

Phase 7: Integration & External Access

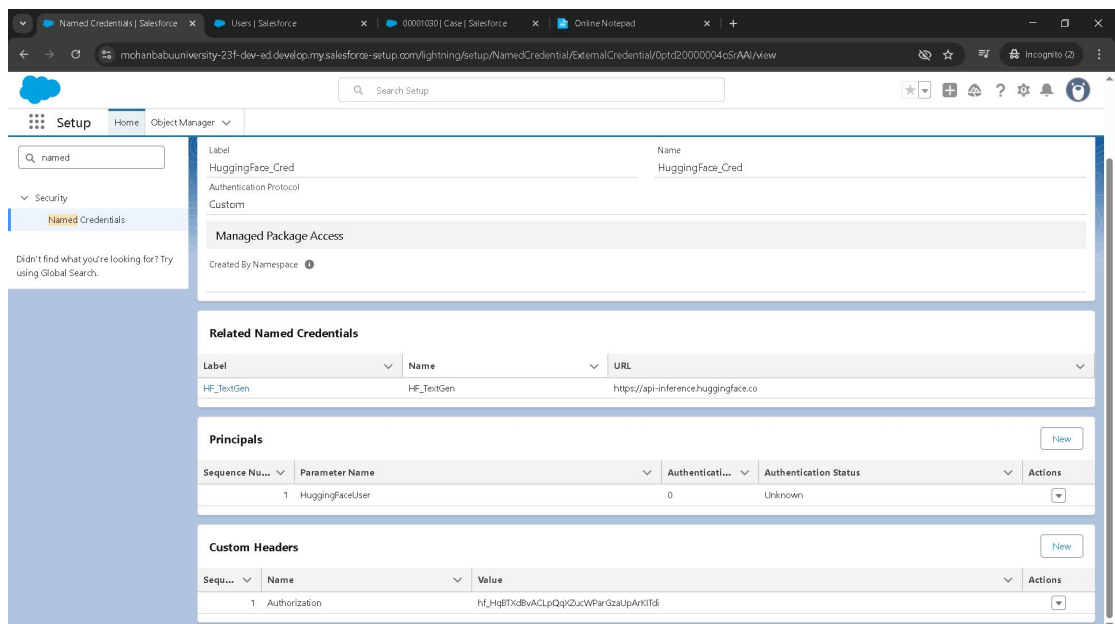
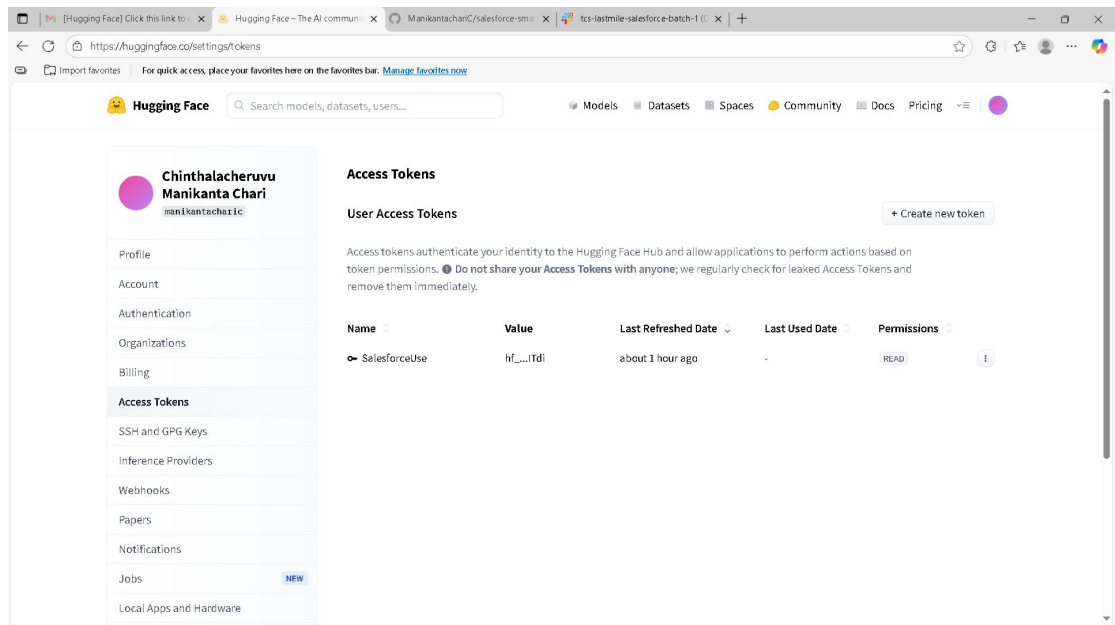
A. Named Credentials

Label: HuggingFaceAPI

URL: `https://api-inference.huggingface.co`

Identity Type: Named Principal

Authentication: API Key (Bearer token)



Screenshot: Named Credential setup for Hugging Face

B. External Services

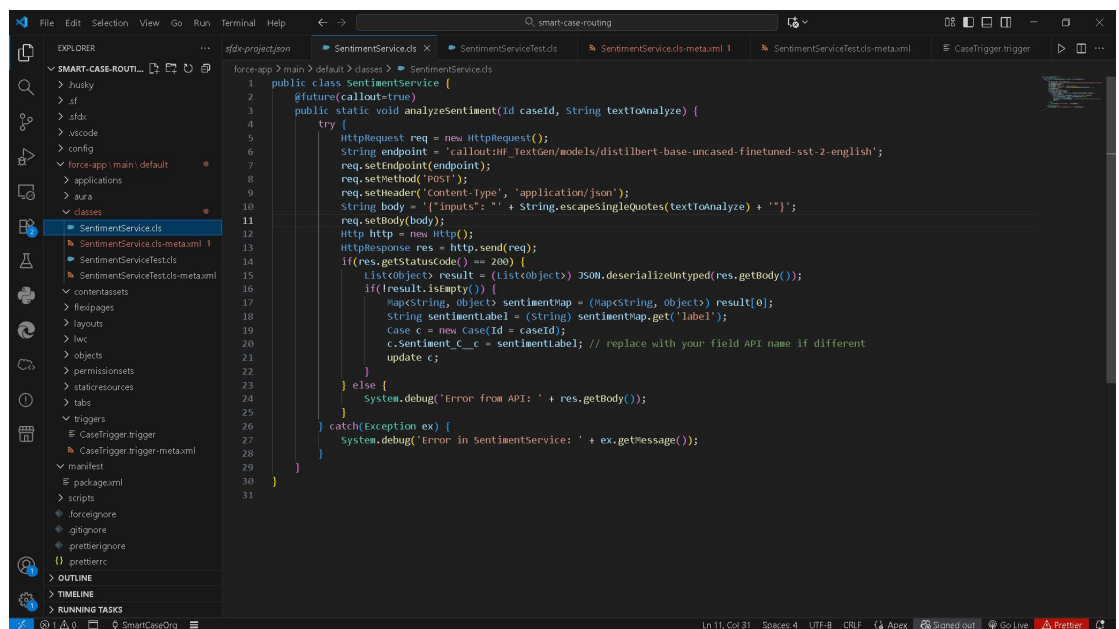
(Optional future enhancement) — Wrap Hugging Face in an **OpenAPI schema** to expose as declarative actions in Flows.

C. Web Services (REST Callouts)

Outbound Callouts:

Apex HTTP class with Named Credentials.

Used in SentimentService.cls.



```
1 public class SentimentService {
2     @future(callout=true)
3     public static void analyzeSentiment(Id caseId, String textToAnalyze) {
4         try {
5             HttpRequest req = new HttpRequest();
6             String endpoint = 'callout:HF_textton/models/distilbert-base-uncased-finetuned-sst-2-english';
7             req.setEndpoint(endpoint);
8             req.setMethod('POST');
9             req.setHeader('Content-Type', 'application/json');
10            String body = '{"inputs": "' + String.escapeSingleQuotes(textToAnalyze) + '"}';
11            req.setBody(body);
12            Http http = new Http();
13            HttpResponse res = http.send(req);
14            if(res.getStatusCode() == 200) {
15                List<Object> result = (List<Object>) JSON.deserializeUntyped(res.getBody());
16                if(!result.isEmpty()) {
17                    Map<String, Object> sentimentMap = (Map<String, Object>) result[0];
18                    String sentimentLabel = (String) sentimentMap.get('label');
19                    Case c = new Case(Id = caseId);
20                    c.Sentiment__c = sentimentLabel; // replace with your field API name if different
21                    update c;
22                }
23            } else {
24                System.debug('Error from API: ' + res.getBody());
25            }
26        } catch(Exception ex) {
27            System.debug('Error in SentimentService: ' + ex.getMessage());
28        }
29    }
30 }
31
```

Inbound:

Future enhancement: Provide REST endpoints for external systems to query case sentiment.

D. Callouts

Made asynchronously using `@future(callout=true)` to avoid trigger errors.

Governor Limits considered (max 100 callouts per transaction).

E. Platform Events (Optional Future)

Case_Escalated__e event published when case moves to Senior Queue.

Subscribers: Managers (internal notification), BI tools (external).

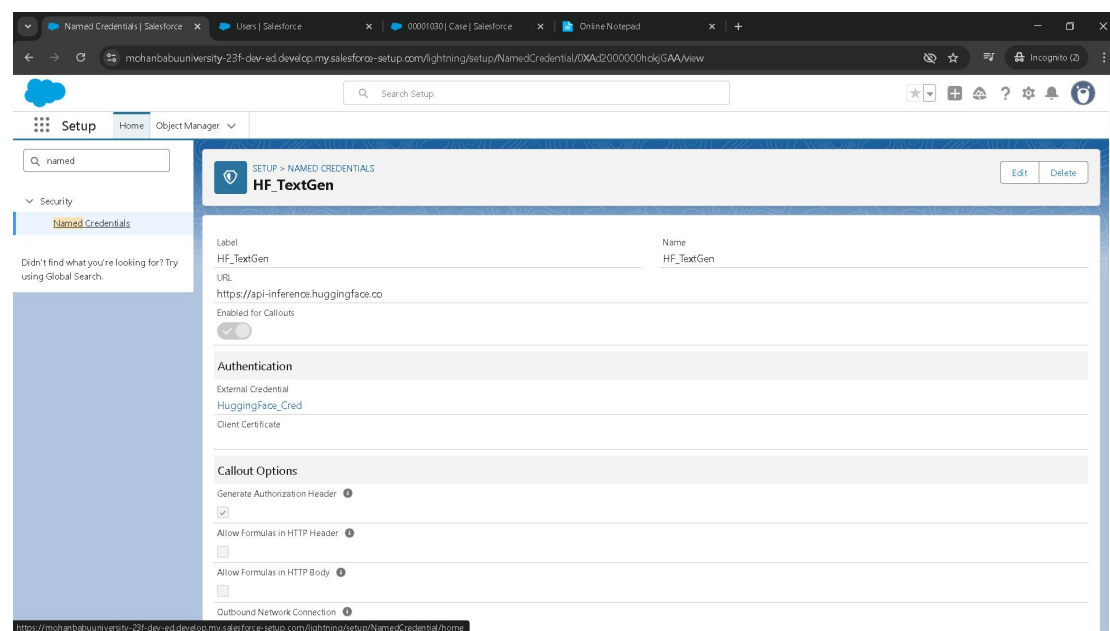
F. Change Data Capture

Enabled on Case object for integration with external BI or SLA systems.

G. Remote Site Settings

Required only if not using Named Credentials.

Added: <https://api-inference.huggingface.co>



H. API Limits

Hugging Face API free tier usage monitored.

Salesforce API callouts tracked via System Overview.