

## 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)

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### B. External Services

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

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### C. Web Services (REST Callouts)

#### Outbound Callouts:

Apex HTTP class with Named Credentials.

Used in SentimentService.cls.

#### Inbound:

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

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### D. Callouts

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

Governor Limits considered (max 100 callouts per transaction).

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### E. Platform Events (Optional Future)

**Case\_Escalated\_\_e** event published when case moves to Senior Queue.

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

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## **F. Change Data Capture**

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

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## **G. Remote Site Settings**

Required only if not using Named Credentials.

Added: <a href="https://api-inference.huggingface.co">https://api-inference.huggingface.co</a>
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## **H. API Limits**

Hugging Face API free tier usage monitored.

Salesforce API callouts tracked via System Overview.