Phase 7: Integration & External Access

Project: Retail Customer Complaint Hub

Purpose: This phase covers the foundational administrative step required to securely connect the Salesforce platform to external, third-party systems. To demonstrate this capability, a **Remote Site Setting** was configured. This is a critical prerequisite for any future developer work that involves making API callouts from Salesforce to an external web service.

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1. The Integration Use Case

For the **Retail Customer Complaint Hub**, a common business need is to get real-time shipping information for a customer's order directly from the shipping carrier's system. To enable this, Salesforce would need to connect to an external API (e.g., a shipping company's tracking API).

The goal of this phase was to prepare the Salesforce org to make such a connection possible in a secure manner.

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2. Implementation via Remote Site Settings

- **How it Works**: By default, Salesforce's security model blocks all attempts to send data to an unknown website from Apex code. A **Remote Site Setting** acts as a "trusted list," telling Salesforce that it is safe and permissible to make a connection to a specific URL. Without this administrative setup, any developer code attempting to make a callout would fail due to a security error.

- **Implementation Details**: A new Remote Site Setting was created to authorize future connections to a hypothetical shipping tracker API. The configuration allows callouts to the specified URL, enabling developers to build features that can retrieve data from that external system.
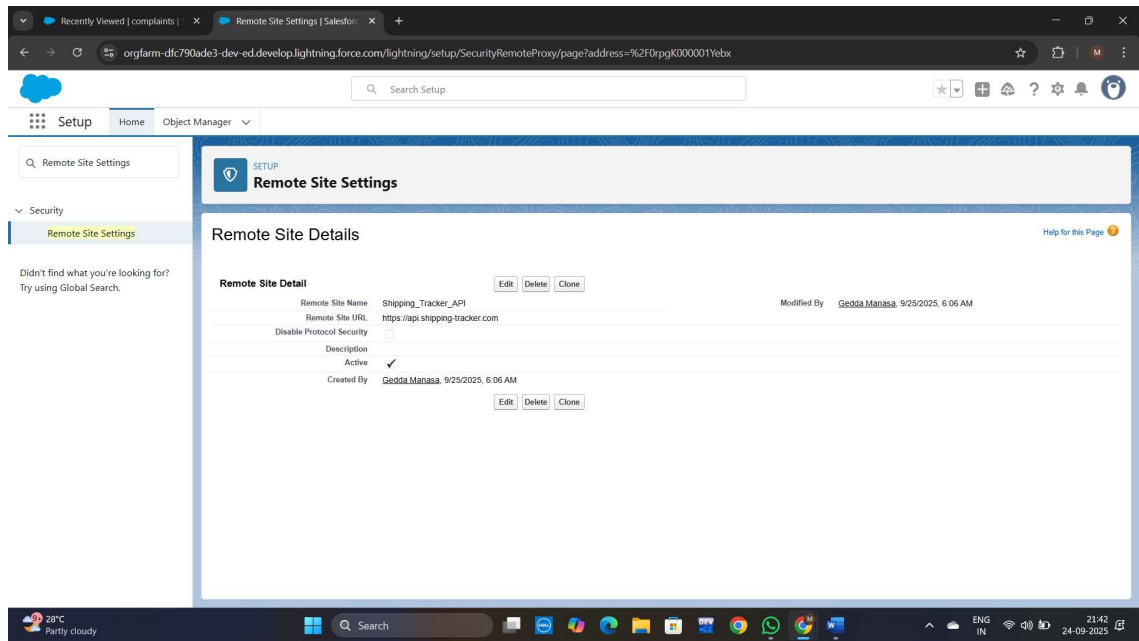
Conclusion

The Salesforce org has now been securely configured to allow future API callouts to the https://api.shipping-tracker.com endpoint. This completes the foundational administrative task for

Phase 7: Integration & External Access and ensures that the platform is ready for more advanced developer-led integration projects.

Conclusion

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