

Salesforce Certified Hyperautomation Specialist Exam

Salesforce Salesforce-Hyperautomation-Specialist

Version Demo

Total Demo Questions: 8

Total Premium Questions: 80

Buy Premium PDF

<https://passqueen.com>

support@passqueen.com

PASSQUEEN.COM

support@passqueen.com

Topic Break Down

Topic	No. of Questions
Topic 1, Process Automation	22
Topic 2, Integration	43
Topic 3, Robotic Process Automation	14
Topic 4, Mix Questions	1
Total	80

QUESTION NO: 1

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?

- A. For Each
- B. If/Else
- C. Switch/Case
- D. Swimlane

ANSWER: B

Explanation:

If/Else is the MuleSoft Composer flow-control component used to evaluate case data and route processing to the appropriate team. After configuring the Salesforce connector trigger for a Case record being created or updated, the flow can inspect fields that represent the routing criteria, such as case type, product, priority, origin, or a custom assignment field. An If/Else block evaluates a condition and executes the actions in the matching branch. Each branch can then use the Slack connector to post a notification to the sales, product, or technical-support channel, including relevant case details and a link to the Service Cloud record.

For routing across three teams, the flow can use nested If/Else blocks or sequential conditional evaluation: first evaluate whether the case meets the sales criteria, then evaluate product criteria in the alternate branch, and use the remaining branch for technical support. This keeps routing logic explicit and ensures that the notification action is executed only for the team selected by the case attributes. MuleSoft Composer documents If/Else as the component for adding conditional logic to a flow; its Salesforce connector supports triggers based on Salesforce record changes. See [MuleSoft Composer If/Else documentation](#) and [MuleSoft Composer Salesforce Connector documentation](#).

QUESTION NO: 2

AnyAirlines is attempting to automate a process that triggers when a case is created in Salesforce but requires data to be extracted from a website without an API. It plans to automate the process using MuleSoft Composer and MuleSoft RP

A.

During the design phase, it uses RPA Recorder to gather the steps required to interact with the website.

What will automatically be gathered by RPA Recorder when recording a manual activity?

- A. Variable information used by the user during the process
- B. Conditional decisions made by the user during the process
- C. Comments on the purpose of the different steps carried out by the user
- D. Documentation on the elements used by the user during the process

ANSWER: D

Explanation:

Documentation on the elements used by the user during the process is automatically gathered because MuleSoft RPA Recorder observes and captures the user-interface context associated with the manual interactions being recorded. As a

user works through the website, the recorder identifies the applications and interface elements involved in actions such as clicking controls, entering values, and navigating pages. This captured element information provides the technical foundation needed to model the activity and later configure an RPA bot to interact with the same interface reliably.

In a website with no available API, this capability is especially important: the bot must use the presentation layer in a controlled way, rather than call a backend service. Recording the activity supplies a documented sequence of the user's interactions and the relevant UI targets, helping the automation designer understand what the bot needs to recognize and operate. The recorded material can then be reviewed and refined during process design before it is implemented in MuleSoft RPA Manager and executed by a bot.

Salesforce describes RPA Recorder as a tool for recording user actions and creating process documentation for automation design. See the [MuleSoft RPA Recorder documentation](#) and the [MuleSoft RPA overview](#).

QUESTION NO: 3

Northern Trail Outfitters recently purchased another company. Both companies have separate Salesforce orgs. One business user wants to automate a workflow which requires data transfer between both orgs and automates a distinct multi-user workflow within one of the orgs.

According to best practices, which two hyperautomation tools should these workflows use? (Choose two.)

- A. Flow Orchestration
- B. Anypoint Platform
- C. MuleSoft RPA
- D. MuleSoft Composer

ANSWER: A D

Explanation:

MuleSoft Composer is the appropriate low-code integration tool for the data-transfer requirement between the separate Salesforce orgs. Composer is designed to let business users build integrations between Salesforce and other systems using prebuilt connectors and visual integration flows. A flow can be configured with a Salesforce trigger and actions that create or update records in the other Salesforce org, supporting the post-acquisition need to coordinate data without requiring custom integration code. Salesforce describes Composer as a tool for connecting applications and automating integrations through a no-code or low-code experience.

Flow Orchestration is designed for an end-to-end business process that spans multiple users and steps within an org. An orchestration coordinates stages, interactive steps assigned to users or queues, background steps, and the underlying flows. This makes it suitable for the distinct multi-user process, where work must be routed, completed by the appropriate people, and progressed through a controlled sequence. Using Composer for cross-org integration and Flow Orchestration for human-centric, multi-user process coordination applies each tool to its intended hyperautomation role. See [Salesforce Help: MuleSoft Composer](#) and [Salesforce Help: Flow Orchestration](#).

QUESTION NO: 4

The MuleSoft team at Northern Trail Outfitters wants to create a project skeleton that developers can use as a starting point when creating API implementations with Anypoint Studio. This will help drive consistent use of best practices within the team.

Which type of Anypoint Exchange artifact should be added to Exchange to publish the project skeleton?

- A. RAML trait definitions to be reused across API implementations
- B. A custom asset with the default API implementation
- C. A MuleSoft application template with key components
- D. An example of an API implementation following best practices

ANSWER: C

Explanation:

A MuleSoft application template with key components is the appropriate Exchange artifact for publishing a reusable project skeleton that developers can consume from Anypoint Studio. Application templates package a preconfigured Mule application structure, including implementation patterns, common flows, connector configuration, error-handling approaches, dependencies, and placeholder properties. A team can therefore encode its agreed engineering standards directly in the template, allowing each new implementation to begin from a consistent, maintainable baseline rather than requiring developers to recreate foundational components manually.

When a developer creates a project in Anypoint Studio, an application template can be selected from Exchange and used to generate a new application project. The resulting project is an independent copy that the developer can adapt to the specific API implementation while retaining the template's established architecture and reusable building blocks. This directly supports governance and consistent adoption of delivery best practices across the team. MuleSoft describes templates as Exchange assets intended to accelerate development by providing a starting point for new Mule applications. See the [Anypoint Exchange asset creation documentation](#) and the [Anypoint Studio project creation documentation](#).

QUESTION NO: 5

The Ops team at AnyAirlines needs to periodically check the status of an API to see if the connected database is down for maintenance.

Where should the Ops team set up a scheduled API call and view the status history?

- A. API Manager Analytics
- B. API Functional Monitoring
- C. API Manager Alerts
- D. API Monitoring Dashboard

ANSWER: B

Explanation:

API Functional Monitoring is the appropriate capability because it lets an operations team define monitors that invoke an API endpoint on a recurring schedule from selected locations. A monitor can send the required HTTP request and assess the response, such as its availability, status code, response time, and expected response content. This makes it suitable for detecting when an API's database dependency is unavailable for planned maintenance or any other outage condition.

After the monitor runs, the team can use Functional Monitoring to inspect individual executions and historical results. The monitoring history provides the evidence needed to identify when the API became unavailable, how long the condition persisted, and whether subsequent scheduled checks recovered successfully. Teams can also configure notifications so responsible personnel are informed when monitor checks fail or recover. This is proactive synthetic monitoring: it tests the externally observable behavior of the API on a schedule rather than relying only on analytics from API traffic that has already occurred.

Salesforce documentation describes creating monitors, scheduling their runs, and reviewing monitor results in [Anypoint Functional Monitoring](#). For setup details on defining HTTP requests and assertions used by a monitor, see [Create a Functional Monitor](#).

QUESTION NO: 6

AnyAirlines is developing an RPA process to extract information from a legacy system. To capture the manual workflow, they leverage RPA Recorder.

Which two best practices should they be aware of when working with the autogenerated workflow code? (Choose two.)

- A. All autocaptured information is for documentation purposes only.

- B. Some autogenerated code must be replaced with more robust or specialized action steps.
- C. The autogenerated workflows may contain sensitive information that must be removed.
- D. All keystrokes and mouse clicks in the autogenerated code must be disabled before deploying to production.

ANSWER: B C

Explanation:

RPA Recorder accelerates initial process creation by observing user interactions and generating a workflow from the recorded steps. That output should be treated as a starting point rather than production-ready automation. **Some autogenerated code must be replaced with more robust or specialized action steps.** Reviewing the recording lets a developer replace fragile, interaction-specific steps with actions that use reliable application recognition, appropriate waits, validation, reusable logic, and explicit exception handling. This improves resilience when screen timing, layouts, or application states vary from the original recording.

It is also essential to review recorded workflows for confidential material before sharing, committing, or deploying them. **The autogenerated workflows may contain sensitive information that must be removed.** A recording can capture values entered during the process, including credentials, personally identifiable information, or other business-sensitive data. Removing those values and obtaining them at runtime through approved secure configuration or credential-management mechanisms helps protect data and supports organizational security requirements. MuleSoft describes Recorder as a tool for recording interactions and generating automation workflow content, while its RPA guidance emphasizes developing and maintaining reliable process automations. See [MuleSoft RPA Recorder documentation](#) and [MuleSoft RPA documentation](#).

QUESTION NO: 7

AnyAirlines exposes a booking API to several partner applications. Premium partners are allowed a larger request quota than standard partners, and every request must be associated with an identified client application.

Which two API policies should AnyAirlines apply? (Choose two.)

- A. Client ID Enforcement
- B. Rate Limiting - SLA-Based
- C. Spike Control
- D. OAuth 2.0 access token enforcement

ANSWER: A B

Explanation:

Client ID Enforcement identifies and authenticates the client application making the request by requiring client credentials. This provides the client identity needed to apply consumer-specific API controls.

Rate Limiting - SLA-Based applies request quotas according to SLA tiers assigned to client applications. This allows premium and standard partners to receive different permitted request volumes. Spike Control protects against short-term traffic bursts but does not provide tier-specific quotas, and OAuth 2.0 access token enforcement does not by itself define request allowances for subscription tiers.

QUESTION NO: 8

The MuleSoft development team at Northern Trail Outfitters has established a standard project structure for API implementations. The structure includes common error handling, logging, configuration files, and placeholder properties.

The team wants other developers to start new Mule applications from this structure rather than manually recreating it for every project.

Which two actions should the team take? (Choose two.)

- A. Create a Mule application template that contains the standard project components.
- B. Publish the Mule application template to Anypoint Exchange.
- C. Publish only a RAML specification that describes the standard project structure.
- D. Register the project skeleton in API Manager as a managed API.

ANSWER: A B

Explanation:

The team should package the reusable project structure as a Mule application template and publish it to Anypoint Exchange. A template provides a configurable starting point that developers can import into Anypoint Studio and adapt for a new implementation.

A RAML or OpenAPI specification defines an API contract but does not provide a complete Mule application structure with shared implementation components. API Manager governs deployed APIs and policies, but it is not the catalog mechanism for distributing project skeletons to developers.