

Project Title: Smart Customer Retention & Loyalty Management System

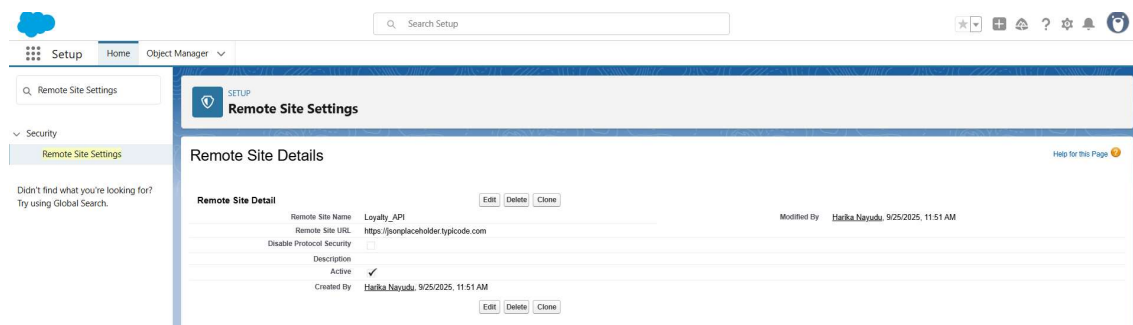
Phase 7: Integration & External Access

1. Named Credential

- Setup → Quick Find → Named Credentials → New.
- Name: Loyalty_NC, URL: https://jsonplaceholder.typicode.com
- Save.

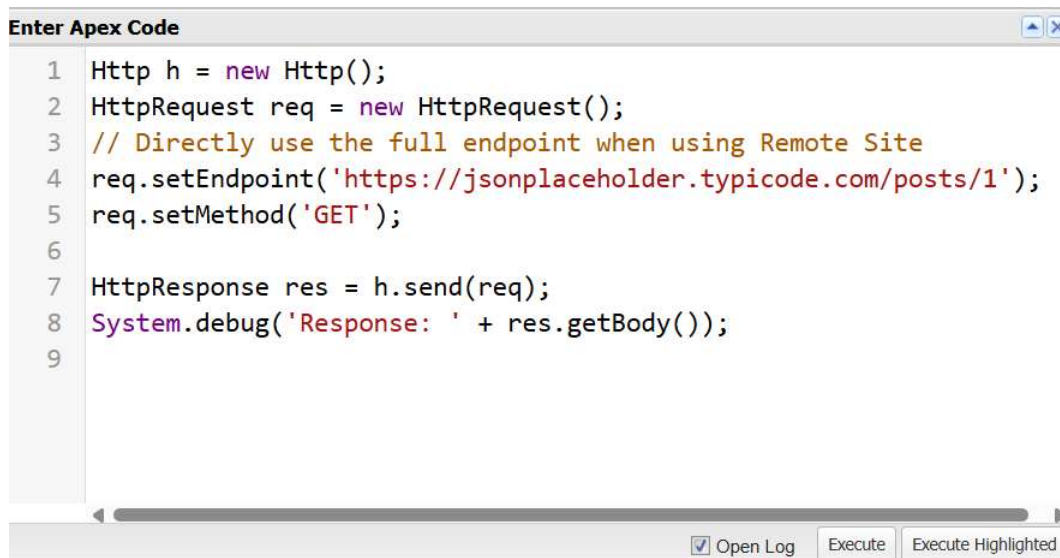
2. Remote Site Setting (if not using Named Credential)

- Setup → Quick Find → Remote Site Settings → New.
- Enter API base URL → Save.



3. REST Callout (test)

- Open **Developer Console** → Debug → **Open Execute Anonymous Window**.
- Paste the code



- Check the box **Open Log** → Click **Execute**.

Developer Console - Google Chrome

orgfarm-49efe6df8f-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage?action=selectExtent&extent=apexclass

File Edit Debug Test Workspace Help < >

Log executeAnonymous @9/26/2025, 12:29:44 AM

Execution Log

Timestamp	Event	Details
00:29:44:001	USER_INFO	[EXTERNAL]]005gK000005Gg0P harikanayudu030515@agentforce.com (GMT-07:00) Pacific Daylight Time (America/Los_Angeles) (GMT-07:00)
00:29:44:001	EXECUTION_ST...	
00:29:44:001	CODE_UNIT_ST...	[EXTERNAL]]execute_anonymous_apex
00:29:44:001	VARIABLE_SCO...	[1] h System.Http true false
00:29:44:001	VARIABLE_SCO...	[2] req System.HttpRequest true false
00:29:44:001	VARIABLE_SCO...	[7] res System.HttpResponse true false
00:29:44:002	HEAP_ALLOCATE	[95] Bytes:3
00:29:44:002	HEAP_ALLOCATE	[100] Bytes:152
00:29:44:002	HEAP_ALLOCATE	[417] Bytes:408
00:29:44:002	HEAP_ALLOCATE	[430] Bytes:408
00:29:44:002	HEAP_ALLOCATE	[317] Bytes:6
00:29:44:002	HEAP_ALLOCATE	[EXTERNAL]]Bytes:11
00:29:44:002	STATEMENT_EX...	[1]
00:29:44:002	STATEMENT_EX...	[1]
00:29:44:002	VARIABLE_ASSI...	[1] h "System.Http[]" 0x851a15c
00:29:44:002	STATEMENT_EX...	[2]
00:29:44:002	VARIABLE_ASSI...	[2] req "System.HttpRequest[Endpoint=null, Method=null]" 0x46a54de7
00:29:44:002	STATEMENT_EX...	[4]
00:29:44:002	HEAP_ALLOCATE	[4] Bytes:44
00:29:44:002	STATEMENT_EX...	[5]

☐ This Frame ☐ Executable ☐ Debug Only ☐ Filter [Click here to filter the log](#)

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
Harika Nayudu	Unknown	/services/data/v64.0/to...	9/26/2025, 12:29:44 AM	Success		3.76 KB
Harika Nayudu	Unknown	/services/data/v64.0/to...	9/26/2025, 12:28:35 AM	The callout couldn't acc...	Unread	3.42 KB

- Run → check Debug logs for response.

4. Platform Event

- Setup → Platform Events → New.
- Name: LoyaltyEvent.
- Add fields: CustomerId (Text), Points (Number) and Save

Setup Home Object Manager

Platform Events

Platform Events

LoyaltyEvent

Platform Event Definition Detail

Singular Label: LoyaltyEvent
Plural Label: LoyaltyEvents
Object Name: LoyaltyEvent
API Name: LoyaltyEvent_e
Event Type: High Volume
Publish Behavior: Publish Immediately
Created By: Harika Nayudu 9/25/2025, 12:05 PM
Modified By: Harika Nayudu 9/25/2025, 12:18 PM

Standard Fields

Action	Field Label	Field Name	Data Type	Controlling Field	Indexed
Created By	Created By	CreatedBy	Lookup(User)		
Created Date	Created Date	CreatedDate	Date/Time		
Event UUID	Event UUID	EventUuid	Text(36)		
BaseId	BaseId	ReplayId	External Lookup		

Custom Fields & Relationships

Action	Field Label	API Name	Data Type	Indexed	Controlling Field	Modified By
Edit Del	CustomerId	CustomerId__c	Text(15)			Harika Nayudu 9/25/2025, 12:06 PM
Edit Del	Points	Points__c	Number(18, 0)			Harika Nayudu 9/25/2025, 12:06 PM

5. Subscribe with Flow

- Setup → Flows → New → Platform Event Trigger → select LoyaltyEvent.
- Add element: **Update Records** → update Customer_Retention_Data__c.Points_Balance__c.
- Save & Activate.

