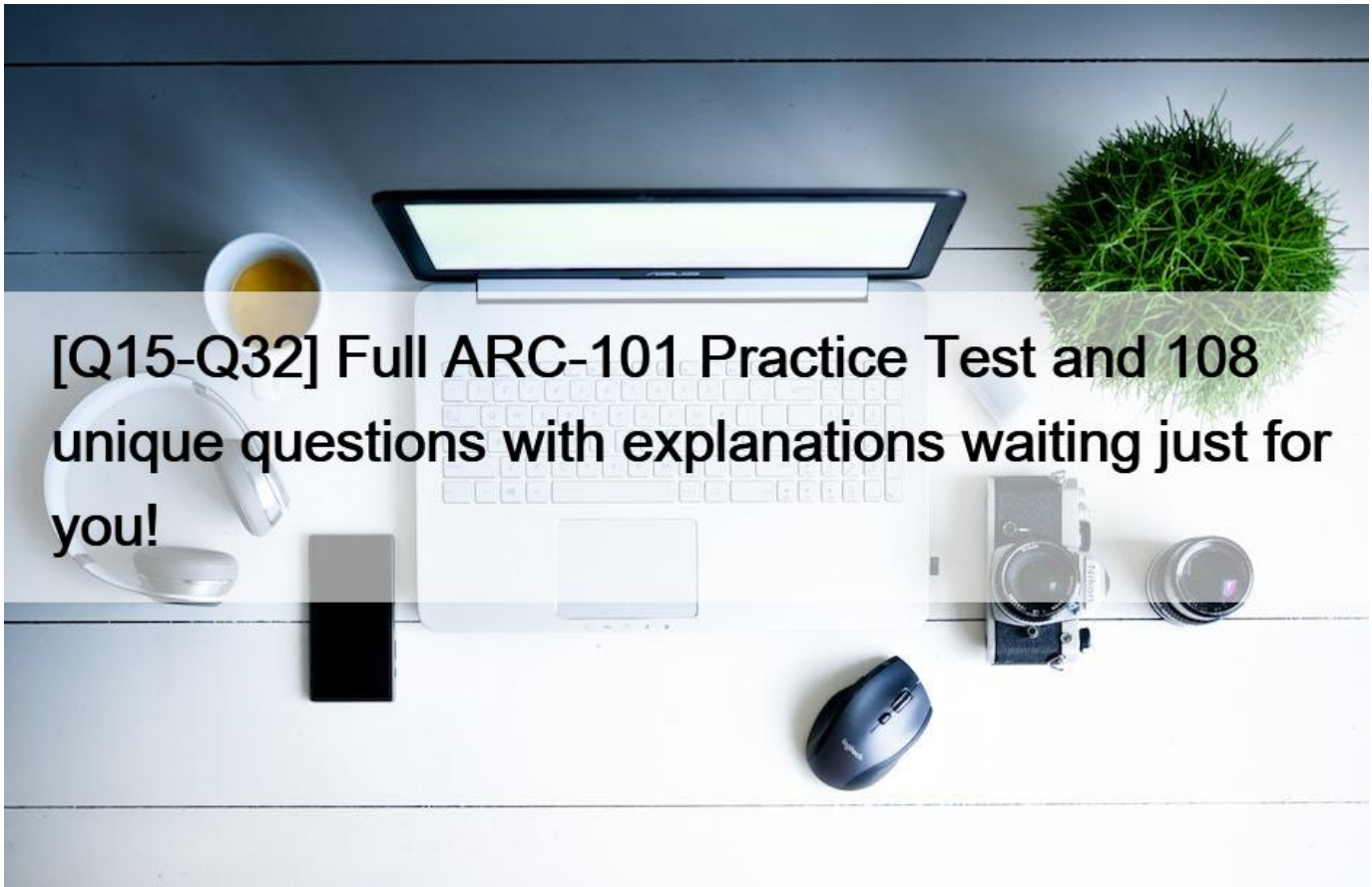


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Salesforce Architect Dumps ARC-101 Exam for Full Questions - Exam Study Guide

Salesforce ARC-101 is an exam designed for individuals who want to gain expertise in designing and building integration solutions within the Salesforce ecosystem. The exam covers topics such as integration architecture, data mapping, and application programming interfaces (APIs). Passing this exam validates a candidate's knowledge and skills in creating robust and scalable integration solutions that connect Salesforce with other systems.

QUESTION 15

A company needs to integrate a legacy on premise application that can only support SOAP API. After the Integration Architect has evaluated the requirements and volume, they determined that the Fire and Forget integration pattern will be most appropriate for sending data from Salesforce to the external application and getting response back in a strongly typed format.

Which integration capabilities should be used to integrate the two systems?

* Outbound Message for Salesforce to Legacy System direction and SOAP API using Enterprise WSDL for the communication

back from legacy system to salesforce.

- * Platform Events for Salesforce to Legacy System direction and SOAP API using Partner WSDL for the communication back from legacy system to salesforce.
- * Platform Events for Salesforce to Legacy System direction and SOAP API using Enterprise WSDL for the communication back from legacy system to salesforce.
- * Outbound Message for Salesforce to Legacy System direction and SOAP API using Partner WSDL for the communication back from legacy system to salesforce.

QUESTION 16

Service Agents at Northern Trail Outfitters uses 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 B2C Commerce system?

- * Salesforce B2C Commerce to Service Cloud Connector
- * A REST API offered by Commerce Platform
- * Mulesoft Anypoint Platform
- * REST API offered by Salesforce Platform

https://help.salesforce.com/articleView?id=icx_b2c_conversationalcommerce_connector.htm&type=5

QUESTION 17

Northern Trail Outfitters (NTO) uses Salesforce to track leads, opportunities and order details that convert leads to customers. However, Orders are managed by an external (remote) system. Sales representatives want to view and update real-time order information in Salesforce. NTO wants the data to only persist in the external system.

Which type of Integration should an architect recommend to meet this business requirement?

- * Data Visualization
- * Data Synchronization
- * Process Orchestration
- * Batch Processing

https://developer.salesforce.com/docs/atlas.en-us.integration_patterns_and_practices.meta/integration_patterns_and_practices/integ_pat_data_virtualization.htm

QUESTION 18

Northern Trail Outfitters (NTO) uses different shipping services for each of the 34 countries it serves. Services are added and removed frequently to optimize shipping times and costs. Sales Representatives serve all NTO customers globally and need to select between valid service(s) for the customer's country and request shipping estimates from that service.

Which two solutions should an architect propose?

Choose 2 answers

- * Use Platform Events to construct and publish shipper-specific events.
- * Invoke middleware service to retrieve valid shipping methods.
- * Use middleware to abstract the call to the specific shipping services.
- * Store shipping services in a picklist that is dependent on a country picklist.

QUESTION 19

Universal Containers (UC) is a global financial company. UC support agents would like to open bank accounts on the spot for a customer who is inquiring ab UC products.

During opening the bank account process, the agents execute credit checks for the customers through external agencies. At a given time, up to 30 concurrent rewill be using the service for performing credit checks for customers.

What error handling mechanisms should be built to display an error to the agent when the credit verification process failed?

- * In case the verification process is down, Use mock service to send the response to the agent.
- * Handle verification process error in the Verification Webservice API in case there is a connection issue to the Webservice if it responds with an error.
- * Handle integration errors in the middleware in case the verification process is down, then the middleware should retry processing the request multiple times.
- * In case the verification process is down, use fire and forget mechanism instead of request and reply to allow the agent to get the response back when the service is bar online.

QUESTION 20

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?

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

QUESTION 21

The director of customer service at Northern Trail Outfitters (NTO) wants to capture and trend specific business events that occur in Salesforce in real time. The metrics will be accessed in an ad-hoc manner using an external analytics system. The events that are of interest are:

A customer has initiated a product exchange via a Case A customer service rep clicks on the **Authorize Exchange Product** menu item on the Case A customer has initiated a subscription cancellation via a Case A customer service rep clicks on the **Initiate Refund** menu item on the Case Which two solutions will meet these business requirements?

Choose 2 answers

- * Case after insert Trigger that executes a callout.
- * Case Workflow Rule that sends an Outbound Message.
- * Case after insert Trigger that publishes a Platform Event.
- * Custom Apex controller that publishes a Platform Event.

QUESTION 22

A healthcare services company maintains a Patient Prescriptions System that has 50+ million records in a secure database. Their customer base and data set growing rapidly. They want to make sure that the following policies are enforced:

1. Identifiable patient prescriptions must exist only in their secure system's database and encrypted at rest.
2. Identifiable patient prescriptions must be made available only to people explicit authorized in the Patient Prescriptions System

assigned nurses and doctors, patient, and people explicitly the patient may authorize.

3. Must be available only to verified and pre-approved people or legal entities.

To enable this, the company provides the following capabilities:

1. One-time use identity tokens for patients, nurses, doctors, and other people that expire within a few minutes.
2. Certificates for legal entities.
- . RESTful services.

The company has a Salesforce Community Cloud portal for patients, nurses, doctors, and other authorized people. A limited number of employees analyze de identified data in Einstein Analytics.

Which two capabilities should the integration architect require for the Community Cloud portal and Einstein Analytics?

Choose 2 answers

- * Identity token data storage
- * Bulk load for Einstein Analytics
- * Callouts to RESTful services
- * Encryption in transit and at rest

QUESTION 23

An Architect is asked to build a solution that allows a service to access Salesforce through the API. What is the first thing the Architect should do?

- * Create a new user with System Administrator profile.
- * Authenticate the integration using existing Single Sign-On.
- * Authenticate the integration using existing Network-Based Security.
- * Create a special user solely for the integration purposes.

QUESTION 24

An architect decided to use Platform Events for integrating Salesforce with an external system for a company.

Which three things should an architect consider when proposing this type of integration mechanism?

Choose 3 answers

- * To subscribe to an event, the integration user in salesforce needs read access to the event entity.
- * Salesforce needs to be able to store information about the external system in order to know which event to send out.
- * External system needs to have the same uptime in order to be able to keep up with Salesforce Platform Events.
- * To publish an event, the integration user in salesforce needs create permission on the event entity.
- * Error handling must be performed by the remote service because the event is effectively handed off to the remote system for further processing.

QUESTION 25

KiA B2C Enterprise Customer has the following use case that involves processing payment from an external payment gateway service in Salesforce.

1. Customer requests Customer Service Representative (CSR) for a Service upgrade.
2. Customer provides credit card details to CSR for payment.
3. CSR submits payment information in Salesforce, and processed in a
4. CSR receives confirmation of payment.
5. CSR upgrades service for customer and confirms Customer.

external payment gateway.

This use case requires the CSR to obtain confirmation of payment before upgrading the service.

The integration with Payment gateway needs to be reliable and monitored for audit purposes.

The payment gateway service is an external RESTful service that the B2C Enterprise Customer has subscribed for.

What should an Integration Architect recommend for this integration?

- * Build a custom Apex Callout to external Payment gateway service and provide success message to the CSR, the details of callouts and responses are logged for audit purposes.
- * Use External Services feature to integrate gateway to Salesforce ensuring real-time updates the CSR and support post payment processes.
- * Make a callout to the payment gateway through ESB supporting error handling and logging for audit purposes.
- * Platform events allow integration to payment gateway through the exchange of real-time event data, platform events are scalable and secure.

QUESTION 26

An architect recommended using Apex code to make callouts to an external system to process insurance quote.

What should the integration architect consider to make sure this is the right option for the integration?

- * The maximum callouts in a single Apex transaction.
- * The maximum number of parallel Apex callouts in a single continuation.
- * The limit on long-running requests (total execution time).
- * The limit of pending operations in the same transaction.

QUESTION 27

Northern Trail Outfitters's ERP is integrated with Salesforce and syncs several million contacts per day. To prevent specific data from syncing, the integration uses a SOQL query filtered by sharing hierarchy.

Which two things should an architect do to improve the performance of the integration?

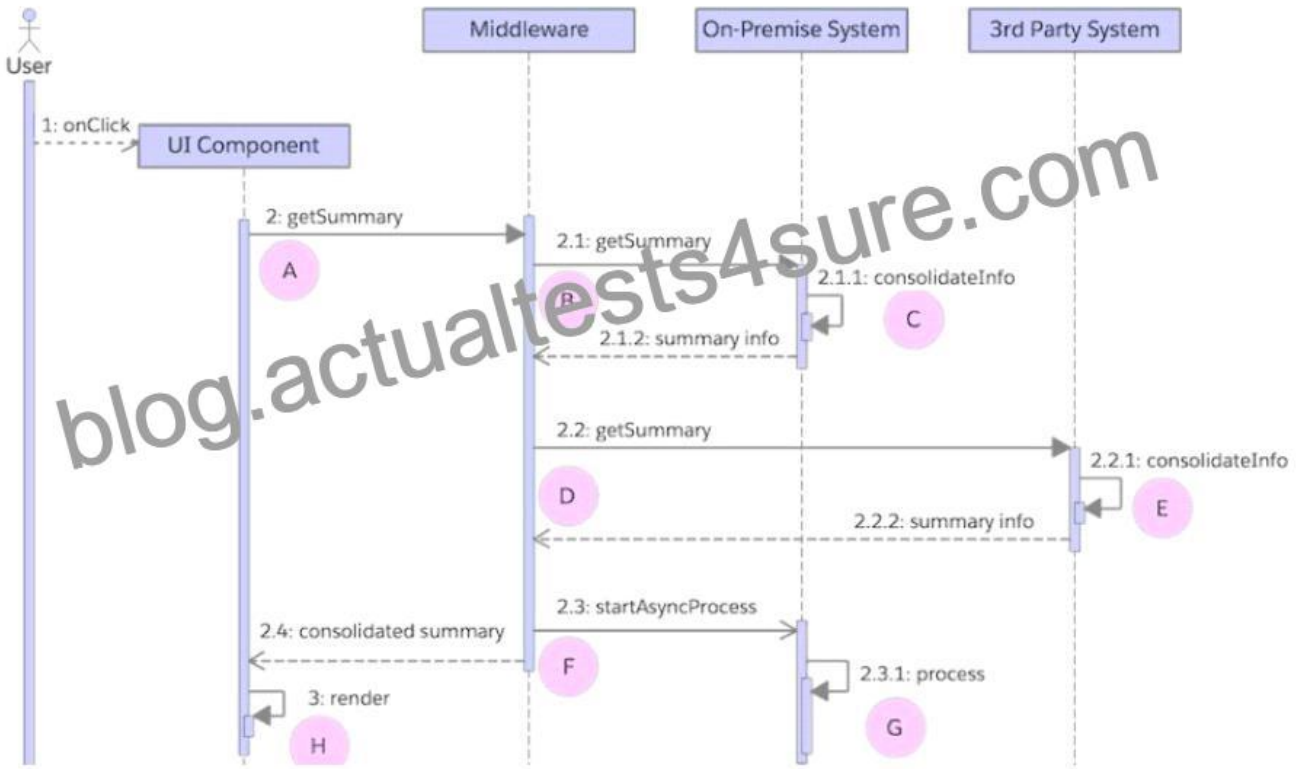
Choose 2 answers

- * Include non-selective criteria in query filters.
- * Remove the query filters.
- * Include selective criteria in query filters.
- * Remove the sharing restrictions.

<https://help.salesforce.com/articleView?id=000325247&type=1&mode=1>

QUESTION 28

A company's cloud-based single page application consolidates data local to the application with data from on premise and 3rd party systems. The diagram below typifies the application's combined use of synchronous and asynchronous calls.



The company wants to use the average response time of its application's user interface as a basis for certain alerts. For this purpose, the following occurs:

1. Log every call's start and finish date and time to a central analytics data store.
2. Compute response time uniformly as the difference between the start and finish date and time - A to H in the diagram.

Which computation represents the end-to-end response time from the user's perspective?

- * Sum of A to H
- * Sum of A to F
- * Sum of A, G, and H
- * Sum of A and H

QUESTION 29

A company that is a leading provider of training delivers courses to students globally. The company decided to use customer community in order to allow student to log in to the community, register for courses and pay course fees. The company has a payment gateway that takes more than 30 seconds to process the payment transaction. Students would like to get the payment result in real-time

so in case an error happens, the students can retry the payment process.

What is the recommended integration approach to process payments based on this requirement?

- * Use platform event to process payment to the payment gateway.
- * Use continuation to process payment to the payment gateway.

C Use change data capture to process payment to the payment gateway.

- * Use request and reply to make an API call to the payment gateway.

QUESTION 30

A large enterprise customer has decided to implement Salesforce as their CRM. The current system landscape includes the following:

1. An Enterprise Resource Planning (ERP) solution that is responsible for Customer Invoicing and Order fulfillment.
2. A Marketing solution they use for email campaigns.

The enterprise customer needs their sales and service associates to use Salesforce to view and log their interactions with customers and prospects in Salesforce.

Which system should be the System of record for their customers and prospects?

- * ERP with all prospect data from Marketing and Salesforce.
- * Marketing with all customer data from Salesforce and ERP.
- * Salesforce with relevant Marketing and ERP information.
- * New Custom Database for Customers and Prospects.

<https://www.workfront.com/blog/systems-of-record>

QUESTION 31

Which two requirements should the Salesforce Community Cloud support for self-registration and SSO?

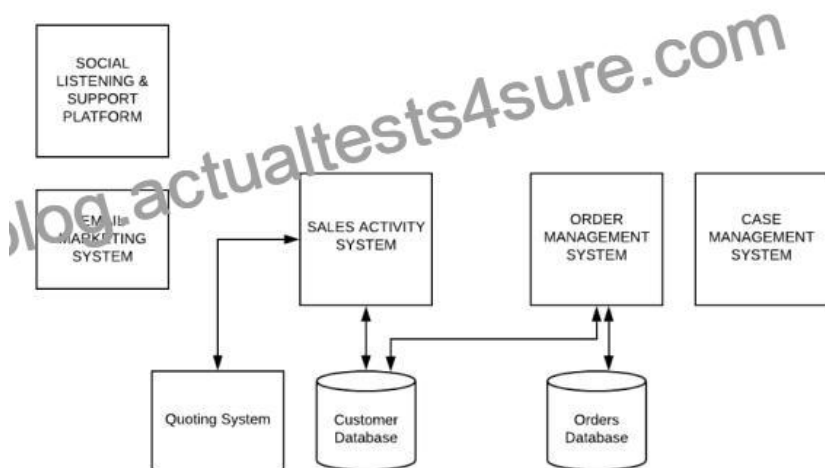
Choose 2 answers

- * SAML SSO and Registration Handler
- * OpenId Connect Authentication Provider and Registration Handler
- * SAML SSO and just-in-time provisioning
- * OpenId Connect Authentication Provider and just-in-time provisioning

QUESTION 32

A large B2C customer is planning to implement Salesforce CRM to become a Customer centric enterprise. Below, is their current system landscape diagram.

Current System Landscape



The goals for implementing Salesforce follows:

1. Develop a 360 view of customer
2. Leverage Salesforce capabilities for Marketing, Sales and Service processes
3. 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?

Choose 3 answers

- * Order Management System
- * Case Management System
- * Sales Activity System
- * Email Marketing System
- * Quoting System

The Salesforce ARC-101 exam covers a wide range of integration topics, including integration architecture, data integration, application integration, and identity management. The exam also covers the best practices for designing and building integration solutions, such as security, scalability, and maintainability.

Authentic Best resources for ARC-101 Online Practice Exam: <https://www.actualtests4sure.com/ARC-101-test-questions.html>