# **Phase 7: Integration & External Access**

# 1. Remote Site Settings

## **Purpose:**

Allows Salesforce to access external APIs.

#### Steps:

- 1. Setup  $\rightarrow$  Quick Find  $\rightarrow$  Remote Site Settings  $\rightarrow$  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:

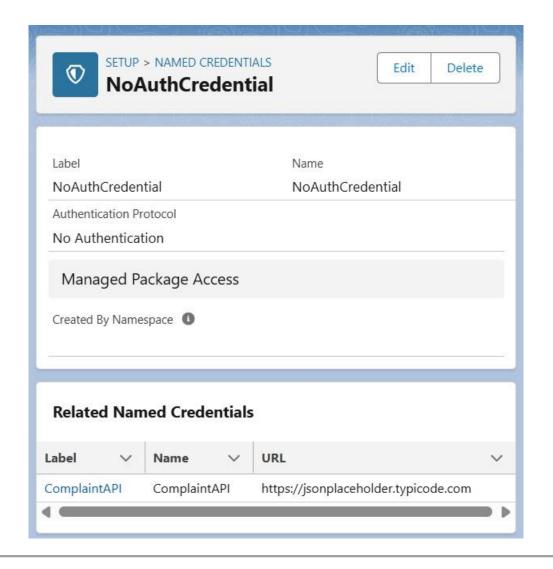
- 1. Setup  $\rightarrow$  Quick Find  $\rightarrow$  External Credentials  $\rightarrow$  New
- 2. Fill:
  - o Label / Name: NoAuthCredential o

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:

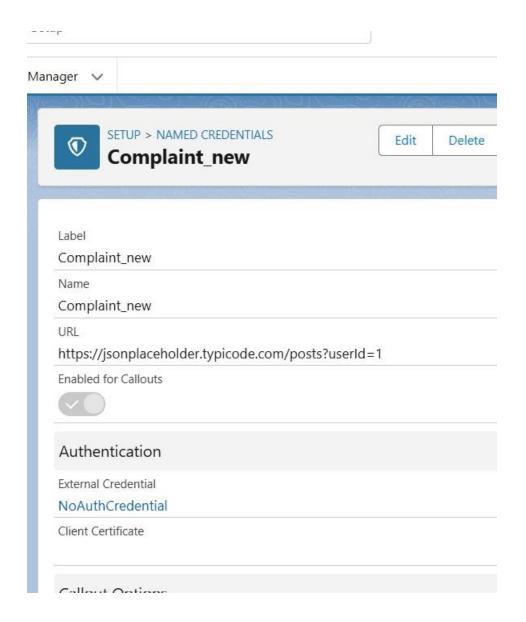
- 1. Setup  $\rightarrow$  Quick Find  $\rightarrow$  Named Credentials  $\rightarrow$  New
- 2. Fill:
  - o Label / Name: Complaint\_new URL:

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

**Enabled for Callouts:** Checked ○ **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());
 }
}
                               ComplaintCallout.apxc
             AccountHandler.apxc X
ode Coverage: None 
API Version:
  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());
0
1
         }
    }
Steps to Run:
```

- 1. Developer Console → Debug → Execute Anonymous
- 2. Paste:

ComplaintCallout.fetchComplaints();

3. Execute  $\rightarrow$  Check Logs  $\rightarrow$  USER DEBUG  $\rightarrow$  see API response

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