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### QUESTION 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?

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

Correct Answer: C

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### QUESTION 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?

- A. Visualforce
- B. Custom Web Tab
- C. Canvas
- D. Lightning Component

Correct Answer: C

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### QUESTION 3

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. Use outbound Messaging to notify Salesforce promptly when product availability changes in the source system.
- B. Store the Salesforce Product ID in the source system to eliminate the need for External IDs and UPSERT API calls.



- C. Pre-process the data to avoid the need for workflow rules or triggers
- D. Use the Bulk API UPDATE or UPSERT records more efficiently.
- E. Contact Salesforce support to request that they turn off record locking on the Product2 object.

Correct Answer: BCD

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#### QUESTION 4

Northern Trail Outfitters needs to present shipping costs and estimated delivery times to their customers.

Shipping services used vary by region, and have similar but distinct service request parameters.

Which integration component capability should be used?

- A. Enterprise Service Bus to determine which shipping service to use, and transform requests to the necessary format.
- B. Outbound Messaging to request costs and delivery times from Shipper delivery services with automated error retry.
- C. APEX REST Service to implement routing logic to the various shipping service.
- D. Enterprise Service Bus user interface to collect shipper-specific form data.

Correct Answer: A

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#### QUESTION 5

Northern Trail Outfitters (NTO) has an integration set up between a Salesforce org and a quoting system. NTO would like to show a notification to all sales representatives that use Salesforce anytime the quoting system will be taken down for maintenance.

Which Salesforce API should an Integration Architect use to fulfill this requirement?

- A. Connect REST API
- B. Tooling API
- C. REST API
- D. Streaming API

Correct Answer: D

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