Mumbai MuleSoft Meetup Group

Mini Project: Customer Support Integration Using MuleSoft & Salesforce

Project Overview

Build a small integration application following API-Led Connectivity that allows users to create and retrieve Support Cases stored in Salesforce through an Experience API.

Architecture (API-Led)

Experience API → Process API → Salesforce System API.

Functional Requirements

- Create new Support Case via Experience API
- Retrieve case details using Case Number
- Fields: Contact Name, Email, Case Type, Description
- Validate mandatory fields

Non-Functional Requirements

- Global Error Handler
- Secure property management
- Deploy to CloudHub 2.0
- Apply API Manager policies

Experience API

POST /cases → Create case
GET /cases/{caseNumber} → Retrieve case

Process API

Transforms Experience API request, applies business rules, routes to System API.

Salesforce System API

Performs CRUD on Salesforce Case object using Salesforce Connector.

Sample Requests & Responses

Below are examples for creating and retrieving a Salesforce Case via the Experience API.

Example: Create Case (POST /cases)

Request:

```
{
  "contactName": "John Doe",
```

```
  "email": "john@example.com",
  "caseType": "Technical",
  "description": "Unable to log in to the application."
}
```

Response:

```
{
  "caseNumber": "00054213",
  "status": "Created",
  "message": "Support case successfully created."
}
```

Example: Retrieve Case (GET /cases/{caseNumber})

Response:

```
[{
  "caseNumber": "00054213",
  "contactName": "John Doe",
  "email": "john@example.com",
  "caseType": "Technical",
  "status": "Open",
  "description": "Unable to log in to the application."
}]
```