. What are three capabilities of Salesforce to Salesforce(S2S)?

Choose 3 answers

* 1. Share reports and dashboards between Salesforce orgs.
  2. Automatically publish data from the publisher org.
  3. Manually consume data into the consumer org.
  4. Integrate data between Salesforce orgs via pre-built web service adapters.
  5. Publish data from the publisher's Account object to the consumer's Customer\_\_c object.

1. What are two benefits of named credentials? Choose 2 answers
   1. They simplify utilizing oAuth for Apex callouts.
   2. They Secure integrations to Salesforce from other systems.
   3. They enforce secure communication to external systems
   4. They securely store credentials in a maintainable way.
2. Universal containers has built an integration module to pull customer support tickets out of various systems and push them to salesforce as cases. The integration was implemented using Salesforce SOAP API with batch size 200, and the jobs are scheduled to run every 30 minutes to make sure a job completes before the next job starts.

After going Live, they found that jobs are failing occasionally due to a "Max CPU time exceeded" error thrown from a trigger on the case. Reducing the batch size to 100 would resolve the issue, but the jobs would then take an average of 35 minutes to run. Which two options should be considered to resolve the issue and make sure a job completes before the next one starts?

Choose 2 answers

* 1. No change to API options and move the trigger code into a future method.
  2. No change to API options, and move the trigger code into a Queueable apex
  3. Bulk API with serial option and batch size 100, and no code changes
  4. Bulk API with parallel option and batch size 100, and no code changes.

1. Universal containers merges with planetary shipping both companies use Salesforce for order processing and they decide to consolidate for processes. universal containers has well-established channels for receiving orders, so they decide to use Universal containers org for receiving and pre-processing of orders and Planetary Shipping's org for processing and fulfillment of orders. What is the best way to integrate the business processes of the companies?
   1. Use Apex callout to push orders from universal Containers to Planetary Shipping
   2. Use salesforce-to-Salesforce integration between Universal containers and Planetary shipping
   3. Use Outbound messages to send orders from Universal Containers to Planetary shipping.
   4. Use a Middleware tool to pull orders from Universal Containers and push to Planetary Shipping.
2. Universal containers uses a legacy system to receive and handle Level 1 service requests, and Salesforce service Cloud for Level2 requests and above, Cases will be pushed from the legacy system to Service Cloud by a nightly batch process. Once the cases are closed in SF, the case needs to be updated in the legacy system as soon as possible.

How should the Technical Architect recommend that case status be updated in the legacy system?

* 1. Use Apex callout to send case status from Salesforce to the legacy system.
  2. use Outbound messages to send status updates from Salesforce to the legacy system.
  3. Use a middleware tool to pull case status from Salesforce and push to the legacy system at regular intervals.
  4. Write an Apex web service returning case status, to be called from the legacy system.

1. Universal Containers is building a mobile application that connects to Salesforce for reading and updating data

What is the appropriate authentication solution?

* 1. Create a mobile Integration user ID whose credentials are stored within the mobile application code.
  2. Prompt for the mobile user's username and Password; utilize the oAuth Username-Password flow to obtain an oAuth token.
  3. Redirect to Salesforce via the User-agent oAuth flow to obtain an access token and refresh token.
  4. Prompt for the mobile user's username and password; utilize the Enterprise WSDL login() operation to obtain a session ID.

1. Universal Containers acquires planetary shipping and decides to migrate all customer contacts of planetary Shipping into Universal Containers Salesforce org Due to the lack of common unique identifier, they decide that a combination of first name, last name and street address could be used as a key to identify duplicate contacts. These three fields are populated on all contacts in both the systems.

Which two methods should be considered to load contacts into Universal Containers org and avoid creation of duplicate contacts?

Choose 2 answers

* 1. Create a new text field to contain a hashed value for (first name+last name + street number) in Universal containers org and define it as External ID.
  2. Create an indexed formula field for (first name+last name + street number) so that a search can be done on the key before loading records.
  3. Create a new formula field for (first name+last name + street number) in universal containers org and use it as External ID.
  4. Create no new fields, but define the three fields (first name+last name + street number) as External IDs in universal Containers org.

1. Universal containers has an ERP application where all customer orders are stored. There are millions of customer orders stored in the ERP application and a longtime customer may have thousands of individual orders. Additionally, some order information may house personally identifiable information that, due to company policy, can only be stored in ERP. Universal Containers would like the five most recent orders displayed on the account page in Salesforce

How should an architect design this requirement considering both security and scalability?

* 1. Leverage the REST API to receive orders from the ERP system as they are created.
  2. Leverage Salesforce Lightning Connect to display order information in Salesforce.
  3. write an outbound message to receive orders from ERP system as they are created.
  4. Build a scheduled ETL job to sync all customer order history in the orders object.

1. Universal Containers has a batch integration that runs every five minutes to load Shipment records related to existing orders that have been updated in the previous five minutes. the integration is not reporting any errors, but some Shipment records are not being loaded.

What could be the problem?

* 1. Error reporting is not enabled in Salesforce.
  2. The integration takes more than five minutes to run.
  3. The integration is causing UC to exceed its API limits
  4. The Integration cannot find the parent orders for some Shipments.

1. Universal Containers is replacing a home-grown CRM system. Currently, a .Net application runs a batch process to query the CRM system nightly and create a CSV file that is picked up via SFTP and loaded to a SQL database.

What technology should an architect use to minimize custom development when replacing the CRM system with Salesforce?

* 1. Outbound messaging
  2. APEX Batch
  3. APEX Callout
  4. Middleware

1. Universal Containers implemented email-to-case to allow customers to email their support requests. They found that cases were getting created correctly, but the email attachments weren't attached directly to the cases. Instead, they were attached to the emails under the Open activities related list. Which two options should be considered to make sure the attachments get attached directly to the cases?
   1. Choose the option Save attachments under Cases in email-to-case setup options.
   2. Write a trigger on the Case to copy/move attachments from email activity to case.
   3. Use the Email handler service to extract attachments and create under Cases.
   4. Set up web-to-case to automatically create attachments under Cases.
2. 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? Choose one answer
   1. Use a pre-shared key in a query parameter
   2. Implement two-way (or mutual) SSL certificates
   3. Utilize CA-signed certificates on the host
   4. Encrypt the payload with a shared key
3. What two things should an Integration Architect consider when building a Visualforce page that makes client-side callouts to multiple domains that may violate the browser's same-origin policy? Choose two answers
   1. Utilize the Canvas SDK to perform the callouts
   2. Set up CORS to whitelist all domains that the client scripts communicate with
   3. Ensure each JavaScript resource communicates only with its origin
   4. Set up Remote Site Settings for all domains that the client scripts communicate with
4. Universal Containers wants to ensure Salesforce will only accept secure connections from their ETL tool. How should calls to a custom Apex web service be secured? Choose one answer
   1. Two-Way SSL
   2. VPN
   3. IP Whitelisting
   4. Profile Security
5. Delivery Express has a Salesforce.com Org that is holds all the customer information including Accounts and Opportunities. Delivery Express has an on-premise ERP system that is the order fulfillment system. The ERP System has a SOAP API for creating and updating orders and is offline occasionally for maintenance. Delivery Express has a new requirement whenever an Opportunity is Close-Won an order should be created in the ERP. The order needs to be near real time and custom development work is not an option. Which technology should the Integration Architect select based on the above?
   1. Outbound Messaging
   2. Apex Callout
   3. ETL Tool
   4. Canvas App
6. UC wants the external application to initiate the OAuth flow, however, they want the experience to be seamless for end users. Identify the option that UC should choose. Choose 1 answer.
   1. Access method: Signed Request; OAuth Policy: "All users may self-authorize"
   2. Access method: Signed Request; OAuth Policy: "Admin-approved users are pre-authorized"
   3. Access method: OAuth; OAuth Policy: "All users may self-authorize"
   4. Access method: OAuth; OAuth Policy: "Admin-approved users are pre-authorized"
7. 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 late in the development process. Which two recommendations should a Technical Architect make to resolve this issue? Choose two answers
   1. Implement a Regression Testing policy to catch issues earlier in the development process.
   2. Encourage code developers and integration developers to work in separate sandboxes.
   3. Implement a Continuous Integration process to identify issues earlier in the development process.
   4. Use a requirements traceability matrix to track data model changes back to the requirement that prompted them.
8. 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 back-end 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?
   1. Write an Apex trigger to send an outbound message to ESB.
   2. Update workflow rule conditions to exclude the ERP Order Number field update.
   3. Update workflow rule conditions to exclude the Integration User.
   4. Update the outbound message to exclude the Integration User.
9. Universal Containers has a custom Salesforce UI that is used by all users to check on a container's status. This check is done via an integration to its back-end system which all users have access to. However, some users have a higher privilege access into that back-end system, which allows them to retrieve more details in the same container status check. Those users would like the same Salesforce UI to recognize their higher privilege access and display those extra details for them, but without allowing all users to see the same level of details. What is the recommended security approach to satisfy this requirement?
   1. Named credential set with "per-user" identify type to control the Apex callout.
   2. Custom permission to control the Apex callout to retrieve different levels of details.
   3. Hierarchical custom setting to store back-end system user credentials and referenced in the Apex callout.
   4. Permission set to identify users with higher-level privileges in order to control the Apex callout.
10. 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?
    1. Dell Boomi for data from Salesforce and data from other sources.
    2. Wave Data flow for Salesforce data and Dell Boomi for data from other sources.
    3. Export data from all sources into Excel and use Wave connector to import data.
    4. Use Wave data flow for Salesforce data and data from other sources.
11. Universal Containers is planning to develop a native mobile app for their employees to interact with Salesforce. Which two options should the Architect recommend?
    1. Leverage Identity Product
    2. Leverage SOAP API
    3. Leverage Message Queue Product
    4. Leverage REST API
12. 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?
    1. Invoke a continuation callout to MDM from a VF Page controller.
    2. Invoke a continuation callout to MDM from a before insert trigger.
    3. Invoke a continuation callout to MDM from a VF Page JavaScript.
    4. Invoke a continuation callout to MDM from a VF Page @future call.
13. Universal Containers requires Salesforce to send order data to an ERP system that requires a system-defined username/password for authentication.

Which two integration options are recommended from a security perspective?

* 1. Fire outbound messages to a middleware that stores the credentials instead of an Apex callout.
  2. Use custom settings to store the username and password allowing the Apex callout to read it.
  3. Set up a Named Credential with a Named Principal Identity Type allowing the Apex callout to use it.
  4. Store the username/hashed password in a private Static Resource, allowing the Apex callout to read it.

1. 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?

* 1. UI Update Based on Data Changes and Batch Data Synchronization
  2. Remote Process Invocation-Fire and Forget, with UI Update Based on Data Changes
  3. Remote Call-In, with UI Update Based on Data Changes
  4. Remote Process Invocation-Request and Reply

1. 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?

* 1. Use Heroku Connect to provide access to products as external objects from other orgs.
  2. Use Salesforce Connect with OData to provide access to products as external objects.
  3. Use Apex HTTP Callouts to call Salesforce Rest APIs and provide access restrictions within the Apex class.
  4. Use Cross-Org adapter for Salesforce Connect to provide access to products as external objects.

1. 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 requirements while maximizing the efficiency of the Sales Reps?

* 1. Remote Process Invocation - Fire and Forget
  2. Batch Data Synchronization
  3. Remote Process Invocation - Request and Reply
  4. Remote Call-In

1. 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?

* 1. Use the partial copy for performance testing and full sandbox for integration and user acceptance testing.
  2. Use the full sandbox for performance and user acceptance testing and the partial copy for integration testing.
  3. Use the full sandbox for integration testing and the partial copy for user acceptance and performance testing.
  4. Use the full sandbox for user acceptance testing and use the partial copy for integration and performance testing.

1. 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?

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

1. 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?

* 1. Leverage a related push topic that pushed information to the portal client.
  2. Leverage a Streaming API client to subscribe to the related push topic.
  3. Leverage Canvas to send information to the portal whenever an idea is voted on.
  4. Leverage an outbound message to the portal whenever an idea is voted on the saved.

1. Universal Containers is using Sales Cloud with Order Capture. It has been integrated with an SAP system for Order fulfillment. The SAP system sends the Order status updates to Salesforce on a nightly basis. The SAP system tracks Order status more granularly than required by Salesforce.

Which two options should an Architect recommend to address different statuses in Salesforce and SAP?

* 1. Create a batch Apex to run on a daily basis, which converts order status to pre-defined order status.
  2. ETL Change Data Capture interface to send only required status updates to Salesforce.
  3. ETL change Data capture interface transforms the SAP order statuses to Salesforce order status.
  4. Update the SAP Order fulfillment process to match Salesforce Order Statuses against the SAP order status.

1. Universal Containers would like to send all the closed opportunity records to the back-end legacy order management system. The order management system exposes REST API endpoints.

What is the recommended approach to send the data to the order management system?

* 1. Workflow Outbound SOAP API message to a middleware system.
  2. Workflow Outbound SOAP message to the order management system.
  3. Workflow Outbound SOAP message to a middleware system.
  4. Workflow Outbound REST message to the order management system.

1. Universal Containers (UC) wants to start sharing some of the information collected from customers in Salesforce to other systems. UC wants to start sharing some sales data (orders) with a third-party application to help forecast inventory. This is a web application that supports SOAP and REST interfaces to send and receive data.

What is the recommended solution for integrating with this product?

* 1. Create a Submit to Forecast Button on the Order Page to send the data to the Web application via REST.
  2. Configure an Outbound Message to send a SOAP call via a Workflow rule to the Forecasting application on close.
  3. Create an APEX trigger that makes the REST callout to the Forecasting application with the data when the deal closes.
  4. Utilize a third-party ETL tool to synchronize the data from Salesforce to the Forecasting application using the Bulk API.

1. Universal Containers is planning to use Bulk API instead of SOAP API to load 1 million activity records from Accounts. Opportunities, and Cases.

Which are two advantages of using Bulk API over SOAP API?

* 1. Bulk API needs fewer network round trips to complete the data load.
  2. Bulk API doesn't need a login to Salesforce and can process data offline.
  3. Bulk API doesn't need XML processing and can send data using CSV.
  4. Bulk API needs Partner WSDL, whereas SOAP API needs Enterprise WSDL.

1. 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?

* 1. Use the Force.com canvas framework to embed the external application into Salesforce.
  2. Use Steaming API to create a push topic to send the message to the external system asynchronously.
  3. Use Rest API to pull data from Salesforce and update the external application.

1. 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?

* 1. Order information sent to the system via outbound message with session ID.
  2. Order information sent via a Visualforce page with an Apex callout.
  3. Order information inserted or updated via Salesforce Connect: OData 2.0.
  4. Order information sent via process builder via invokable method/future method callout

1. Developers at Universal Containers have created a custom command-line tool to help with their application lifecycle management by allowing them to deploy metadata changes such as page layouts, custom labels, and list views to their org using the Metadata API.

What integration pattern does this tool utilize?

* 1. Request and Reply
  2. Fire and Forget
  3. Remote Call-In
  4. UI Update Based on Data Changes

1. Universal Containers' Customer Service Managers wants to be automatically notified when a Customer Service Representative successfully closes a case

What is the recommended approach for the Service Manager to be notified in the Salesforce user interface without having to refresh the screen?

* 1. Have the user refresh the standard Visualforce page to see closed case updates by setting up the refresh interval on the browser.
  2. Use a standard Visualforce page and embed JavaScript in the standard Visualforce page to refresh the porting of the standard page layout.
  3. Create a custom Visualforce page, subscribe to the "closed cases" push topic, and display alerts onscreen.
  4. Create a custom Visualforce page with a custom polling mechanism to poll for closed cases and display alerts on the Visualforce page.

1. What is the recommended approach to implement a login authentication call for an inbound integration call to Salesforce?
   1. Perform the login call only when the session/access token has expired or no longer works.
   2. Perform the login authentication call before each integration call to Salesforce every time.
   3. Only perform a single login call forever and store the session/access token permanently.
   4. Perform the login authentication call before a single transaction of multiple calls to Salesforce.
2. Universal Containers is integrating their Salesforce platform with their on-premise ERP system. As part of the test class design DML operations are to be performed before making the test callout.

What capability does Salesforce provides to facilitate this?

* 1. Perform the DML operation within the Test.StartTest and Test.StopTest and make the callout within Test.StartTest and Test.StopTest block.
  2. Perform the DML operation outside the Test.StartTest and Test.StopTest and make the callout with the Test.StartTest and Test.StopTest block.
  3. Perform the DML operation inside the Test.StartTest and Test.Stop Test and make the callout outside the Test.StartTest and Test.Stop Test block.
  4. Perform the DML operation outside the Test.StartTest and Test.StopTest and make the callout outside of the Test.StartTest and Test.StopTest block.

1. Universal Containers (UC) has integrations developed between Salesforce and back-end ERP applications. During peak load, UC is getting an error at the integration layer indicating, "Login Rate Exceeded". Which two recommendations would mitigate this issue?
   1. Use a different user for each integration.
   2. Set the permission login to never expire for the user.
   3. Cache the session ID to avoid a login call.
   4. Keep re-typing the login call until it's successful.
2. Universal Containers has a custom Visualforce page that makes a callout to an external service to show historical sales data from the warehouse. Due to heavy usage and slow response time of the external web service, Salesforce continues to hit the Apex Concurrent limit. Assuming that external web service response time can't be improved. What changes can be made to the custom Visualforce page and Apex Controller to avoid hitting the Apex Concurrent limit?
   1. Use @future annotation to make the HTTP Callout.
   2. Replace the standard HTTP Callout with Continuation.
   3. Invoke a Workflow Outbound message from the Apex trigger.
   4. Set a timeout on the web service HTTP callout.
3. Universal Containers has a homegrown application that polls Salesforce using SOAP API every 2 minutes to obtain newly created case information. This causes both performance issues and API usage limits to be exceeded. What should an Architect recommend to improve performance and optimum use of the API limits?
   1. Use an Apex callout to identify new case records and send them to the client.
   2. Use Streaming API to publish new case records to a push topic and subscribe to it.
   3. Use Generic Streaming to send push notifications of case creation events to the client.
   4. Use REST API to identify new case records in Salesforce every 15 minutes.
4. Universal Containers requires Salesforce to send expense data to an accounting system. Each user has their own username/password credential to access the account system via integration.

What is a recommended option for an integration approach from a security perspective?

* 1. Set up a Named-Principal Named Credential and have the administrator set up the username/password.
  2. Set up a Per-User Named Credential and have the users each set up their username/password.
  3. Fire outbound messages to a middleware that stores the credentials instead of an Apex callout.
  4. Use hierarchical custom settings to store the username/password allowing the Apex callout to read it.

1. 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?

* 1. An ETL job to leverage Bulk API to extract modified opportunities.
  2. An ETL job to leverage REST API to extract all opportunities.
  3. An ETL job to leverage SOAP API to extract modified opportunities.
  4. An ETL job to leverage SOAP API to extract all opportunities.

1. 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?
   1. Customer wants the ability to query external data using Global Search and reports.
   2. Customer does not want real-time access to the ERP data and is willing to wait for hourly refreshes.
   3. Customer wants to create a master-detail relationship between Opportunity and the external object.
   4. Customer needs to query small amounts of data at any time and display using a related list.
   5. Customer has a large amount of data that they do not want to load into Salesforce.
2. 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?
   1. Support for Metadata API
   2. Extract, transform, and load
   3. Message queuing
   4. Synchronous transactions
3. Universal Containers has 1,200 active users. Up until last year, they were creating a maximum of 200,000 orders a day. This year because of a new product launch, they are creating a maximum of 300,000 orders per day. They have a trigger on the Order object that has a @future method inside, which it calls via an external web service hosted on middleware. Due to this sudden growth, they have started seeing delays in web service calls where some of the calls are delayed for a few hours.

What can be issue for this delay and what integration pattern would an Architect recommend?

* 1. The system is reaching daily limits of @future calls. Replace the HTTP Callout with a Workflow Rule and Outbound messages.
  2. The system is reaching daily limits of web service callouts. Batch web service callouts to stay under the limit.
  3. The system is reaching daily limits of @future calls. Remove @future annotation and call the web service directly from the trigger.
  4. The system is reaching daily limits of web service callouts. Create a ticket to Salesforce support to increase the limit.

1. 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?

* 1. Load the customer-provided csv file as a static resource and refer to it in the test classes.
  2. Load the customer-provided csv file as a Chatter file and refer to it in the test classes.
  3. Load the customer-provided csv file under Documents and refer to it in the test classes.
  4. Load the customer-provided csv file to a custom object for testing and delete the test records after testing.

1. 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?
   1. Create a Visualforce page for Accounts/Contacts that will pull the data from MDM, display it, and send any changes from Salesforce.
   2. Implement a third-party middleware tool to maintain the synchronization between Salesforce and the MDM database as they occur.
   3. Create a Batch process that runs every 5 minutes to pull the changes from MDM and any updates from Salesforce.
   4. Modify the MDM database application to send and receive updates to and from Salesforce via REST or SOAP as they occur.
2. 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?

* 1. Use Bulk API for a one-time migration and an Apex web service call-in for an incremental load.
  2. Use Bulk API for a one-time migration and a SOAP API call-in for an incremental load.
  3. Use SOAP API for a one-time migration and a REST API call-in for an incremental load.
  4. Use Bulk API for a one-time migration and a Bulk API call-in for an incremental load.

1. 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?
   1. UI Update Based on Data Changes
   2. Remote Process Invocation-Request and Reply
   3. Remote Process Invocation-Fire and Forget
   4. Remote Call-In
2. 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?
   1. A batch Apex job that performs an Apex SOAD or HTTP callout in a synchronous manner.
   2. A custom Visualforce page or button that initiates an Apex REST callout in a synchronous manner.
   3. A custom Visualforce page or button that initiates an Apex SOAP callout in a synchronous manner.
   4. A trigger that's invoked from Salesforce Data changes, performs and Apex SOAP in a synchronous manner
3. 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?
   1. The REST API should be SSLO enabled with a CA-signed certificate.
   2. The order details should be passed in a URL parameter in the REST API endpoint.
   3. The REST API should be SSL enabled with a Salesforce client certificate.
   4. The order details should be passed in the body of the REST API callout.
4. When a Sales Rep closes an opportunity in Salesforce, an Order should be created in Universal Containers' SAP system and the Sales Rep should be notified with an order number as soon as possible.

What is the recommended solution?

* 1. Apex @ future callout from an update trigger with an opportunity page refresh using Streaming API.
  2. Workflow Outbound message with an email notification on callback from SAP
  3. Apex callout from an update trigger with an opportunity page refresh using Streaming API.
  4. Workflow Outbound message with an email notification on acknowledgement from SAP

1. Universal Containers has a data warehouse system that collects information from upstream systems in order to do proprietary reporting. Every day there are several thousand record insertions and updates in Salesforce that might be a interest to this data warehouse. Reports in the data warehouse are run at the end of the month. What is a recommended way to transfer record insertions and updates to the data warehouse?
   1. Use the SOAP API's getUpdated() method to retrieve changed record IDs, then retrieve records.
   2. Use scheduled Apex to do an Apex callout to the data warehouse.
   3. Use native Outbound message functionality to send a message with each record change.
   4. Use a trigger to do an Apex callout to the data warehouse with each record change.
2. Universal Containers has a requirement to update the Salesforce Account object any time the corresponding account is updated within their financial system. Which three Salesforce capabilities should the Architect consider?
   1. Partner WSDL because of a requirement to utilize SOAP-based web services.
   2. Partner WSDL because of a requirement to dynamically inspect field names during runtime.
   3. Streaming API because of a requirement to dynamically inspect field names during runtime.
   4. Enterprise WSDL because of a requirement to utilize SOAP-based services
   5. Partner WSDL because of a requirement to utilize REST-based web services
3. Universal Containers (UC) has an ERP application where all customer orders are stored. There are millions of customers order stored in the ERP application and a longtime customer may have thousands of individual orders. Additionally, some order information may house personally identifiable information that, due to company policy, can only be stored in ERP. UC would like the five most recent orders displayed on the account page in Salesforce. How should an Architect design this requirement considering both security and scalability?
   1. Leverage Salesforce Connect to display order information in Salesforce.
   2. Write an outbound message to receive orders from ERP system as they are created.
   3. Build a scheduled ETL job to sync all customer order history in the Orders object.
   4. Leverage the REST API to receive orders from the ERP system as they are created.
4. Universal Containers (UC) is working with multiple partners to get lists of leads into the Lead aggregation system. These leads are imported into Salesforce as part of a daily batch integration through the ETL tool. UC observed that may times, leads are duplicated, as they are sourced from different partners. Which two options should an Architect recommend to improve data quality?
   1. Extract Salesforce lead data into a staging table and use ETL to de-duplicate.
   2. Create a custom web service to identify duplicate leads and load.
   3. Design an ETL job to eliminate duplicates from the lead aggregation system.
   4. Use duplicate management rules on Lead to report duplicate records.
5. Universal Containers (UC) uses Salesforce to create and manage accounts and opportunities. With Salesforce being the master of records, the opportunities on existing accounts are required to be updated with product usage statistics from an on-premise usage tracking system that is capable of participating in contract-first integration. Which three steps should the Integration Architect consider given that UC does not want any custom development in Salesforce?
   1. Create a Workflow outbound message during Opportunity creation and provide the Opportunity ID and Session ID to the remote system.
   2. Use a REST API callback to update the Opportunity record with the product usage data from the remote system.
   3. Create a Process Builder outbound message during Opportunity creation and provide the Opportunity ID and Session ID to the remote system.
   4. Use a SOAP API callback to update the Opportunity record with the product usage data from the remote system.
   5. Generate a partner WSDL in Salesforce and provide it to the remote system to create a client stub.
6. 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?
   1. Use outbound messaging to send a unique message ID to the ERP system.
   2. Use the upsert() function instead of create() to prevent the creation of unwanted duplicate records.
   3. Use a middleware tool to handle the responsibility for managing multiple duplicate calls.
   4. Customize the Apex web service REST call to send a unique message ID to the ERP system.
7. UC leverages external MDM as the customer master. When an agent creates or updates an account in Salesforce, it must be created/updated in MDM before it is saved in Salesforce. Sales users should be allowed to navigate to other pages while the account record is saved. What is the recommended approach?
   1. Make an @future callout to MDM from a trigger with page refresh using Action region.
   2. Make a continuation callout from VF page controller with page refresh using Action poller.
   3. Make an asynchronous callout from VF page controller with page refresh using Action region.
   4. Make a synchronous callout from VF page controller with page refresh using Action region.
8. 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?

* 1. Set up data replication for order and service data syncing.
  2. Use an Apex callout to look up order information on the ERP system.
  3. Use Salesforce connect for looking up order information from ERP.
  4. Use Salesforce connect to write service data into UC's ERP system.

1. 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?
   1. Use staging tables with an ETL tool for data cleaning and standardization.
   2. Use a custom REST service for data cleaning and standardization.
   3. Use a custom SOAP service for data cleaning and standardization.
   4. Use standard SOAP API for data cleaning and standardization.
2. Universal Containers (UC) has many existing applications, including Salesforce, that their users access. UC would like to integrate these applications with Salesforce so that users can accomplish all of their tasks in one user interface. What is the recommended solution for integrating these applications into Salesforce?
   1. Set up the external applications as Connected apps into the Salesforce user interface.
   2. Use streaming API to integrate these applications into the Salesforce user interface.
   3. Set up the external applications as Canvas apps into the Salesforce user interface.
   4. Connect the external applications into the Salesforce user interface using Salesforce Connect.
3. Universal Containers would like to ensure that the server and client-side app's identity is mutually authenticated for all integrations. Which two of the integration patterns below support such authentication?
   1. Apex callout to the client-side app with the callout payload encrypted with custom Apex code.
   2. Outbound message received by client-side app that uses a Salesforce-provided client certificate.
   3. Apex callout with the client-side app that provides Salesforce with a CA-signed client certificate.
   4. Outbound message sent to a client-side app endpoint defined with a Per-User Named Credential.
4. Universal Containers leverages Sales Cloud as their sales platform. For every opportunity, three back-office systems need to be updated online in parallel under a single transaction, Unit of Work. If an update to one of the systems fails, a rollback is required for all successful updates in the transaction. Each system exposes different Services for the update and Call to the Services may take more than 10 seconds. Which two options should an Integration Architect introduce to support this requirement?
   1. Salesforce Outbound Messaging
   2. Integration Middleware
   3. Message-oriented Middleware
   4. Salesforce Continuation.
5. Universal Containers would like to use a hard-coded username/password/security token of a user with a System Administrator profile to integrate its back-end system to Salesforce for inbound API calls. Which two security issues are associated with this approach.
   1. All back-end systems get uncontrolled access to any data within the Salesforce environment.
   2. Unintended password resets will cause the integration to stop working and disrupt business processes.
   3. Apex web services can executive with system privileges with such Salesforce credentials.
   4. Unsecure storage of the credentials may result in hackers gaining unauthorized access to Salesforce.
6. 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?
   1. Develop a Visualforce page that uses the Steaming API.
   2. Use Heroku to develop a dashboard page that uses the REST API.
   3. Use native Salesforce dashboard functionality
   4. Develop a Visualforce page that uses JavaScript Remoting.
7. A system at Universal Containers needs to update opportunity details (including line items and opportunity team) and then retrieve the new information in real time, as one atomic operation.   
   What approach should an architect recommend that conserves API limits?  
   A. Use a publisher action to update the data and callback to the other system.  
   B. Use the generic streaming API to publish changes and listen for updates.  
   C. Use a custom Apex class with a webservice method that performs both actions.  
   D. Use the SOAP API to upsert the data. The API will then return all opportunity details.
8. 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. Custom Web Tab  
   B. Lightning Component  
   C. Visualforce  
   D. Canvas
9. Universal Containers has a simple on -premise web app that is unauthenticated.   
   What capability should an Integration Architect recommend to make the app accessible from within Salesforce?  
   A. Custom Web Tab  
   B. Visualforce  
   C. Lightning Connect  
   D. Apex callout
10. What capability should and Integration Architect consider if there is a need to synchronize data changed in salesforce to a 3rd -party system with a JSON-based API endpoint?  
    A. Use an Outbound Message with the record's data.  
    B. Use an Apex class to perform the REST Callout asynchronously.  
    C. Use the REST API with the Content -Type header set to "JSON."  
    D. Use Lightning Connect to save the data to an external object.
11. 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 Apex batch job to check for SMTP messages.  
    C. Lightning Connect with an OData/SMTP interchange.  
    D. Custom InboundEmailHandler to process the messages.
12. What are two benefits an Integration Architect should consider when recommending web -to -lead? Choose 2 answers  
    A. Web -to -Lead requests have their own limits separate from other APIs.  
    B. Web -to -Lead can be utilized for Lead data migrations.  
    C. Web -to -Lead can be used to de -duplicate leads during integrations.  
    D. Web -to -Lead is a simple way to capture responses to marketing landing pages.
13. 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 the Salesforce Data Replication API getUpdated() operation to retrieve Accounts 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 a time -based workflow action to trigger an account outbound message notification for all records updated within the last 24 hours.  
    D. Leverage a third -party tool ETL with a dynamically changing SOQL query to retrieve Accounts updated within the last 24 hours.  
    E. Leverage the REST API /sObjects/Account/updated URI to retrieve Account records updated within the last 24 hours.
14. What are 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 Web UI.  
    E. Monitor job status via the API.
15. What are three capabilities of Salesforce outbound messaging? Choose 3 answers  
    A. Provide a session ID as part of the outbound message.  
    B. Repeatedly send a SOAP notification for up to 24 hours until an acknowledgement is received.  
    C. Build integration components without the use of Apex.  
    D. Define a WSDL based upon 2 objects related via Master -Detail relationship.  
    E. Define a custom WSDL based upon an Apex Interface class definition.
16. What are two considerations of Apex REST services that an Integration Architect should keep in mind when building custom integrations? Choose 2 answers  
    A. They cannot utilize publisher actions.  
    B. They require unit and functional testing.  
    C. They cannot be built or maintained declaratively.  
    D. They consume more API limits than SOAP or REST API.
17. What are two considerations to make when performing SOAP callouts from within Apex? Choose 2 answers  
    A. WSDL2Apex can be used to generate stub code.  
    B. WSDL2Apex supports RPC-style SOAP callouts.  
    C. SOAP callouts cannot occur after any DML statements.  
    D. SOAP callouts consume API limits.
18. What are two scenarios that utilize the Chatter REST API? Choose 2 answers  
    A. When integrating chatter into custom mobile apps.  
    B. When migrating Opportunity data.  
    C. When uploading large files.  
    D. When posting status updates to social media.
19. Universal Containers has a requirement to update the Salesforce Account object any time the corresponding account is updated within their financial system.   
    What three Salesforce capabilities should the architect consider? Choose 3 answers  
    A. Partner WSDL because of a requirement to utilize REST -based web services.  
    B. Partner WSDL because of a requirement to dynamically introspect field names during run time.  
    C. Streaming API because of a requirement to dynamically introspect field names during run time.  
    D. Partner WSDL because of a requirement to utilize SOAP -based web services.  
    E. Enterprise WSDL because of a requirement to utilize SOAP -based services.
20. Universal Containers is using the Enterprise WSDL to integrate their financial system to salesforce. While regarding the release notes for the upcoming Salesforce release, the architect discovers a new object will be added to the Salesforce data model that would be beneficial for the financial system integration.   
    What two actions should the architect take to ensure the new object will be available to the financial system integration? Choose 2 answers  
    A. Download the latest enterprise WSDL that contains the new object definition to generate web service stubs for the new Salesforce object.  
    B. Download the latest partner WSDL that contains the new object definition to generate web services stubs for the new Salesforce object.  
    C. Migrate to the partner WSDL to generate a generic sObject service stub that can be leveraged for existing and future Salesforce objects.  
    D. Migrate to the metadata API to download the new Salesforce sObject definition into the financial system LI integration.
21. Universal Containers is building a native mobile application that queries and updates data in their Salesforce org in real time.  What statement is correct about the Salesforce APIs?  
    A. Enterprise WSDL supports WS -Security.  
    B. Enterprise WSDL minimizes payload size.  
    C. REST API supports WS -Security.  
    D. REST API supports oAuth.
22. Universal Containers is planning a data migration into Salesforce and must decide whether to use the Bulk API or the SOAP API. Which three statements are true about the Bulk and SOAP APIs? Choose 3 answers  
    A. The SOAP API avoids record locking contention on parent objects of Master -Detail relationships.  
    B. DML limits on Bulk jobs are not governed on Salesforce servers.  
    C. The Bulk API may cause record locking contention on parent objects of Master -Detail relationships.  
    D. The SOAP API provides job monitoring on the Salesforce setup menu.  
    E. The Bulk API allows multiple attachments to be loaded from within a single ZIP file.
23. Universal Containers would like to update their accounting system every time an opportunity is changed to Closed -Won. Their accounting system occasionally is offline for 3-4 hours to support month -end processing, and they would like the integration design to ensure that no transactions are lost during this down time.  Which two integration designs should the architect consider? Choose 2 answers  
    A. Utilize an Apex trigger with an @future class to callout to the accounting system after the month -end processing is complete.  
    B. Utilize workflow outbound messaging, which has a built-in queuing framework.  
    C. Utilize the Enterprise WSDL to query Salesforce from the Accounting system for opportunities that have changed to Closed -Won.  
    D. Utilize an Enterprise Service Bus to mediate the web service calls between Salesforce and the Accounting system.
24. Universal Containers has an ERP application where all customer orders are stored. There are millions of customer orders stored in the ERP application and a longtime customer may have thousands of individual orders. Additionally, some order information may house personally identifiable information that, due to company policy, can only be stored in ERP. Universal Containers would like the five most recent orders displayed on the account page in Salesforce.  How should an architect design this requirement considering both security and scalability?  
    A. Leverage the REST API to receive orders from the ERP system as they are created.  
    B. Build a scheduled ETL job to sync all customer order history in the Orders object.  
    C. Leverage Salesforce Lightning Connect to display order information in Salesforce.  
    D. Write an outbound message to receive orders from ERP system as they are created.
25. Universal Containers manages a catalog of over one million products that it makes available to its customer service reps in Salesforce. The master product catalog is stored and managed in their ERP application with frequent updates made to the product catalog by their sourcing team. The sourcing team may update attributes such as price, general catalog availability, and the product description. When the sourcing team makes an update, that change must go into effect during the next business day, and there may be thousands of changes made over the course of the day.  What integration pattern would you recommend to best manage this scenario?  
    A. Build a scheduled ETL job to sync products on a nightly basis from ERP.  
    B. Write a custom web service to accept product catalog changes from ERP.  
    C. Write an outbound message to send product changes in real time from ERP.  
    D. Use the Streaming API to receive product changes in real time from ERP.
26. As part of their customer setup process, Universal Containers requires that any address put into Salesforce be validated by the US Postal Service. The customer must provide their address while they are on the phone with the universal Containers representative.   
    What two solutions should a Technical Architect recommend to fulfill this requirement? Choose 2 answers  
    A. Build a custom Address object and a trigger that will validate the address against the object.  
    B. Write a trigger with an @future callout that validates addresses against an API.  
    C. Implement a Visualforce page that validates entered addresses against an API.  
    D. Leverage an AppExchange application to validate addresses entered.
27. 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 system.  
    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 system.
28. Universal Containers merges with Planetary Shipping. Both companies use Salesforce for order processing and they decide to consolidate their processes. Universal Containers has well -established channels for receiving orders, so they decide to use Universal Containers org for receiving and pre-processing of orders and Planetary Shipping's org for processing and fulfillment of orders.   
    What is the best way to integrate the business processes of the companies?  
    A. Use Outbound messages to send orders from Universal Containers to Planetary Shipping.  
    B. Use Apex callout to push orders from Universal Containers to Planetary Shipping.  
    C. Use a middleware tool to pull orders from Universal Containers and push to Planetary Shipping.  
    D. Use Salesforce-to-Salesforce integration between Universal Containers and Planetary Shipping.
29. Universal Containers uses a legacy system to receive and handle Level 1 service requests, and Salesforce Service Cloud for Level 2 requests and above. Cases will be pushed from the legacy system to Service Cloud by a nightly batch process. Once the cases are closed in SF, the case status needs to be updated in the legacy system as soon as possible.   
    How should the Technical Architect recommend that case status be updated in the legacy system?  
      
    A. Use a middleware tool to pull case status from Salesforce and push to the legacy system at regular intervals.  
    B. Use Apex callout to send case status from Salesforce to the legacy system.  
    C. Write an Apex web service returning case status, to be called from the legacy system.  
    D. Use Outbound messages to send status updates from Salesforce to the legacy system.
30. Universal Containers sells its products online using a system built on Force.com Sites. The orders are captured and processed in Salesforce. The company uses an external marketing system and would like to make use of the customer data captured in Salesforce. The marketing system has REST API that can be used to push data into it.   
    Which three options should a Technical Architect consider that do not require building custom web services on the marketing system? Choose 3 answers  
      
    A. Build a custom Java application using the Enterprise WSDL to pull data from Salesforce and push it to the marketing system.  
    B. Use Outbound Messages to send customer data from Salesforce to the marketing system.  
    C. Write a custom Apex web service, which will be called from the marketing system to retrieve customer data.  
    D. Use a middleware tool to pull customer data from Salesforce and push it to the marketing system on a daily basis.  
    E. Use Apex callout to send customer data from Salesforce to the marketing system.
31. 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.
32. 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 Salesforces’ native deduplication after the load.
33. Universal Containers decided to use Salesforce Sales Cloud for their sales processes. Won Opportunities must be sent to an external ERP system for order fulfillment. All the line items must also be sent along with opportunities. The ERP system supports only SOAP -based messages for receiving orders.   
    What limitation of Outbound Messages might present a problem in this scenario?  
      
    A. Outbound messaging does not offer any reliability.  
    B. Outbound messaging does not support SOAP.  
    C. Outbound messaging cannot be made secure.  
    D. Outbound messaging does not support multiple objects.
34. Universal Containers wishes to move data between three back office systems: ERP, financials, and a legacy home-grown shipping system that will be replaced three months after integration is scheduled to be complete.  What integration pattern should an architect recommend to ensure minimal throwaway code?  
      
    A. Apex Batch Processing  
    B. Point -to -Point  
    C. Web Mashup  
    D. Middleware
35. Universal Containers has used Outbound Messaging to integrate with their billing system. Their billing system has frequent outages that don't last more than a couple of hours.   
    Which two aspects of Outbound Messaging might the customer experience issues with as a result of these outages? Choose 2 answers  
      
    A. Exceeding Governor Limits.  
    B. Duplicate messages.  
    C. Out -of -order delivery.  
    D. Orphaned Requests.
36. Universal Containers 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. Orchestration  
    B. Logging  
    C. Performance  
    D. Bulkification  
    E. Error Handling
37. Universal Containers is replacing a home-grown CRM system. Currently, a .NET application runs a batch process to query the CRM system nightly and create a CSV file that is picked up via SFTP and loaded to a SQL database.   
    What technology should an architect use to minimize custom development when replacing the CRM system with Salesforce?  
      
    A. Middleware  
    B. APEX Callout  
    C. Outbound Messaging  
    D. APEX Batch
38. In order to avoid slowing down inbound call center sales agents, Universal Containers wants to deduplicate Lead records against their 3rd -party Master Data Management (MDM) system after the agent has saved the record in Salesforce.  What integration strategy should an Architect recommend?  
      
    A. Sync the MDM system to a custom object in Salesforce and execute a lookup validation rule against this object.  
    B. Use Out -of -the -Box Lead Deduplication Rules to check against MDM.  
    C. Outbound message to MDM with a callback to Salesforce to mark duplicate Leads.  
    D. Batch APEX process to deduplicate all records first in Salesforce, then against MDM, deleting the newest MDM record.
39. 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. Middleware  
    C. Process Builder  
    D. Canvas
40. Universal Containers has just purchased a large volume of contact data from an external vendor. The head of sales would like to use the new data set within the existing production org. The production org currently contains a large volume of Contacts.  What should an architect recommend to prevent data duplication in Salesforce?  
      
    A. Create a de -duplication trigger before loading the data.  
    B. Load the data into Salesforce and then utilize the Contact Duplicate Rule feature.  
    C. Utilize a batch apex process to de -duplicate the data after loading.  
    D. Utilize an off -platform de -duplication tool prior to loading.
41. Which two API 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 serial option.  
    C. Bulk API with parallel option.  
    D. Standard API with parallel option.
42. Which two statements are correct about External IDs? Choose 2 answers  
      
    A. External IDs can be used to upsert records.  
    B. External ID fields are always unique.  
    C. External IDs must be Text fields.  
    D. External IDs are always searchable.
43. Universal Containers is hearing complaints from users that recently released changes are breaking existing functionality.   
    What type of testing program should a Technical Architect implement to reduce or eliminate this complaint?  
      
    A. Unit Testing  
    B. Performance Testing  
    C. User Acceptance testing  
    D. Regression Testing
44. Universal Containers is currently doing User Acceptance Testing for small changes in a Developer sandbox. Users are complaining that, after release to production, some functionality is broken and performance is often negatively impacted.  What is causing these complaints?  
      
    A. Users should be testing in a Developer Pro sandbox in order to replicate Production functionality and performance characteristics.  
    B. Users should be testing in a Full Sandbox in order to replicate Production functionality and performance characteristics.  
    c. Users should be testing in a Partial Sandbox in order to replicate Production functionality and performance characteristics.  
    D. Users should be testing with real data loaded into the Developer sandbox in order to replication Production functionality and performance characteristics
45. 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. Store the Salesforce Product ID in the source system to eliminate the need for External IDs and UPSERT API calls.  
    B. Pre-process the data to avoid the need for workflow rules or triggers.  
    C. Use Outbound Messaging to notify Salesforce promptly when product availability changes in the source system.  
    D. Contact Salesforce Support to request that they turn off record locking on the Product2 object.  
    E. Use the Bulk API to UPDATE or UPSERT records more efficiently.
46. Universal Containers is implementing Salesforce, including a new business process for order management. All Opportunities that reach the Close -Won stage need to be sent to an order management system. When this Opportunity is marked as Complete, a record must be created in their billing system. After the bill is processed, their billing system will be marked as Paid. Each status change from each system must be reflected in Salesforce so call center agents can answer questions about the status of a customer order. All system administrators have agreed to use recent Production data to seed their test systems.   
    What types of sandbox should an Architect recommend end -to -end testing occur in?  
    Choose 2 answers  
      
    A. Developer Pro Sandbox  
    B. Full Sandbox  
    C. Partial Copy Sandbox  
    D. Developer Org
47. Universal Containers (UC) ships millions of orders per year and releases code fixes to the Production org nightly. Their corporate testing strategy requires that tests must be performed against Production data in an isolated test environment before code can be released to Production.   
    How can UC achieve this requirement?  
      
    A. Use Salesforce-to-Salesforce to keep data synchronized between Production and Full Sandboxes.  
    B. Request that Salesforce schedule a Full Sandbox refresh on a nightly basis.  
    C. Utilize a middleware solution and bulk API to do a nightly sync from Production to Full Sandbox.  
    D. Create Apex unit tests so testing can be done against Production data, but rolled back before being committed.
48. In which three ways can Production data be moved into a sandbox for testing purposes? Choose 3 answers  
      
    A. Use the Metadata API.  
    B. Use the Apex Data Loader.  
    C. Refresh a Full Sandbox.  
    D. Refresh a Partial Copy Sandbox.  
    E. Request a Snapshot from Support.
49. What are two benefits of Named Credentials? Choose 2 answers  
      
    A. They securely store credentials in a maintainable way.  
    B. They enforce secure communication to external systems.  
    C. They simplify utilizing oAuth for Apex callouts.  
    D. They secure integrations to Salesforce from other systems.
50. 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. Use Platform Encryption to secure the data before transporting.  
    B. Encrypt the data with a shared key before performing the Apex callout.  
    C. Base64 encode the data before performing the callout from Apex.  
    D. Salesforce automatically secures all data transmissions to external systems.
51. Which protocol should an Integration Architect utilize to create a secure channel between Salesforce and another system?  
      
    A. TLS  
    B. SSH  
    C. SMTP  
    D. SFTP
52. Universal Containers has two integrations to Salesforce; System A requires read-only access to all Opportunity data while System B requires read-write access to all Accounts.   
    Which approach ensures compliance with the principle of least privilege?  
      
    A. Use a single "Integration User" with Profile settings restricted to "View All for Opportunity and "Modify All for Accounts.  
    B. Utilize a single "Integration User" with the "Modify All Data" profile setting enabled so that all integrations always have access to all data.  
    c. Utilize separate credentials for each system with both credentials having the "modify all data" permission on the profile.  
    D. Utilize separate credentials and profiles for each integration, one having "View All" to Opportunities and the other having "Modify All" to Accounts.
53. Universal Containers would like to integrate to an external system from Salesforce over a secure channel; however the external system does not support HTTP-basic authentication.   
    What approach should an Integration Architect recommend that enables the external system to trust the data being received?  
      
    A. Utilize a 3rd -party SSO solution to authenticate the session.  
    B. Digitally sign the payload using a private key trusted by the external system.  
    C. Include a secret passphrase in the payload that is validated by the external system.  
    D. Base64 encode the data to ensure untrusted 3rd parties don't see it.
54. Universal Containers is building an integration between their instance of Salesforce and their business partner's fulfillment systems. The security officer would like to ensure that only the authorized data for each business partner is accessible across all interfaces.   
    How should the architect ensure this requirement is met?  
      
    A. Provide each business partner a shared integration username/password with a specific role/profile provisioned to the appropriate data.  
    B. Provide each business partner their own username/password with a specific role/profile provisioned to the appropriate data.  
    C. Provide each business partner their own username/password with a shared integration profile provisioned to the appropriate data.  
    D. Provide each business partner their own username/password with an Apex custom web service to filter the data appropriately.
55. 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 which will pass their portal credentials to the Chatter API.  
    B. Use oAuth to authorize the portal to access the Chatter API on behalf of the user.  
    C. Use a Chatter API integration user which authenticates to Salesforce using oAuth.  
    D. Use a Chatter API integration user which authenticates to Salesforce using Enterprise WSDL login().
56. Universal Containers (UC) 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 strategies should the Architect consider to reduce the security concerns for this integration use case? Choose 3 answers  
      
    A. Whitelist the Salesforce IP range on the firewall to ensure only Salesforce originated traffic can access the network.  
    B. Enable platform encryption in the Salesforce org to ensure network communication to the Accounting system is encrypted.  
    C. Utilize an Enterprise Service Bus to ensure Accounting system credentials are not stored within Salesforce.  
    D. Enable WS -Security for web services made between Salesforce and the accounting system.  
    E. Terminate the SSL connection at a reverse proxy in the DMZ which establishes trust in the connection using mutual SSL.
57. Universal Containers is building a mobile application that connects to Salesforce for reading and updating data. What is the appropriate authentication solution?  
      
    A. Prompt for the mobile user's username and password; utilize the oAuth Username-Password flow to obtain an oAuth token.  
    B. Create a mobile integration user ID whose credentials are stored within the mobile application code.  
    c. Prompt for the mobile user's username and password; utilize the Enterprise WSDL login() operation to obtain a session ID.  
    D. Redirect to Salesforce via the User -agent oAuth flow to obtain an access token and refresh token.
58. Universal Containers would like their end users to be able to periodically import lists of leads into the Salesforce lead object.  What tool should an architect recommend to support this?  
      
    A. Bulk Web -to -Lead  
    B. Data Import Wizard  
    C. Salesforce Workbench  
    D. Salesforce Data Loader
59. Universal Containers is implementing Salesforce for the first time. As part of the implementation, approximately 10 Million contact records will need to be migrated into the new environment.   
    What tool should an architect recommend?  
      
    A. Salesforce Workbench  
    B. Salesforce Data Loader  
    C. Excel Connector  
    D. Data Import Wizard
60. Universal Containers has decided that they will be using the Bulk API to migrate their existing data into Salesforce, as they will be importing a total of 80 million records. While planning for the data migration,   
    what techniques should the Technical Architect recommend to make sure the loads go according to schedule? Choose 2 answers  
      
    A. Perform loads over a weekend to ensure server resource availability.  
    B. Perform a test load using a full sandbox prior to the production load.  
    C. Pre-process data so that triggers and workflows can be deactivated.  
    D. Leverage several workstations, loading different objects simultaneously.
61. Universal Containers has decided that acquisition of other companies will be a key focus of their growth for the next several years. All acquired customer service agents will use UC's pre-existing customer support process built in Salesforce. The ERP application at any acquired company will not be immediately replaced, and customer service agents must be able to see up-to-date order status from all ERP systems.   
    What recommendation should a Technical Architect make to minimize complexity during new acquisitions?  
      
    A. Build all integrations as nightly ETL batches to minimize real-time overhead.  
    B. Leverage Apex Callouts to integrate directly with acquired applications.  
    C. Use an ESB to abstract the Salesforce integration from other enterprise applications.  
    D. Use Custom Links to direct users to the appropriate ERP system to view order status.
62. Which tool would an architect likely leverage while diagnosing issues with an inbound RESTful integration to Salesforce?  
      
    A. Workbench  
    B. Data Loader  
    C. Metadata Audit Trail  
    D. Force.com SOAP Explorer
63. Which two automated methods should an architect use to solve an issue with duplicate contacts? Choose 2 answers  
      
    A. Enable duplicate management in the Org to prevent duplicates.  
    B. Write a Batch Apex class to manage the deduplication.  
    C. Leverage an AppExchange data management tool to deduplicate contacts.  
    D. Assign new contacts to queues to be reviewed by a data quality team.
64. 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 this issue? Choose 3 answers  
      
    A. Review the firewall logs to make sure that the outbound messages are being delivered.  
    B. Review the Outbound Messaging Audit logs to make sure that the messages are being successfully processed by the target system.  
    C. Review the Enterprise Service Bus logs to make sure that orders are being created only one time.  
    D. Review the Enterprise Service Bus logs to make sure that successful orders are being acknowledged.  
    E. Review the Outbound Messaging Delivery Status logs to make sure that the messages are being delivered and acknowledged by the target system.
65. Universal Containers (UC) has a batch integration that runs every five minutes to load Shipment records related to existing Orders that have been updated in the previous five minutes. The integration is not reporting any errors, but some Shipment records are not being loaded.  What could be the problem?  
      
    A. The integration is causing UC to exceed its API limits.  
    B. The integration cannot find the parent Orders for some Shipments.  
    C. The integration takes more than five minutes to run.  
    D. Error reporting is not enabled in Salesforce.
66. 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 high -volume customers is failing periodically, with no obvious pattern to the timing of failures.  What could be the cause of this issue?   
      
    A. Data skew is causing record locking issues on the OrderShare object.  
    B. The trigger is failing Unit Tests that access the new data.  
    C. API limits being exceeded.  
    D. Record locking contention on the parent Account.

**Informatica Questions (not on test but should be familiar with the Salesforce questions/answers)**

1. Please select which are not  true statements.
   1. Update can not be done on External Key
   2. Delete can be performed on Salesforce ID field.
   3. Salesforce object can have only 1 external id.
   4. External Ids are always unique in nature.
2. What is the best way of setting up a validation rule in Salesforce, so that it will not impact data loading through API call.Select the best fit one?
   1. Inactivate the validation rule during data load.
   2. Set up integration user and assign to a particular profile. Create validation rule and control the firing of the rule using a custom settings. Custom settings will have the profile information for which the validation rule will work.
   3. Validation rule does not fire during API call.
3. Which Informatica Cloud application is best to use for performing regular backups of data?
   1. Data Synchronization
   2. Mapping Configuration
   3. Data Replication
4. Which of the following are stored in the Informatica Cloud Repository?
   1. Source and Target Metadata
   2. Schedules
   3. Saved Queries
5. How does the Secure Agent communicate with Informatica Cloud?
   1. There is no communication between the secure agent and Informatica Cloud
   2. Communication is initiated over telnet
   3. All communication is outbound through HTTPS protocol (port 443)
6. Where can you find Informatica Cloud log files?
   1. Error rows preview and job log file can be accessed from the activity log and job details pages in Informatica Cloud
   2. On the agent machine, in the Secure Agent installation directory, under rdtmDir
   3. By logging into the IC Repository
7. A Related Object is an object that is related to another object based on a relationship defined in Informatica Cloud.
   1. True
   2. False
8. Saved Queries can be used to perform which of the following?
   1. Limit or qualify the data that is being pulled from a source
   2. Aggregations in SQL
   3. Complicated join of multiple tables
9. Data from multiple source Connections can be combined using multiple object source.
   1. False
   2. True
10. Which of the following is NOT a function available from the Data Replication tasks page?
    1. Reset Target
    2. Create Target
    3. Download Mapping XML
11. It is recommended that the Mapping Designer be used with which browser?
    1. Firefox
    2. IE Version 8
    3. Chrome
12. Which of the following is a supported pre- or post-processing commands?
    1. SQL Command
    2. Unix Command
    3. Valid DOS or batch file
13. How Informatica cloud jobs can be invoked from a batch/unix script?
    1. Using Rest API exposed by Informatica Cloud
    2. This is not possible to invoke Informatica cloud jobs from outside.
    3. Download the mapping xml and schedule through batch/unix script.
14. Which of the following error tells us to re-consider the batch size defined for a particular data loading job?
    1. System.LimitException: Too many SOQL queries: 101
    2. Timeout error
    3. 1 { 2 "fields" : [ "Id" ], 3 "message" : "Account ID: id value of incorrect type: 001900K0001pPuOAAU", 4 "errorCode" : "MALFORMED\_ID" 5 } { "fields" : [ "Id" ], "message" : "Account ID: id value of incorrect type: 001900K0001pPuOAAU", "errorCode" : "MALFORMED\_ID" } { "fields" : [ "XXX" ], "message" : "XXX: id value of incorrect type: XXX", "errorCode" : "MALFORMED\_ID" }
    4. { "message" : "The requested resource does not exist", "errorCode" : "NOT\_FOUND"}
15. A formula type field can be created as External ID
    1. True
    2. False
16. Which is NOT a validannotation that helps you to expose an apex class as RestFul webservices.
    1. @RestResource
    2. @HttpGet
    3. @HttpPatch
    4. @HttpInsert
17. Identify the statement which is NOT true?
    1. Rest works with GET,POST,PUT,DELETE
    2. SOAP is based on Standard XML format
    3. Rest works with WSDL
    4. SOAP works Over with HTTP,HTTPS,SMPT,XMPP
18. Multiple secure agent can be registered in a single informatica org.
    1. True
    2. False
19. ISDELETED field can be updated using API call from outside of salesforce?
    1. True
    2. False
20. <urn1:Object\_\_r>      <urn1:object\_unique\_id\_\_c>{18 digit salesforce id of object record}</urn1:object\_unique\_id\_\_c></urn1:Object\_\_r>object\_unique\_id\_\_c is the external id field of Object\_\_c. The above SOAP statement demonstrates correct use of external id and the upsert will be successful.
    1. True
    2. False