**. API & Middleware Integration Architecture**

* **CRM-ERP API Layer**: REST APIs developed to sync customer records, financial transactions, and case histories.
* **MuleSoft Middleware Configuration**: Enables data orchestration across legacy HRMS and SAP with transformation mappings, retry policies, and error handlers.
* **Authentication**: OAuth2.0 implemented via Azure B2C for API access with JWT token validation.
* **Documentation**: Interface Control Documents (ICDs) include endpoint details, payload schemas, status codes, and versioning protocols.