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QUESTIONS & ANSWERS  
**DEMO VERSION**  
*(LIMITED CONTENT)*

# Question 1

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Question Type: MultipleChoice

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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?

## Options:

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- A- Use Lightning Flow to create a platform event, selecting the record type as the platform event name on insert of record.
- B- Implement Change Data Capture on the Order object and leverage the replay ID in the middleware solution.
- C- Use Remote Process Invocation fire and forget pattern on insert on the order object using Flow Builder.

## Answer:

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C

## Explanation:

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To satisfy a requirement for near real-time REST updates with limited development resources, the architect should utilize Flow Builder. Flow Builder is Salesforce's primary low-code tool for automating complex business logic and outbound integrations.

The Remote Process Invocation---Fire and Forget pattern is the most efficient way to signal an external system (or middleware) that a record was created without blocking the user. Using a Record-Triggered Flow on the Order object, the architect can configure an Action (such as an External Service or a simple HTTP Callout) to send the order data to the middleware's REST endpoint.

Option A is slightly incorrect because creating a platform event is just one step in an event-driven flow; the 'Fire and Forget' pattern more accurately describes the end-to-end intent. Option B (Change Data Capture) is a powerful tool, but it is considered a 'pro-code' or high-configuration solution on the middleware side, requiring the middleware to manage Replay IDs and Bayeux subscriptions. Option C leverages the native strengths of Flow to fulfill the requirement declaratively, allowing the team to deliver a functional integration without writing Apex code while meeting the near-real-time performance expectations of the ERP.

## Question 2

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Question Type: MultipleChoice

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A customer of Salesforce has used Platform Events to integrate their Salesforce instance with an external third-party artificial intelligence (AI) system. The AI system provides a prediction score for each lead that is received by Salesforce. Once the prediction score is received, the lead information is saved to Platform Events for other processes. The trigger on the Platform Events has failed ever since it was rolled out to production. Which type of monitoring should the integration consultant have considered to monitor this integration?

### Options:

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- A- Set up debug logs for Platform Event triggers to monitor performance.
- B- Validate that the Platform Event definition matches lead's definition.
- C- Monitor Platform Events created per hour limits across the Salesforce instance.

### Answer:

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A

### Explanation:

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Troubleshooting failures in Platform Event-triggered logic is challenging because these triggers execute under the 'Automated Process' system user, making them invisible to standard user-level monitoring. To diagnose why a trigger is failing in production, an Integration Architect must set up debug logs specifically for that trigger or the automated process user.

Debug logs provide a granular view into the execution path, including Apex errors, governor limit consumption, and specific DML failures. Without these logs, it is impossible to determine if the failure is due to a null pointer exception, a validation rule violation, or a record locking conflict.

Option B is a design-time validation step; while important, it would not help monitor or troubleshoot a runtime failure in a deployed trigger. Option C focuses on high-level consumption limits; while reaching the 'Created Per Hour' limit would prevent events from being published, it would not explain why an existing trigger is failing once the event has already arrived in the bus. By proactively establishing debug logs for the integration's triggers, the consultant can pinpoint the exact line of code or system constraint causing the failure, ensuring a faster 'Mean Time to Repair' (MTTR) for critical AI-driven business processes.

# Question 3

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Question Type: MultipleChoice

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Northern Trail Outfitters has a registration system that is used for workshops offered at its conferences. Attendees use Salesforce Community to register for workshops, but the scheduling system manages workshop availability based on room capacity. It is expected that there will be a big surge of requests for workshop reservations when the conference schedule goes live. Which Integration pattern should be used to manage the influx in registrations?

## Options:

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- A- Remote Process Invocation Request and Reply
- B- Remote Process Invocation Fire and Forget
- C- Batch Data Synchronization

## Answer:

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B

## Explanation:

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When dealing with a 'big surge' or high-volume influx of requests, a synchronous pattern like Request and Reply (Option A) can lead to significant performance bottlenecks. In a synchronous model, each Salesforce user thread must wait for the external scheduling system to respond, which could lead to 'Concurrent Request Limit' errors during peak times.

The Remote Process Invocation---Fire and Forget pattern is the architecturally sound choice for managing surges. In this pattern, Salesforce captures the registration intent and immediately hands it off to an asynchronous process or a middleware queue. Salesforce does not wait for the external system to process the room capacity logic; instead, it receives a simple acknowledgment that the message was received.<sup>23</sup>

This pattern decouples the front-end user experience from the back-end processing limits. Middleware can then 'drip-feed' these registration<sup>4s</sup> into the scheduling system at a rate it can handl<sup>5e</sup>. If the scheduling system becomes overwhelmed or goes offline, the messages remain safely in the queue. Option C (Batch) is unsuitable because users expect near real-time feedback on their registration attempt, even if the final confirmation is sent a few minutes later. By utilizing Fire and Forget, NTO ensures a responsive Community Experience during the critical launch window while maintaining system stability.

# Question 4

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Question Type: MultipleChoice

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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:

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

## Answer:

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A

## Explanation:

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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 standard connector ensures better supportability and future-proofing as Salesforce continues to enhance its multi-cloud features.

# Question 5

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Question Type: MultipleChoice

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Northern Trail Outfitters (NTO) has recently changed its Corporate Security Guidelines requiring all cloud applications to pass through a secure firewall before accessing on-premise resources. NTO is evaluating middleware solutions. Which consideration should an integration architect evaluate before choosing a middleware solution?

## Options:

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- A- The middleware solution enforces the OAuth security protocol.
- B- The middleware solution is able to interface directly with databases via an Open Database Connectivity (ODBC) connection string.
- C- The middleware solution is capable of establishing a secure API Gateway between cloud applications and on-premise resources.

## Answer:

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C

## Explanation:

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When corporate guidelines mandate a firewall-protected entry point for cloud traffic, the middleware architecture must include a component capable of residing in a Demilitarized Zone (DMZ) or perimeter network. The architect must evaluate the solution's API Gateway capabilities.

A secure API Gateway acts as the intermediary that terminates external (cloud) TLS connections and inspects incoming traffic before proxying it to internal systems. It allows the security team to implement:

IP Whitelisting: Ensuring only Salesforce's IP ranges can access the gateway.

Mutual Authentication: Using certificates to verify that the request is genuinely coming from the Salesforce org.

Rate Limiting: Protecting on-premise resources from being overwhelmed by cloud requests.

Option A (OAuth) is an authorization framework and does not satisfy the network-level firewall requirement on its own. Option B (ODBC) is an internal database protocol that should generally never be exposed to a cloud-facing firewall due to security risks. By prioritizing a solution with a hardened API Gateway, the architect ensures that NTO meets its new security mandates while providing a scalable and secure bridge for Salesforce to access back-office services.

# Question 6

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Question Type: MultipleChoice

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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:

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

## Answer:

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C

## Explanation:

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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 7

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Question Type: MultipleChoice

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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 most appropriate 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:

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C

## Explanation:

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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.

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