SafeCity Salesforce Project:

Phase 7: Integration & External Access

In this phase, we focused on enabling Salesforce to interact with external systems in a **secure and controlled manner**. The key components implemented were **Remote Site Settings** and **Auth Provider**.

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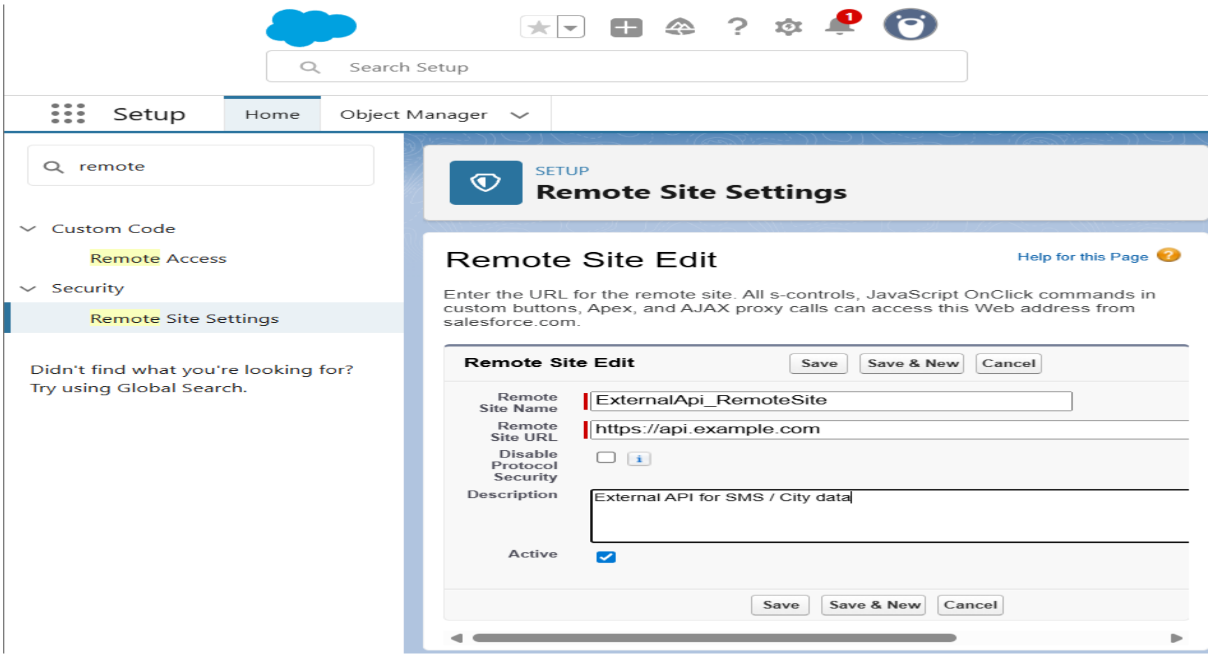
1. Remote Site Settings

Purpose:
Salesforce enforces strict security policies and does not allow callouts to external endpoints unless the URL is explicitly registered. Remote Site Settings allow us to **whitelist external domains** so Salesforce can safely send and receive data.

Configuration:

- Created a new Remote Site called **SafeCity_Remote**.
- Added the dummy URL: https://api.example.com.
- Marked the site as **Active**.

Outcome:
Now, Salesforce is authorized to perform HTTP callouts to the whitelisted domain. This is essential for future integrations (e.g., syncing complaint data with municipal or police systems).



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Remote Site Edit

Enter the URL for the remote site. All s-controls, JavaScript OnClick commands in custom buttons, Apex, and AJAX proxy calls can access this Web address from salesforce.com.

Remote Site Edit

Remote Site Name: ExternalApi_RemoteSite
Remote Site URL: https://api.example.com
Disable Protocol Security: □
Description: External API for SMS / City data
Active: ☑

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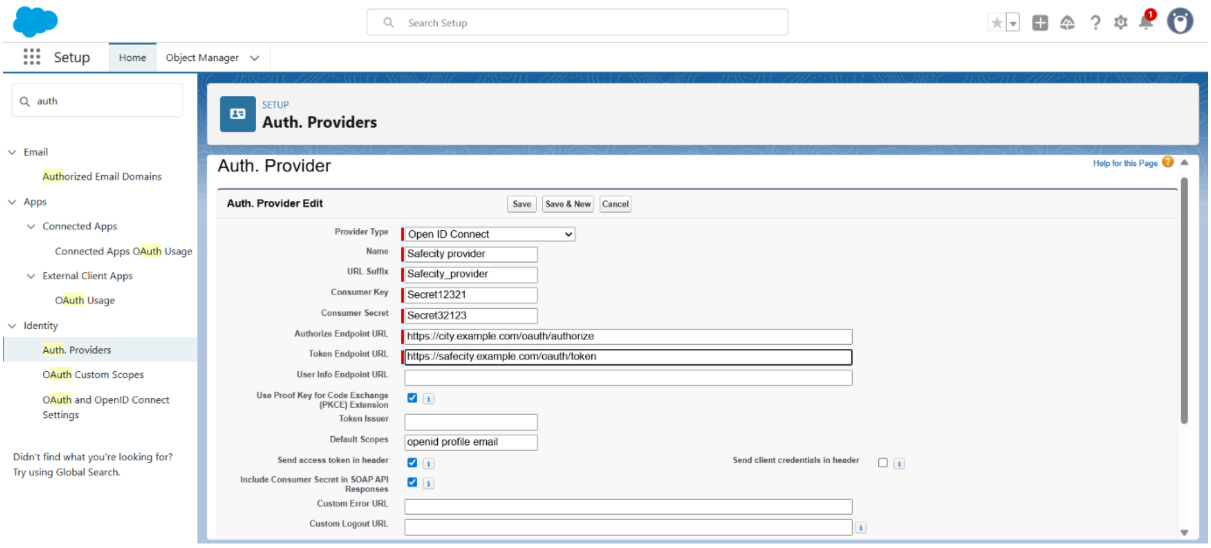
2. Auth Provider

Purpose:
Auth Providers in Salesforce define how the platform can securely **authenticate with external systems** using industry-standard protocols like OAuth 2.0. This avoids hardcoding usernames and passwords.

Configuration:

- Created a new **Auth Provider** (OpenID Connect type for demonstration).
- Entered placeholder **Consumer Key** and **Consumer Secret** values.
- Used the auto-generated Salesforce **Callback URL** to complete the setup.

Outcome:
This simulates an OAuth handshake, enabling SafeCity to integrate with external services (for example, authenticating citizens through a third-party identity provider).



Auth. Provider

Auth. Provider Edit

Provider Type	Open ID Connect
Name	Safecity provider
URL Suffix	Safecity_provider
Consumer Key	Secret12321
Consumer Secret	Secret32123
Authorize Endpoint URL	https://city.example.com/oauth/authorize
Token Endpoint URL	https://safecity.example.com/oauth/token
User Info Endpoint URL	
Use Proof Key for Code Exchange (PKCE) Extension	☑
Token Issuer	
Default Scopes	openid profile email
Send access token in header	☑
Send client credentials in header	□
Include Consumer Secret in SOAP API Responses	☑
Custom Error URL	
Custom Logout URL	

3. Named Credentials (Skipped)

Note:
Although Named Credentials are generally recommended to combine authentication + endpoint in one place, for this project we limited our scope to **Remote Site Settings** and **Auth Provider** only. Named Credentials can be added in the future if real API callouts are required.