Phase 7: Integration & External Access
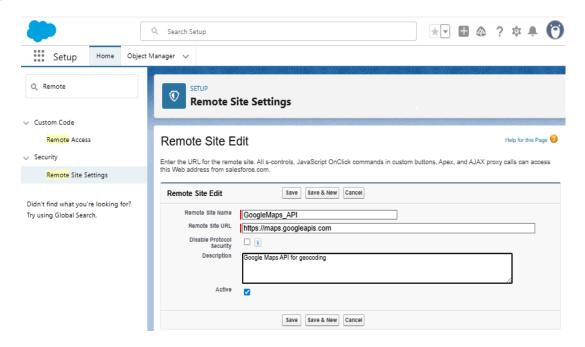
1) Remote Site Settings:

1. In Salesforce, click Gear (⚙) → Setup.

2. Quick Find box → type Remote Site Settings → click Remote Site Settings.

3. Click New Remote Site.

4. Fill fields:

   o   Remote Site Name: GoogleMaps_API (example)

   o   Remote Site URL: https://maps.googleapis.com (use the root of the API)

   o   Description: Google Maps API for geocoding

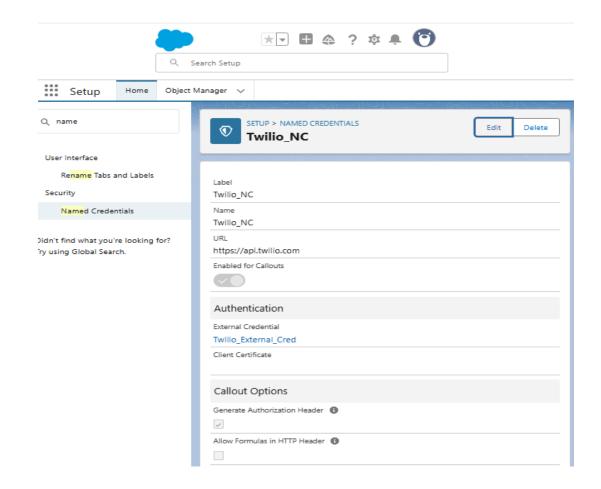5. Click Save.

2) Named Credentials:

1. Setup → Quick Find → Named Credentials → Named Credentials.

2. Click New Named Credential.

3. Fill fields

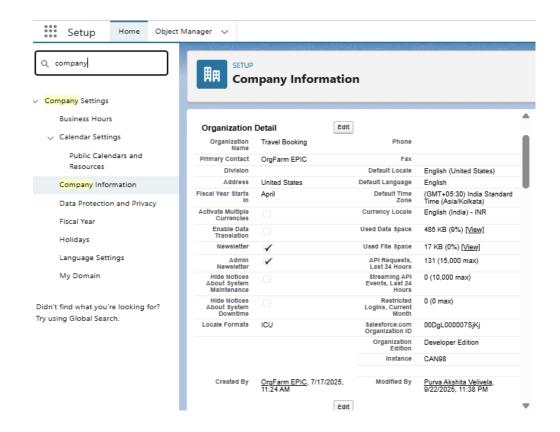   o   Label: Twilio_NC

- o Name: Twilio_NC
- o URL: https://api.twilio.com
- o Identity Type: Named Principal (shared credential)

4. Click Save.

3) API Limits & enabling API for users:

1. Setup → Quick Find → Company Information → click it.

2. Look for API Requests, Last 24 Hours (shows usage).
   (Alternative: Setup → System Overview — some orgs show API usage there too.)

Enable API access for a profile

1. Setup → Quick Find → **Profiles** → open the profile (e.g., Agent Profile).

2. Under **System Permissions** click **Edit**.

3. Ensure **API Enabled** is checked for users who need API (integration users). Save