Free Salesforce Plat-Arch-204 Practice Questions

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Question 1

Question Type: MultipleChoice

Northern Trail Outfitters has recently implemented middleware for orchestration of services across platforms. The Enterprise Resource Planning (ERP) system being used requires transactions be captured near real-time at a REST endpoint initiated in Salesforce when creating an Order object. Additionally, the Salesforce team has limited development resources and requires a low-code solution. Which option should fulfill the use case requirements?12

Options:

A- Use Remote Process Invocation Fire and Forget pattern on insert on the Order object using Flow Builder.
B- Implement a Workflow Rule wi5th Outbound Messaging to send SOAP messages to the designated endpoint.
C- Implement Change Data Capture on the Order object and leverage the replay ID in the middleware solution.

Answer:

A

Explanation:

To satisfy a requirement for near real-time updates to an ERP system while adher9ing to a low-code constraint, the architect must leverage Salesforce's modern declara10tive automation tools. The goal is to initiate an outbound signal that the existing middleware can then orchestrate and deliver to the ERP's REST endpoint.

The Remote Process Invocation---Fire and Forget pattern is perfectly suited for this scenario. In this pattern, Salesforce sends a message to an external system and does not wait for a functional response. This is ideal for 'capturing' transactions in an ERP where the primary goal is record synchronization rather than a real-time calculation return. By using Flow Builder, the team can implement a record-triggered flow on the Order object. This flow can be configured to execute 'Actions' that send data to the middleware via External Services or standard HTTP Callouts (Beta/GA features in modern Flow), which requires zero Apex coding.

Option B, Outbound Messaging, is a legacy declarative tool that is highly reliable but has a significant limitation: it natively sends messages in SOAP format. Since the requirement specifically specifies a REST endpoint, using Outbound Messaging would require additional transformation logic in the middleware, making it a less direct architectural fit than a modern Flow-based REST call. Option C, Change Data Capture (CDC), is a highly scalable, event-driven mechanism, but it is typically considered more complex to implement and maintain. It requires the middleware to manage 'Replay IDs' and subscribe to a streaming channel, which often requires more specialized development effort on the middleware side compared to a simple

HTTP POST from a Flow. For a team with limited development resources, Flow Builder provides the most accessible and maintainable path to achieving near real-time integration.

Question 2

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has an affiliate company that would like immediate notifications of changes to opportunities in the NTO Salesforce instance. The affiliate company has a CometD client available.

Which solution is recommended in order to meet the requirement?

Options:

A- Implement a polling mechanism in the client that calls the SOAP API getUpdated method to get the ID values of each updated record.
B- Create a PushTopic update event on the Opportunity object to allow the subscriber to react to the streaming API.
C- Create a connected app in the affiliate org and select ''Accept CometD API Requests''.

Answer:

B

Explanation:

To provide 'immediate notifications' to a client that already supports CometD, the architect must utilize Salesforce's Streaming API. PushTopic Events are the classic Streaming API implementation for broadcasting changes to specific records.

A PushTopic is a definition that includes a SOQL query and a set of trigger events (Create, Update, Delete). When an Opportunity in NTO's instance is updated and matches the query, Salesforce automatically pushes a notification to the topic's channel. The affiliate's CometD client, having subscribed to this channel, receives the data payload instantly.12

Option A (Polling) is the architectural opposite of 'immediate notifications'. Polling is inefficient, consumes API limits, and int13roduces latency between the actual record change and the client's discovery of that change. Option C is incorrect as there is no 'Accept CometD' setting in a Connected App; while a Connected App is used for OAuth authentication, the PushTopic is the mechanism that actually defines and delivers the stream. By using PushTopic, NTO provides a decoupled, event-driven architecture that fulfills the requirement for real-time visibility while minimizing the technical burden on the affiliate's infrastructure.

Question 3

Question Type: MultipleChoice

Service agents at Northern Trail Outfitters use Salesforce to manage cases and B2C Commerce for ordering. Which integration solution should an architect recommend in order for the service agents to see order history from a business-to-consumer (B2C) Commerce system?

Options:

A- Salesforce B2C Commerce to Service Cloud Connector
B- REST API offered by Commerce Platforms
C- MuleSoft Anypoint Platform

Answer:

A

Explanation:

For a unified service experience between Salesforce Service Cloud and B2C Commerce (formerly Demandware), Salesforce provides a purpose-built, cross-cloud solution known as the Salesforce B2C Commerce to Service Cloud Connector.

This connector is part of the Salesforce B2C Solution Architecture and is designed to provide 'out-of-the-box' synchronization of data between the two platforms. By implementing this connector, service agents gain several high-value capabilities within the Service Console:

Customer Profile Sync: Ensures that customer data (name, address, etc.) is consistent across both systems.

Order History View: Allows agents to see real-time order data from the Commerce system directly within the Case record page.

Order on Behalf Of: Enables agents to place orders for customers without leaving Salesforce.

While you could build a custom integration using the Commerce REST API (Option B) or MuleSoft (Option C), these would require significant development, testing, and maintenance effort. The Salesforce B2C Connector is the recommended 'path of least resistance' because it leverages Salesforce's own pre-built logic for cross-cloud interoperability, reducing technical debt and time-to-value. For an architect, choosing the standard1 connector ensures better supportability and future-proofing 2as Salesforce continues to enhance its multi-cloud features.

Question 4

Question Type: MultipleChoice

Northern Trail Outfitters requires an integration to be set up between one of its Salesforce orgs and an External Data Source using Salesforce Connect. The External Data Source supports Open Data Protocol. Which configuration should an integration architect recommend be implemented in order to secure requests coming from Salesforce?

Options:

A- Configure Special Compatibility for OData connection.
B- Configure CSRF Protection for OData connection.
C- Configure Identity Type for OData connection.

Answer:

C

Explanation:

In the context of Salesforce Connect, securing the integration depends heavily on how the platform authenticates with the external system. The Identity Type configuration is the fundamental security setting for an External Data Source.

The architect must choose between two Identity Types:

Named Principal: Salesforce uses the same set of credentials for all users to access the external system. This is simple to manage but does not allow the external system to distinguish between individual Salesforce users for auditing or permission purposes.

Per User: Each Salesforce user must have their own credentials for the external system. This is the most secure option as it ensures that the data visible in Salesforce respects the specific permissions the user has in the source system.

By correctly configuring the Identity Type, the architect ensures that the requests coming from Salesforce are properly authorized at the target system. Option B (CSRF Protection) is a security measure to prevent cross-site request forgery but is not the primary mechanism for authenticating the Salesforce service itself. Option A is a technical compatibility setting for non-standard OData implementations and does not directly relate to security. Therefore, recommending the appropriate Identity Type---typically 'Per User' for sensitive data---is the key step in securing the OData connection.

Question 5

Question Type: MultipleChoice

A customer is migrating from an old legacy system to Salesforce. As part of the modernization effort, the customer would like to integrate all existing systems that currently work with its legacy application with Salesforce. Which constraint/pain-point should an integration architect consider when choosing the integration pattern/mechanism?

Options:

A- System types APIs, File systems, Email
B- Reporting and usability requirements
C- Multi-language and multi-currency requirement

Answer:

A

Explanation:

When migrating from a legacy landscape to a modern platform like Salesforce, the most immediate technical hurdle is the diversity of system types and communication protocols used by the existing systems.

In a legacy environment, integrations are often not standardized. An architect may encounter systems that communicate via modern REST/SOAP APIs, but they will also likely find older systems that rely on Flat File exchanges (FTP/SFTP), Email-based triggers, or direct Database connections. These 'System Types' are a fundamental constraint because they dictate the choice of integration middleware. For example, Salesforce cannot natively poll a file system or read an on-premise database; therefore, an architect must identify these constraints to justify the need for an ETL or ESB tool that can bridge these legacy protocols with Salesforce's API-centric architecture.

While reporting (Option B) and multi-currency (Option C) are important functional requirements for the Salesforce implementation, they do not dictate the integration pattern (e.g., Request-Reply vs. Batch) as much as the technical interface of the source/target systems does. By evaluating the APIs, file systems, and email capabilities of the legacy landscape first, the architect ensures that the chosen integration mechanism---whether it be the Streaming API, Bulk API, or middleware orchestration---is technically capable of actually communicating with the legacy debt.

Question 6

Question Type: MultipleChoice

A CSR needs to obtain confirmation of payment from an external RESTful service before upgrading a customer's service. The integration must be reliable and monitored for audit purposes. What should an integration architect recommend?

Options:

A- Use External Services feature to integrate payment gateway to Salesforce to ensure real-time updates to the CSR and support post payment processes.
B- Build a custom Apex callout to external payment gateway service and provide a success message to the CSR; the details of callouts and responses are logged for audit purposes.
C- Make a callout to the payment gateway through ESB supporting error handling and logging for audit purposes.

Answer:

C

Explanation:

When an integration involves financial transactions (payment gateways) and strict audit and reliability requirements, the most robust architectural pattern is to use an Enterprise Service Bus (ESB) or middleware as the orchestration layer.

An ESB provides critical enterprise-grade capabilities that Salesforce cannot easily replicate natively:

Centralized Auditing/Logging: The ESB can capture the full payload of every payment request and response, storing them in a secure log for regulatory compliance and financial audits.

Sophisticated Error Handling: If the payment gateway returns a transient error, the ESB can manage retries or circuit-breaker patterns to prevent system failure.

Protocol Mediation: The ESB can bridge any technical gaps between the Salesforce UI and the external RESTful service.

Option A (External Services) and Option B (Apex Callouts) are point-to-point integrations. While they can facilitate a real-time response, they place the burden of logging, audit trail management, and complex error handling directly on the Salesforce platform. For a B2C enterprise, 'hard-coding' these sensitive financial processes into Apex triggers or Flows creates a maintenance challenge and lacks the transparent, enterprise-wide visibility that a middleware solution provides. By routing the payment through an ESB, the architect ensures that the CSR gets their 'real-time' confirmation while the company maintains the high level of reliability and accountability required for financial operations.

Question 7

Question Type: MultipleChoice

A company needs to integrate a legacy on-premise application that can only support SOAP API. The integration architect determines that the Fire and Forget integration pattern is best for sending data from Salesforce to the external application and getting a response back in a strongly-typed format. Which integration capabilities should be used?

Options:

A- Platform Events for Salesforce to Legacy System direction and SOAP API using Enterprise WSDL for the communication back from legacy system to Salesforce
B- Outbound Messaging for Salesforce to Legacy System direction and SOAP API using Partner Web Services Description Language (WSDL) for the communication back from legacy system to Salesforce
C- Outbound Messaging for Salesforce to Legacy System direction and SOAP API using Enterprise WSDL for the communication back from legacy system to Salesforce

Answer:

C

Explanation:

For an outbound, declarative, Fire-and-Forget integration to a legacy SOAP-based system, Salesforce Outbound Messaging is the native tool of choice. Outbound Messaging sends an XML message to a designated endpoint when specific criteria are met. It is highly reliable as Salesforce will automatically retry the delivery for up to 24 hours if the target system is unavailable.

For the communication back from the legacy system to Salesforce, a strongly-typed SOAP API approach is required. The Enterprise WSDL is the correct recommendation here because it is a strongly-typed WSDL that is specific to the organization's unique data model (including custom objects and fields). Using the Enterprise WSDL allows the legacy system to communicate with Salesforce using specific data types, providing compile-time safety and reducing errors during the mapping process.

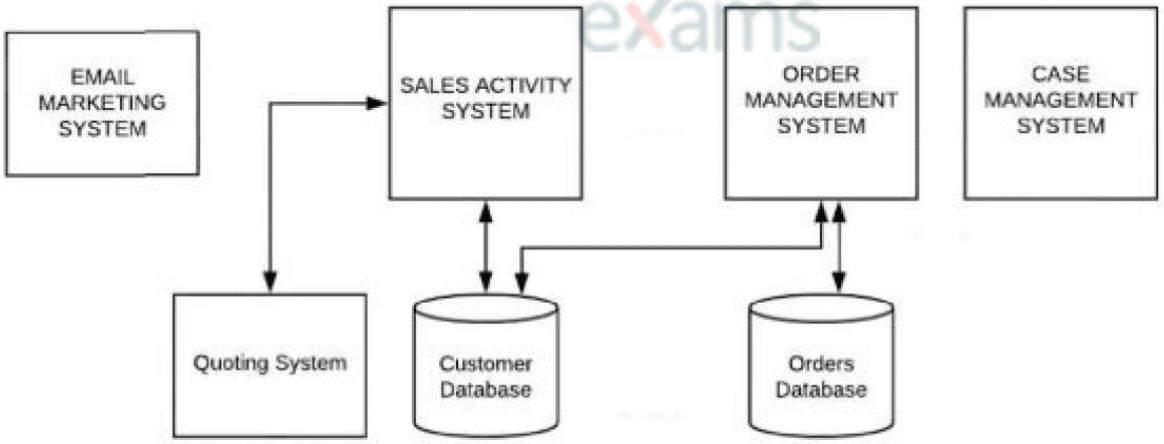
Option A is less efficient because Platform Events would likely require middleware to translate the event into the legacy system's SOAP format. Option B suggests the Partner WSDL, which is loosely-typed and designed for developers building tools that must work across many different Salesforce orgs. Since this is an internal integration for a specific company, the Enterprise WSDL provides a much more streamlined development experience with better data integrity. By combining Outbound Messaging (for fire-and-forget delivery) and the Enterprise WSDL (for the

strongly-typed callback), the architect fulfills the technical requirements while minimizing custom code.

Question 8

Question Type: MultipleChoice

A large business-to-consumer (B2C) customer is planning to implement Salesforce CRM to become a customer-centric enterprise. Below is the B2C customer's current system landscape diagram.



The goals for implementing Salesforce include:

Develop a 360-degree view of the customer.

Leverage Salesforce capabilities for marketing, sales, and service processes.

Reuse Enterprise capabilities built for quoting and order management processes.

Which three systems from the current system landscape can be retired with the implementation of Salesforce?

Options:

A- Email Marketing, Sales Activity, and Case Management
B- Sales Activity, Order Management, and Case Management
C- Order Management, Case Management, and Email Marketing

Answer:

A

Explanation:

In the framework of a Salesforce Platform Integration Architect's landscape evaluation, the primary goal is to determine the 'system of record' for each business function and identify redundancies between legacy systems and the proposed Salesforce architecture. This process is driven by the alignment of Salesforce's native 'Customer 360' capabilities with the specific goals defined by the enterprise stakeholders.

According to Goal 2, the customer intends to leverage Salesforce specifically for marketing, sales, and service processes. Within the standard Salesforce ecosystem, these domains are addressed by the three core cloud products:

Marketing Cloud provides the capabilities found in the legacy Email Marketing System.

Sales Cloud replaces the functions of the Sales Activity System.

Service Cloud is the native replacement for the Case Management System.

By migrating these three domains to a single platform, the organization directly fulfills Goal 1---developing a 360-degree view of the customer. Consolidating these interactions onto the Salesforce platform allows for a unified data model where customer behaviors in marketing, sales, and support are visible in one place, eliminating the silos inherent in the previous landscape.

However, a critical constraint is presented in Goal 3, which explicitly mandates the reuse of existing enterprise capabilities for quoting and order management. In an integration architecture, this signals that the Quoting System and Order Management System (OMS) are designated as external systems of record that must remain active. These systems often contain complex logic, tax calculations, or supply chain integrations (such as with an SAP Business Suite) that the business is not currently ready to migrate.

Therefore, since the Quoting and Order Management systems must be retained, they are excluded from the retirement list. The remaining three systems---Email Marketing, Sales Activity, and Case Management---overlap with Salesforce's native strengths and are not protected by the 'reuse' requirement. Retiring them streamlines the technology stack and allows the architect to focus on building robust integration patterns (such as REST or SOAP callouts) to connect Salesforce to the retained Quoting and Order Management systems.

Question 9

Question Type: MultipleChoice

The goals for implementing Salesforce include a 360-degree view, leveraging CRM for marketing, sales, and service, and reusing enterprise quoting/order management. Which three systems from the current landscape can be retired?

Options:

A- Order Management, Case Management, and Email Marketing
B- Email Marketing, Sales Activity, and Case Management
C- Sales Activity, Order Management, and Case Management

Answer:

B

Explanation:

When implementing Salesforce to achieve a 360-degree view of the customer, the platform replaces legacy 'siloed' applications that perform core CRM functions. Based on the business goals provided, Salesforce will be the master for Marketing, Sales, and Service.

The systems to be retired are those whose functionality is natively subsumed by Salesforce:

Email Marketing: Replaced by Salesforce Marketing Cloud or native marketing features.

Sales Activity: Replaced by Sales Cloud, which masters lead management, opportunity tracking, and activity logging.

Case Management: Replaced by Service Cloud, which provides the tools for customer support agents to resolve inquiries.

Order Management and Quoting are specifically noted as 'Enterprise capabilities' that the business wants to reuse. This means these systems will stay in the landscape and be integrated with Salesforce, rather than being retired. Therefore, any option containing 'Order Management' (A and C) is incorrect. Retiring the marketing, sales activity, and service systems allows the organization to consolidate its customer data into a single platform, fulfilling the primary goal of the Salesforce transformation.

Question 10

Question Type: MultipleChoice

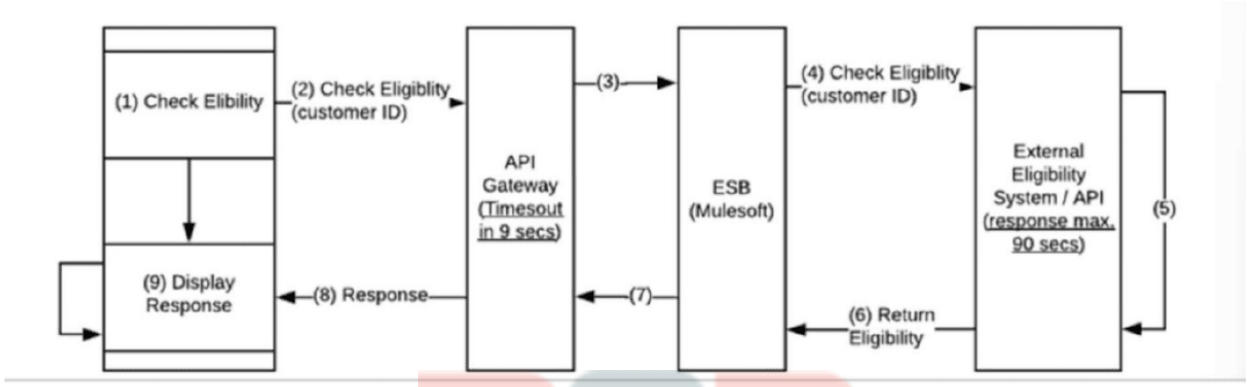
An enterprise architect has requested the Salesforce integration architect to review the following (see diagram and description) and provide recommendations after carefully considering all constraints of the enterprise systems and Salesforce Platform limits.

There are multiple eligibility systems that provide this service and are hosted externally.34

However, their current response times could take up to 90 seconds to process and return.

These eligibility systems can be acc8essed through APIs orchestrated via ESB (MuleSoft).

All requests from Salesforce must traverse the customer's API Gateway layer, which imposes a constraint of timing out requests after 9 seconds.



Which recommendation should the integration architect make?

Options:

A- Recommend synchronous Apex callouts from Lightning UI to External Systems via Mule and implement polling on an API Gateway timeout.
B- Create a platform event in Salesforce via Remote Call-In and use the empAPI in the Lightning UI to serve 3,000 concurrent users when responses are received by Mule.
C- Use Continuation callouts to make the eligibility check request from Salesforce Lightning UI at page load.

Answer:

C

Question 11

Question Type: MultipleChoice

What is the first thing an integration architect should validate if a callout from a Lightning web component (LWC) to an external endpoint is failing?

Options:

A- The endpoint domain has been added to Cross-Origin Resource Sharing (CORS).
B- The endpoint URL has been added to Remote Site Settings.
C- The endpoint URL has been added to Content Security Policies (CSP).

Answer:

C

Explanation:

When an integration initiated from the client-side (the browser) fails, the architect must first look at the browser's security policies. In Salesforce, Lightning Web Components are subject to the Lightning Component framework's Content Security Policy (CSP).

CSP is a security layer that prevents cross-site scripting (XSS) and other code injection attacks by restricting which domains the browser is allowed to communicate with. If an LWC attempts to make a fetch() call to an external REST endpoint, the browser will block the request unless that specific domain is whitelisted in CSP Trusted Sites.

Option B (Remote Site Settings) is a common distractor; these settings are strictly for server-side Apex callouts and have no effect on client-side JavaScript requests. Option A (CORS) is also a browser security mechanism, but it must be configured on the external server to allow Salesforce to access its resources. While CORS is necessary, the first thing to validate within the Salesforce environment for a failing LWC callout is the CSP Trusted Site entry. Without this whitelisting, the request will be terminated by the browser before it even leaves the client, regardless of how the external server is configured.

Question 12

Question Type: MultipleChoice

An enterprise customer with more than 10 million customers has the following systems and conditions in its landscape:

Enterprise Billing System (EBS) -- All customers' monthly billing is generated by this system.

Enterprise Document Management System (DMS) -- Bills mailed to customers are maintained in the Document Management system.

Salesforce CRM (CRM) -- Customer information, sales, and support information is maintained in the CRM.

Only authorized users are allowed access to the EBS and the Enterprise DMS. Customers call Customer Support when they need clarification on their bills. Customer Support needs seamless access to customer billing information from the EBS and to view generated bills from the DMS. Which authorization and authentication need should an integration consultant consider while integrating the DMS and EBS with Salesforce?

Options:

A- Identify options to maintain DMS and EBS authentication and authorization details in Salesforce.
B- Consider Enterprise security needs for access to DMS and EBS.

Answer:

B

Explanation:

When integrating high-security back-office systems like an Enterprise Billing System (EBS) and a Document Management System (DMS) with Salesforce, the primary concern for an Integration Architect is maintaining the integrity of the organization's existing security perimeter. In an enterprise landscape with over 10 million customers, these systems are typically governed by strict regulatory and compliance standards (such as PCI-DSS or GDPR) that dictate who can view financial records.

The consultant must consider Enterprise security needs for access to these systems rather than simply attempting to synchronize credentials. This involves evaluating an Identity Federation strategy using protocols like SAML 2.0 or OpenID Connect. Instead of maintaining a separate silo of authentication details within Salesforce (which creates a security risk and administrative overhead), Salesforce should act as a Service Provider (SP) that trusts a central Identity Provider (IdP).1234

Furthermore, the 'seamle5ss access' requirement implies that once a support agent is authenticated into Salesforce, their identity should be propagated to the EBS and DMS to authorize the specific 6view of a7 customer's bill. This is often achieved through Single Sign-On (SSO) and Token-Based Authentication8. By prioritizing the enterprise security framewo9rk, the architect ensures that access is auditable, centralized, and compliant with corporate policies, while providing th10e '360-degree' view required by support agents without forcing them to log in to multiple disconnected systems. Migrating such massive systems (Option A) into Salesforce is technically and financially unfeasible for most enterprises due to data volume and specialized processing logic.