Phase 7: Integration & External Access

1. Remote Site Settings

Purpose:
Allows Salesforce to access external APIs.

Steps:

1. Setup → Quick Find → Remote Site Settings → New

2. Fill:

   o **Remote Site Name:** ComplaintAPI_Remote o

   Remote Site URL:

   https://jsonplaceholder.typicode.com o **Description:** Mock

   API for complaints

3. Save

2. External Credential

Purpose:
Handles authentication for Named Credentials.

Steps:

1. Setup → Quick Find → External Credentials → New

2. Fill:

   o **Label / Name:** NoAuthCredential o

   Identity Type: Named Principal o

   Authentication Protocol: No

   Authentication

3. Assign current user profile (System Administrator) access

4. 4. Save

---

3. Named Credential

Purpose:
Connects Salesforce to external API using External Credential.

Steps:

1. Setup → Quick Find → Named Credentials → New

2. Fill:

   o **Label / Name:** Complaint_new o **URL:**

   https://jsonplaceholder.typicode.com/posts?userId=1 o

   Enabled for Callouts: Checked o **Authentication →**

   External Credential: NoAuthCredential

3. Leave other fields blank

4.Save

4. Callout

Purpose:
Fetch data from external API.

Class Code: public class ComplaintCallout {

public static void fetchComplaints() {

HttpRequest req = new HttpRequest();

req.setEndpoint('callout:Complaint_new');

req.setMethod('GET');

```
Http http = new Http();

HttpResponse res = http.send(req);


System.debug(res.getBody());
    }
}
```

```
Exception.apxc    AccountHandler.apxc    ComplaintCallout.apxc

Code Coverage: None ▼   API Version:   64  ▼

1  ▼ public class ComplaintCallout {
2  ▼     public static void fetchComplaints() {
3           HttpRequest req = new HttpRequest();
4           req.setEndpoint('callout:Complaint_new'); /
5           req.setMethod('GET');
6
7           Http http = new Http();
8           HttpResponse res = http.send(req);
9
10          System.debug(res.getBody());
11      }
12  }
```

Steps to Run:

1. Developer Console → Debug → Execute Anonymous

2. Paste:

ComplaintCallout.fetchComplaints();

3. Execute → Check Logs → USER_DEBUG → see API response

Enter Apex Code

```
1  ComplaintCallout.fetchComplaints();
2
```