**Phase 7: Integration & External Access**

In this phase, **WhatNext Vision Motos** establishes seamless connectivity between Salesforce and external systems such as IoT platforms, payment gateways, ERP solutions, and mobility service applications. These integrations ensure **real-time data exchange, automation, and a unified ecosystem** to drive innovation and customer excellence.

**Named Credentials**

* Centralized storage of external system endpoints and authentication details.
* Example: Connecting securely to an external **Telematics API** for fetching live vehicle data (battery health, mileage, GPS).

**External Services**

* Auto-generated actions from OpenAPI or WSDL specifications.
* Example: Integration with **payment gateways** for subscription billing using declarative tools.

**Web Services (REST/SOAP)**

* **REST APIs** for lightweight integrations like mobile app communication.
* **SOAP APIs** for structured, enterprise-grade data exchange with ERP systems.

**Callouts**

* Outbound requests to external systems for real-time updates.
* Example: Sending service status updates to a **customer mobile app** whenever a service request is completed.

**Platform Events**

* Publish/subscribe model for event-driven architecture.
* Example: When a **Vehicle Breakdown Request** is created, a platform event notifies roadside assistance instantly.

**Change Data Capture (CDC)**

* Tracks data changes in Salesforce and syncs with external systems.
* Example: When a new *Subscription* record is created or updated, CDC automatically notifies the billing system.

**Salesforce Connect**

* Provides access to external data sources without storing them in Salesforce.
* Example: Viewing **real-time supplier inventory** directly inside Salesforce for spare parts ordering.

**API Limits**

* Monitoring and optimizing API usage to prevent hitting daily limits.
* Example: Bulk processing IoT data using **Batch Apex + Composite API** for efficiency.

**OAuth & Authentication**

* Secure authentication mechanism for external apps and partners.
* Example: Mobile app users log in using **Salesforce OAuth** ensuring secure and controlled access.

**Remote Site Settings**

* Whitelisting trusted external domains for callouts.
* Example: Adding **EV Charging Network API URL** to allow secure data requests.