Phase 7 – Integration & External Access

In the **Alumni Connect project**, **no external system integration was required**, because:

- All alumni and student data is stored **within Salesforce custom objects**.

- **Flows, trigger flows, and formulas** handle all internal automations (e.g., registration welcome emails, connection requests).

- No external APIs or services (like AI scoring, SMS gateways, or third-party databases) were needed.

- Reports and Dashboards provide all the insights required internally.

Future Scope

If the project were extended, integration could include:

- **External Email/SMS Services** → send notifications through Twilio, SendGrid, or similar.

- **Alumni Portal API** → connect Salesforce to an external alumni portal using **Named Credentials**.

- **Real-Time Engagement Tracking** → use **Platform Events** or **Change Data Capture** to sync updates outside Salesforce.

- **Advanced Analytics / AI** → integrate with ML models for engagement predictions.

"Phase 7 is **Not Applicable** for this project in terms of external integrations. However, the project is fully capable of supporting future integration if needed, and internal reporting/dashboard features provide comprehensive insights into alumni engagement and activity."