Free Questions for Salesforce-Hyperautomation-Specialist

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Question 1

Question Type: MultipleChoice

Which API policy can be applied to limit the number of requests an individual client can make to an API?

Options:

A- Client ID Enforcement

B- Spike Control

C- Rate limiting - SLA-Based

D- OAuth 2.0 access token enforcement

Answer:

C

Explanation:

The Rate Limiting - SLA-Based policy in Anypoint Platform is designed to control the number of requests an individual client can make to an API. This policy is highly configurable and allows you to set specific limits based on service level agreements (SLAs).

Rate Limiting - SLA-Based:

This policy helps protect APIs from being overwhelmed by too many requests by enforcing a limit on the number of requests a client can make within a specified time frame.

You can define different rate limits for different tiers of clients, ensuring fair usage and protecting backend services.

Anypoint Platform Rate Limiting Documentation

Question 2

Question Type: **MultipleChoice**

Northern Trail Outfitters wants to create an automation which runs on a fixed schedule to enter sales data into NetSuite running as a process in the background. The business product owner chose MuleSoft Composer as the tool for this task.

The Salesforce admin wants to advise the product owner about how the MuleSoft Composer scheduling functionality works.

Which two options are available for use as the time mechanism within MuleSoft Composer? (Choose two.)

Options:

A- Schedule based on a formula

B- Every 30 minutes

C- Every 30 days

D- Every 5 minutes

Answer:

B, D

Explanation:

MuleSoft Composer provides scheduling functionality that allows you to set up automated flows to run at specified intervals. The available options for scheduling within MuleSoft Composer include:

Every 30 minutes:

This option allows you to set up a flow to run every half hour, ensuring that your automation process is executed at regular intervals throughout the day.

Every 5 minutes:

This option enables the flow to run at a higher frequency, executing the automation process every 5 minutes, which is useful for scenarios that require more frequent updates or processing.

These scheduling options ensure that you can automate tasks at the desired frequency without manual intervention.

Question 3

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has outgrown its custom Extract-Transform-Load (ETL) solution and needs to migrate its ETL jobs to a new tool. One of the requirements is a single interface to view and manage the ETL jobs. Some of these ETL jobs interact with systems that are hosted on-premises.

According to Salesforce's hyperautomation best practices, how should Salesforce's various hyperautomation solutions be combined to meet NTO's requirements?

Options:

A- Migrate all integrations to MuleSoft Compose.
Use the Salesforce UI to view all MuleSoft Composer integrations.
Leverage MuleSoft RPA for on-premises systems.

B- Implement a three-tier API-led strategy to migrate its ETL jobs to a new tool.
Use Anypoint API Manager to view and manage all API integrations.

C- Migrate integrations with simple transformations to MuleSoft Composer and complex integrations to Anypoint Platform.
Use Anypoint Exchange to view and manage all API integrations.

D- Use External Services in Salesforce to connect with Anypoint Platform.
Use Orchestrator to coordinate the different ETL jobs in a single UI.
Leverage MuleSoft RPA for on-premises systems.

Answer:

C

Explanation:

To meet NTO's requirements of migrating ETL jobs and managing them efficiently, the following approach is recommended:

Migrate Simple Integrations to MuleSoft Composer:

MuleSoft Composer is suitable for simple transformations and straightforward data integrations that do not require complex logic or custom coding. This allows non-technical users to manage and automate these processes easily.

Migrate Complex Integrations to Anypoint Platform:

For more complex integrations that involve intricate business logic, large data volumes, or require advanced features like error handling, use Anypoint Platform. Anypoint Platform provides robust capabilities for building, deploying, and managing APIs and integrations.

Use Anypoint Exchange:

Anypoint Exchange serves as a centralized repository for all API assets, including those created using Composer and Anypoint Platform. It provides a single interface to view, manage, and share API integrations.

This approach leverages the strengths of both tools and ensures that all API integrations are efficiently managed and monitored.

Anypoint Platform Documentation

Anypoint Exchange Documentation

Question 4

Question Type: **MultipleChoice**

AnyAirlines implements a credit card program that requires customer applications to go through a review process before approval. They want to develop a series of hyperautomation solutions that will integrate to process the applications and enter the customer's information into a legacy system once approved.

They want to complete the following components:

An Einstein bot that will initiate the credit card application and create a record of an existing Salesforce Custom Object

A Salesforce flow that marks the credit card application as approved in Salesforce

An RPA process that interacts with multiple applications and websites

A simple MuleSoft Composer flow that triggers if a credit card application is approved and then invokes an RPA process

Which component will likely require the most effort to complete?

Options:

A- A simple MuleSoft Composer flow that triggers if a credit card application is approved and then invokes an RPA process

B- A Salesforce flow that marks the credit card application as approved in Salesforce

C- An RPA process that interacts with multiple applications and websites

D- An Einstein bot that will initiate the credit card application and create a record of an existing Salesforce Custom Object

Answer:

C

Explanation:

Developing an RPA process that interacts with multiple applications and websites typically requires the most effort due to several factors:

Complexity of Interaction:

RPA processes involve simulating human actions to interact with different user interfaces. This includes navigating web pages, filling out forms, and clicking buttons, which can be complex and time-consuming to script and test.

Integration Challenges:

The RPA process must handle different applications and websites, each with unique behaviors and potential for errors. Ensuring reliable and consistent interaction across these systems requires thorough testing and potentially custom handling for each system.

Maintenance and Updates:

RPA processes need to be maintained and updated as the applications or websites they interact with change. This ongoing effort can be significant compared to other components.

MuleSoft RPA Documentation

Question 5

Question Type: **MultipleChoice**

AnyAirlines is creating a hyperautomation solution that will run any time a record is created in NetSuite and will update a record in Salesforce. Many records present in Salesforce need to be related to the updated record. AnyAirlines wants to automatically update each of these dependent records.

When combined, which two hyperautomation solutions should be used to automate this process without involving IT? (Choose two.)

Options:

A- Anypoint Platform

B- Salesforce Flow

C- MuleSoft RPA

D- MuleSoft Composer

Answer:

B, D

Explanation:

To automate the process of updating related records in Salesforce when a record is created in NetSuite, combining Salesforce Flow and MuleSoft Composer is ideal:

MuleSoft Composer:

Use MuleSoft Composer to create a flow that triggers when a new record is created in NetSuite.

Configure the flow to update the corresponding record in Salesforce. This ensures that changes in NetSuite are automatically reflected in Salesforce.

Salesforce Flow:

Use Salesforce Flow to create a record-triggered flow that updates all dependent records whenever the primary Salesforce record is updated.

This flow can be set to trigger on updates to the primary record and include logic to identify and update all related records.

Combining MuleSoft Composer for integration and Salesforce Flow for in-Salesforce automation ensures that the entire process is streamlined and automated without requiring IT involvement.

MuleSoft Composer Documentation

Salesforce Flow Documentation

Question 6

Question Type: **MultipleChoice**

The customer support team at Northern Trail Outfitters manages and maintains customer service cases using Service Cloud. The team collaborates with other stakeholders such as the sales, product, and technical support teams to resolve cases using Slack.

The team needs to use a MuleSoft Composer flow to automatically trigger when a case is created or modified in Service Cloud with notifications in Slack. Based on these specific case requirements, the team routes the cases to the sales, product, or the technical support team.

What flow component must the customer support team use to route the cases?

Options:

A- For Each

B- If/Else

C- Switch/Case

D- Swimlane

Answer:

C

Explanation:

To route cases based on specific criteria to different teams (sales, product, or technical support) using MuleSoft Composer, the Switch/Case component is the most appropriate choice:

Create a MuleSoft Composer Flow:

Start by creating a flow in MuleSoft Composer that triggers when a case is created or modified in Service Cloud.

Use the Switch/Case Component:

Add a Switch/Case component to the flow. This component allows you to define multiple conditions and route the flow based on these conditions.

Define the different case routing criteria (e.g., case type, priority) within the Switch/Case component. For each case, specify the condition that determines which team the case should be routed to.

Configure Notifications in Slack:

For each case defined in the Switch/Case component, configure the corresponding actions to send notifications to the appropriate Slack channels.

The Switch/Case component enables complex conditional logic, making it ideal for routing cases to different teams based on predefined criteria.

MuleSoft Composer Documentation

Question 7

Question Type: **MultipleChoice**

AnyAirlines releases a new REST API that exposes access to an RPA process. The RPA process can only handle a limited number of interactions per second before the API begins returning errors.

Which policy should AnyAirlines apply to prevent the API from being overloaded?

Options:

A- JSON threat protection

B- Rate Limiting - SLA

C- Spike Control

D- Client ID Enforcement

Answer:

C

Explanation:

To prevent an API from being overloaded, the Spike Control policy is suitable. It helps manage sudden bursts of traffic by limiting the rate at which requests are processed. Here's how it works:

Preventing Overloads:

Spike Control smooths out bursts of incoming requests by enforcing a rate limit over a short period, protecting the backend systems from being overwhelmed by excessive traffic.

Configuration:

Apply the Spike Control policy to the API to define the maximum number of requests allowed within a specific timeframe.

This ensures that the API can handle a limited number of interactions per second, preventing errors due to overload.

Implementation:

In Anypoint Platform, configure the Spike Control policy to the desired thresholds, ensuring the RPA process can handle the load effectively without errors.

Anypoint Platform Spike Control Documentation

Question 8

Question Type: MultipleChoice

Northern Trail Outfitters is building a hyperautomation solution using Salesforce and MuleSoft. They need to use Salesforce Flow to automate a multi-departmental process in an external system and capture the outcome in Salesforce.

How should the Salesforce Flow solution be structured to meet this requirement?

Options:

A- An autolaunched flow invoked by REST API to update Salesforce after the process is completed

B- A Flow Orchestration to automate the multi-departmental process and update Salesforce records

C- Parent and subflows invoked by REST API to capture user inputs and update Salesforce records

D- An evaluation flow which evaluates when the process is completed and updates Salesforce records

Answer:

B

Explanation:

Salesforce Flow Orchestration is designed to manage complex, multi-step business processes that span multiple departments and systems. Here's how it can be structured to meet the requirement:

Automate Multi-Departmental Process:

Use Flow Orchestration to define and manage the steps involved in the multi-departmental process. It allows you to break down the process into stages and define the sequence of actions and approvals required.

Capture Outcome in Salesforce:

After completing the external process, Flow Orchestration can be configured to update Salesforce records with the outcome. This ensures that the results of the automated process are reflected within Salesforce.

Orchestration Capabilities:

Salesforce Flow Orchestration provides features such as task assignments, decision elements, and complex branching logic, which are ideal for managing multi-departmental workflows.

Salesforce Flow Orchestration Documentation

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