

Integrate Salesforce with Google Play Review API

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1. Introduction

The Google Play Developer Reply to Reviews API allows you to view user feedback for your app and reply to this feedback. You can use this API to interact with users directly within your existing customer support toolkit, such as a CRM system.

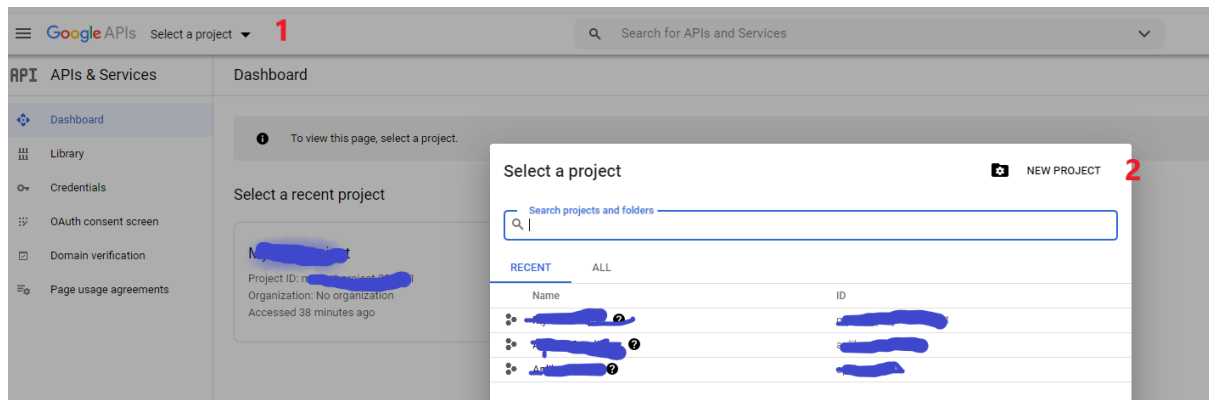
The Reply to Reviews API allows you to access feedback only for production versions of your app. If you want to see feedback on alpha or beta versions of your app, use the Google Play Console instead. Also, note that the API shows only the reviews that include comments. If a user rates your app but does not provide a comment, their feedback is not accessible from the API.

These materials provides:

1. Setup Google Console's Project
2. Configure Google's REST API Authentication in Salesforce
3. Some simple callout example and a simple use case

2. Setup Project in Google Console


1. Go to [Google Cloud Platform](#) then Log in.
2. Select Create button to create a new Project



3. Fill Project Name and click Create button.

Google APIs

New Project

 You have 19 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)

[MANAGE QUOTAS](#)

Project name * ?

Project ID: summer-mountain-297903. It cannot be changed later. [EDIT](#)


Location * [BROWSE](#)

Parent organization or folder

[CREATE](#) [CANCEL](#)

4. Select ENABLE APIS AND SERVICES

Google APIs My Project 86439 Search for APIs and Services

API	APIs & Services	+ ENABLE APIS AND SERVICES
Dashboard	 You don't have any APIs available to use yet. To get started, click "Enable APIs and services" or go to the API library	
Library		

5. Choose the needed API.

Google APIs

My Project 86439

API Library

Financial services (1)

Firestore (5)

Google Cloud APIs (29)

G Suite (18)

Healthcare (4)

Machine learning (8)

Maps (17)

Mobile (12)

Monitoring (4)

Networking (6)

Security (5)

Social (4)

Storage (6)

YouTube (3)

Other (82)

as sentiment analysis, entity...

machine learning models.

VIEW ALL (18)

Google Drive API

Google

The Google Drive API allows clients to access resources from Google Drive.

Google Calendar API

Google

Integrate with Google Calendar using the Calendar API.

Gmail API

Google

Flexible, RESTful access to the user's inbox.

Google Sheets API

Google

The Sheets API gives you full control over the content and appearance of your spreadsheet.

Google Workspace Marketplace SDK

Google

A toolkit for integrating web applications with Google Workspace.

Admin SDK API

Google

Admin SDK lets administrators of enterprise domains to view and manage resources like user...

YouTube Data API v3

Google

The YouTube Data API v3 is an API that provides access to YouTube data, such as videos, playlists...

YouTube Analytics API

Google

Retrieves your YouTube Analytics data.

YouTube Reporting API

Google

Schedules reporting jobs containing your YouTube Analytics data and downloads the resulting

Google+ API

Google

The Google+ API enables developers to build on top of the Google+ platform.

Blogger API v3

Google

The Blogger API provides access to posts, comments and pages of a Blogger blog.

Google+ Domains API

Google

The Google+ Domains API enables developers to build on top of the Google+ platform for Google

Google People API

Google

Provides access to information about profiles and contacts.

Contacts API

Google

The Contacts API lets you view, edit, and organize your contacts.

Google Cloud Platform

Google Play Console Developer

Search products and resources

Google Play Android Developer API

Google

Manage your app in the Google Play Store

ENABLE

TRY THIS API

OVERVIEW

DOCUMENTATION

SUPPORT

Overview

The Google Play Developer API allows you to manage your app in the Google Play Store. This includes managing your in-app products, subscriptions, store listings and APKs.

About Google

Google's mission is to organize the world's information and make it universally accessible and useful. Through products and platforms like Search, Maps, Gmail, Android, Google Play, Chrome and YouTube, Google plays a meaningful role in the daily lives of billions of people.

Additional details

Type: [SaaS & APIs](#)

Last updated: 3/19/21

Category: [Mobile](#)

Service name: androidpublisher.googleapis.com

6. Go to OAuth consent screen. Add Application Name, add Application Logo (if needed)
Add *salesforce.com* to Authorized Domain. Then SAVE AND CONTINUE to Scope.

Google APIs

My Project 86439

APIs & Services

Dashboard

Library

Credentials

OAuth consent screen

Domain verification

Page usage agreements

Edit app registration

1 OAuth consent screen

2 Scopes

3 Test users

4 Summary

App information

This shows in the consent screen, and helps end users know who you are and contact you

App name *

testapp

The name of the app asking for consent

User support email *

florentaryo@gmail.com

For users to contact you with questions about their consent

App logo

BROWSE

Upload an image, not larger than 1MB on the consent screen that will help users recognize your app. Allowed image formats are JPG, PNG, and BMR. Logos should be square and 120px by 120px for the best results.

App domain

To protect you and your users, Google only allows apps using OAuth to use Authorized Domains. The following information will be shown to your users on the consent screen.

Application home page

Provide users a link to your home page

Application privacy policy link

Provide users a link to your public privacy policy

Application terms of service link

Provide users a link to your public terms of service

Authorized domains

When a domain is used on the consent screen or in an OAuth client's configuration, it must be pre-registered here. If your app needs to go through verification, please go to the [Google Search Console](#) to check if your domains are authorized. [Learn more](#) about the authorized domain limit.

salesforce.com

+ ADD DOMAIN

Developer contact information

Email addresses *

florentaryo@gmail.com





These email addresses are for Google to notify you about any changes to your project.

SAVE AND CONTINUE

CANCEL

7. Select scope. Scope defined what type of access your app can guarantee.


- /auth/userinfo.email
- /auth/userinfo.profile
- openid
- /auth/androidpublisher

 Filter Enter property name or value 				
<input checked="" type="checkbox"/>		API 	Scope	User-facing description
<input checked="" type="checkbox"/>			.../auth/userinfo.email	See your primary Google Account email address
<input checked="" type="checkbox"/>			.../auth/userinfo.profile	See your personal info, including any personal info you've made publicly available
<input checked="" type="checkbox"/>			openid	Associate you with your personal info on Google
<input checked="" type="checkbox"/>		Google Play Android Developer API	.. ./auth/androidpublisher	View and manage your Google Play Developer account


Tip: Remove 'Your sensitive scopes' and 'Your restricted scopes' because it needs approval

Your sensitive scopes

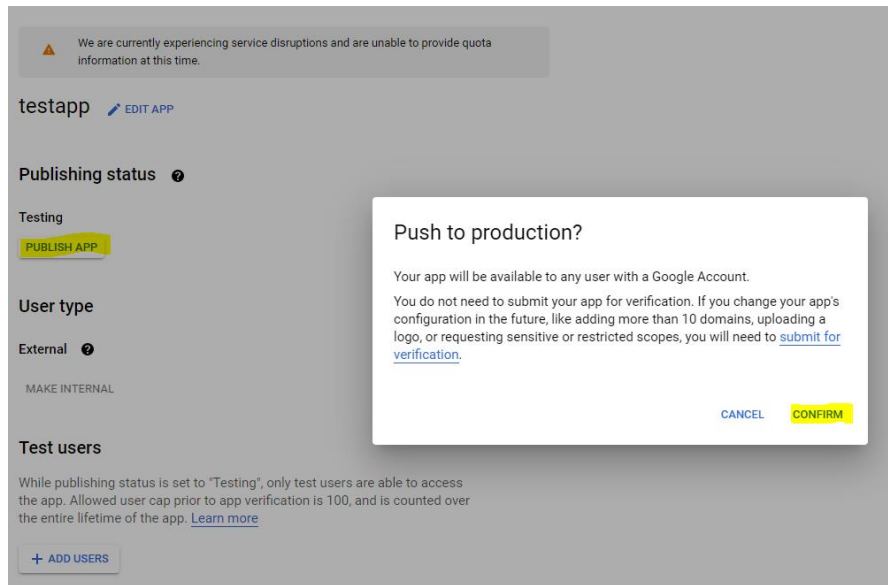
Sensitive scopes are scopes that request access to private user data.

<input type="radio"/>	API 	Scope	User-facing description
No rows to display			

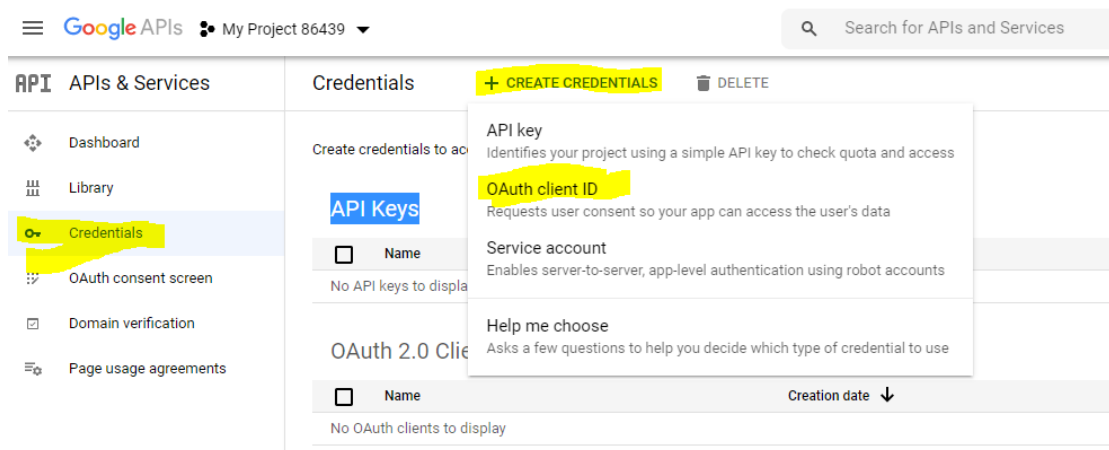
Your restricted scopes

Approval required. 

8. After finished setup OAuth consent, select OAuth consent and select PUBLISH APP



9. Create credentials, choose for that OAuth client ID.



10. Select Web Application, add some Name, leave other fields blank. Select CREATE.

Google APIs My Project 86439

APIs & Services

Dashboard
Library
Credentials
OAuth consent screen
Domain verification
Page usage agreements

Create OAuth client ID

A client ID is used to identify a single app to Google's OAuth servers. If your app runs on multiple platforms, each will need its own client ID. See [Setting up OAuth 2.0](#) for more information.

Application type *
Web application

[Learn more](#) about OAuth client types

Name *
Web client 1

The name of your OAuth 2.0 client. This name is only used to identify the client in the console and will not be shown to end users.

The domains of the URIs you add below will be automatically added to your [OAuth consent screen](#) as [authorized domains](#).

Authorized JavaScript origins ?
For use with requests from a browser
+ ADD URI

Authorized redirect URIs ?
For use with requests from a web server
+ ADD URI

CREATE CANCEL

You should receive a client ID and client secret at this point

API Keys

No API keys to display

OAuth 2.0 Client IDs

Name	Creation date
Web client 1	Dec 7, 2020

Service Accounts

No service accounts to display

OAuth client created

The client ID and secret can always be accessed from Credentials in APIs & Services

OAuth is limited to 100 [sensitive scope logins](#) until the [OAuth consent screen](#) is verified. This may require a verification process that can take several days.

Your Client ID
[Redacted]

Your Client Secret
[Redacted]

OK

3. Register Google API Endpoint in Salesforce

1. In Salesforce go to Setup > Remote Site Settings > New Remote Site
2. Add Remote Site Name, add <https://www.googleapis.com> to Remote Site URL, select Save

4. Configure Salesforce Auth. Provider

1. In Salesforce go to Setup > Auth. Provider > New and select *Google*
2. Select Name, paste Consumer Key and Consumer Secret.

retype Authorize EndpointURL and Token Endpoint URL:

Authorize EndpointURL: <https://accounts.google.com/o/oauth2/v2/auth>

Token Endpoint URL: <https://accounts.google.com/o/oauth2/>

The screenshot shows the 'Auth. Provider Edit' page in Salesforce. The provider is named 'Google' with ID '0S07F000000TXct'. The 'Name' field is 'GoogleConnect2' and the 'URL Suffix' is 'GoogleConnect2'. The 'Consumer Key' and 'Consumer Secret' fields are redacted with yellow boxes. The 'Authorize Endpoint URL' is 'https://accounts.google.com/o/oauth2/v2/auth' and the 'Token Endpoint URL' is 'https://accounts.google.com/o/oauth2/'. The 'User Info Endpoint URL' is 'https://www.googleapis.com/oauth2/v3/userinfo'. The 'Default Scopes' field is empty. The 'Include Consumer Secret in API Responses' checkbox is checked. The 'Custom Error URL' and 'Custom Logout URL' fields are empty. The 'Registration Handler' is set to 'Automatically create a registration handler template'. The 'Execute Registration As' dropdown is set to 'Portal'. The 'Icon URL' field is empty. The 'Created Date' is '12/6/2020 8:37 PM'. At the bottom, there are 'Save', 'Save & New', and 'Cancel' buttons.

3. As a *default Scope* use scopes defined in your google app. e.g emails, drive.
4. After saving you can find *Callback URL* in *Salesforce Configuration* section. Copy the link and paste it in your Google Console credentials (*Credentials > OAuth 2.0 client IDs*).

Auth. Provider

Auth. Provider Detail

Edit Delete Clone

Auth. Provider ID	0SO7F000000TXct
Provider Type	Google
Name	GoogleConnect2
URL Suffix	GoogleConnect2
Consumer Key	631339262570-4iedmkh2t9pnmhk4r8j9n4e4rks8j2k9.apps.googleusercontent.com
Consumer Secret	Click to reveal
Authorize Endpoint URL	https://accounts.google.com/o/oauth2/v2/auth
Token Endpoint URL	https://accounts.google.com/o/oauth2/
User Info Endpoint URL	
Default Scopes	
Include Consumer Secret in API Responses	<input checked="" type="checkbox"/> i
Custom Error URL	
Custom Logout URL	
Registration Handler	
Execute Registration As	
Portal	
Icon URL	

Salesforce Configuration

Test-Only Initialization URL	https://florentaryo-dev-ed.my.salesforce.com/services/auth/test/GoogleConnect2
Existing User Linking URL	https://florentaryo-dev-ed.my.salesforce.com/services/auth/link/GoogleConnect2
OAuth-Only Initialization URL	https://florentaryo-dev-ed.my.salesforce.com/services/auth/oauth/GoogleConnect2
Callback URL	https://florentaryo-dev-ed.my.salesforce.com/services/authcallback/GoogleConnect2
Single Logout URL	https://florentaryo-dev-ed.my.salesforce.com/services/auth/rp/oidc/logout

Communities

Edit Delete Clone

Google APIs My Project 86439

Search for APIs and Services

APIs & Services

Client ID for Web application

DOWNLOAD JSON

RESET SECRET

DELETE

Dashboard

Library

Credentials

OAuth consent screen

Domain verification

Page usage agreements

Name *

Web client 1

The name of your OAuth 2.0 client. This name is only used to identify the client in the console and will not be shown to end users.



The domains of the URIs you add below will be automatically added to your [OAuth consent screen](#) as [authorized domains](#).

Authorized JavaScript origins

For use with requests from a browser

+ ADD URI

Authorized redirect URIs

For use with requests from a web server

URIs

https://florentaryo-dev-ed.my.salesforce.com/services/authcallback/GoogleC

+ ADD URI

SAVE

CANCEL

Client ID 63

Client secret f3

Creation date D

5. Test your connection. Open *Test-Only Initialization URL* and *OAuth-Only Initialization URL*.

5. Create Named Credentials in Salesforce

1. In Salesforce go to Setup > Named Credentials > New Named Credentials
2. Select:
 - Name
 - URL – `https://www.googleapis.com`
 - Identity Type – Named Principal
 - Authentication Provider – Auth. Provider defined in the previous step.
 - Scope – Space-separated scopes defined in your google app. In my e.g I used
openid `https://www.googleapis.com/auth/userinfo.email https://www.googleapis.com/auth/userinfo.profile https://www.googleapis.com/auth/androidpublisher`
3. Check *Start Authentication Flow* on Save to authorize to your google account.

SETUP
Named Credentials

New Named Credential

Specify the callout endpoint's URL and the authentication settings that are required for Salesforce to make callouts to the remote system.

Save Cancel

Label

Name

URL

Authentication

Certificate

Identity Type

Authentication Protocol

Authentication Provider

Scope

Authentication Status

Start Authentication Flow on Save ☒

Callout Options

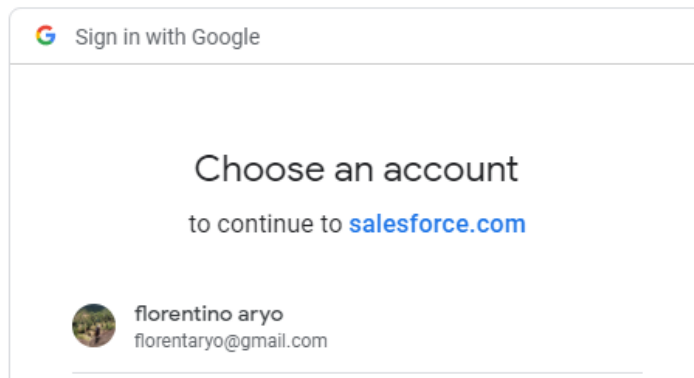
Generate Authorization Header ☒

Allow Merge Fields in HTTP Header ☒

Allow Merge Fields in HTTP Body ☐

Save Cancel

4. Authorize to your google account.



5. We need to open an unsafe connection.



This app isn't verified

This app hasn't been verified by Google yet. Only proceed if you know and trust the developer.

If you're the developer, submit a verification request to remove this screen. [Learn more](#)


[Hide Advanced](#)

[BACK TO SAFETY](#)

Google hasn't reviewed this app yet and can't confirm it's authentic. Unverified apps may pose a threat to your personal data. [Learn more](#)

[Go to salesforce.com \(unsafe\)](#)

6. Allow for access.

 Sign in with Google

Confirm your choices



florentaryo@gmail.com

You are allowing **testapp** to:



Associate you with your personal info on Google



Read, compose, send and permanently delete all your email from Gmail



See, edit, create and delete all of your Google Drive files



See, edit, share and permanently delete all the calendars that you can access using Google Calendar

Make sure that you trust testapp

You may be sharing sensitive info with this site or app. Find out how testapp will handle your data by reviewing its terms of service and privacy policies. You can always see or remove access in your [Google Account](#).


[Find out about the risks](#)

[Cancel](#)


[Allow](#)

7. If everything is ok, you should be authorized as a user.

9. Check the connection once again by edit on on Named Credential then save, open an unsafe connection. You should be able to see Authorized.

 Sign in with Google

Confirm your choices

 florentaryo@gmail.com

You already gave **salesforce.com** access to:


- Associate you with your personal info on Google
- Read, compose, send and permanently delete all your email from Gmail
- See, edit, create and delete all of your Google Drive files
- See, edit, share and permanently delete all the calendars that you can access using Google Calendar

Make sure that you trust salesforce.com

You may be sharing sensitive info with this site or app. Find out how salesforce.com will handle your data by reviewing its terms of service and privacy policies. You can always see or remove access in your [Google Account](#).

[Find out about the risks](#)

[Cancel](#) [Allow](#)

 **SETUP**

Named Credentials

Named Credential: GoogleAPI3

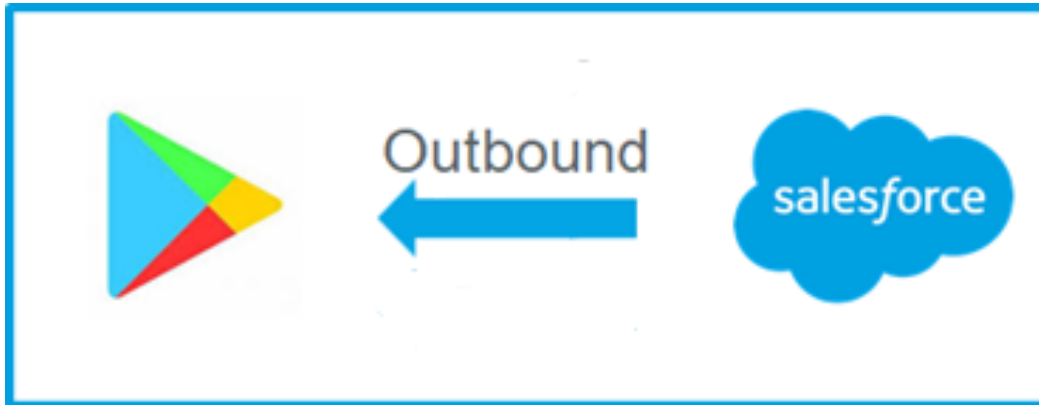
Specify the callout endpoint's URL and the authentication settings that are required for Salesforce to make callouts to the remote system.

[« Back to Named Credentials](#)

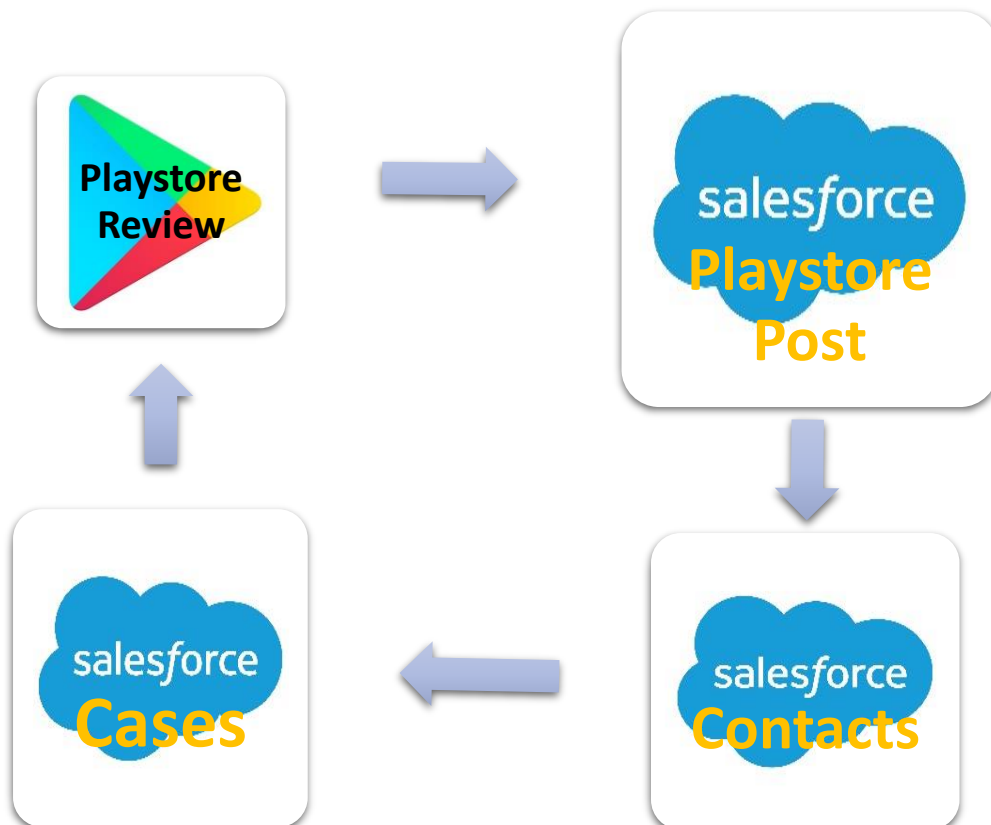
[Edit](#) [Delete](#)

Label	GoogleAPI3
Name	GoogleAPI3
URL	https://www.googleapis.com
▼ Authentication	
Certificate	
Identity Type	Named Principal
Authentication Protocol	OAuth 2.0
Authentication Provider	GoogleConnect2
Scope	openid https://mail.google.com/ https://www.googleapis.com/auth/calendar https://www.googleapis.com/auth/drive
Authentication Status	Authenticated as 115955915141709635165
▼ Callout Options	
Generate Authorization Header	<input checked="" type="checkbox"/>
Allow Merge Fields in HTTP Header	<input checked="" type="checkbox"/>
Allow Merge Fields in HTTP Body	<input type="checkbox"/>

6. Callout Example and Usecase



Flow



1. System call Playstore API to get reviews then save as Playstore Post in Salesforce
2. Create Contact from reviewer author name then create Case.
3. Reply Review from Case (then Case Closed)

Implementation Steps:

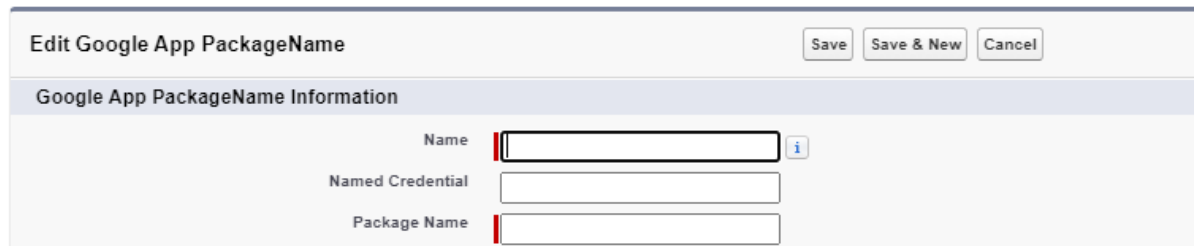
1. Install this package :

<https://test.salesforce.com/packaging/installPackage.apexp?p0=04t6D000000E3pC&isdtp=p1>

2. Create your custom setting

Google App PackageName Edit

Provide values for the fields you created. This data is cached with the application.



Edit Google App PackageName		Save	Save & New	Cancel
Google App PackageName Information				
Name	<input type="text"/>			
Named Credential	<input type="text"/>			
Package Name	<input type="text"/>			

fill Name with app name, Named Credential with Named Credential created earlier, and Package Name with Google Package Name.

3. Do some connection test by executing this apex code in Anonymous Console :

`GoogleWebService.getAllReview();`

4. Modify GoogleWebService class according to your requirements.
5. Setup omnichannel for Playstore Post Object if needed.
6. Adjust scheduled class from package according to your requirements.

Reference

- <https://console.cloud.google.com/apis/library>
- https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_callouts_named_credentials.htm
- https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_rest_intro.htm