Phase 7: Integration & External Access

Objective

Enable your Salesforce org to securely interact with **external systems** and allow external systems to interact with Salesforce. This includes REST/SOAP services, platform events, and real-time integrations.


1️⃣ Named Credentials

- **Purpose:** Store authentication settings for external services in a secure, reusable way.
- **Implementation Steps:**
    1. Go to **Setup → Named Credentials → New Named Credential**.
    2. Fill details:
        - **Label / Name**: e.g., `VehiclePartsAPI`
        - **URL**: Base URL of the external API
        - **Authentication**: Choose OAuth 2.0, Password Authentication, or No Authentication
    3. Save and test connection.
- **Use case in project:** Call external parts inventory API to fetch stock levels.

2️⃣ External Services

- **Purpose:** Integrate external APIs declaratively using **Flows** and **Apex actions**.
- **Steps:**
    1. Go to **Setup → External Services → New External Service**.
    2. Provide **API Schema (OpenAPI/Swagger)** URL.
    3. Register the service.
    4. Use in **Flows** or **Apex** to automate external requests.
- **Project use case:** Trigger preventive maintenance reminders using external scheduling service.
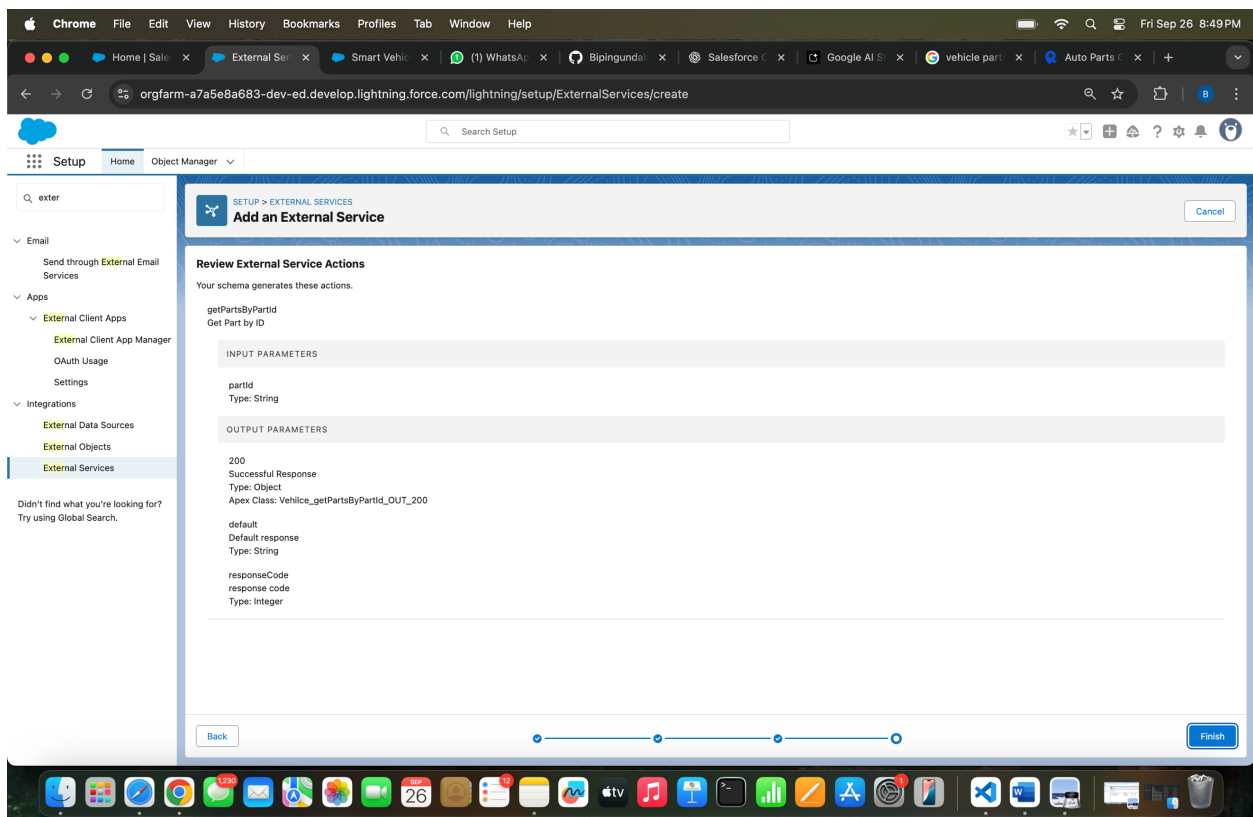
Remaining steps were not required for my project