Phase 7: Integration & External Access

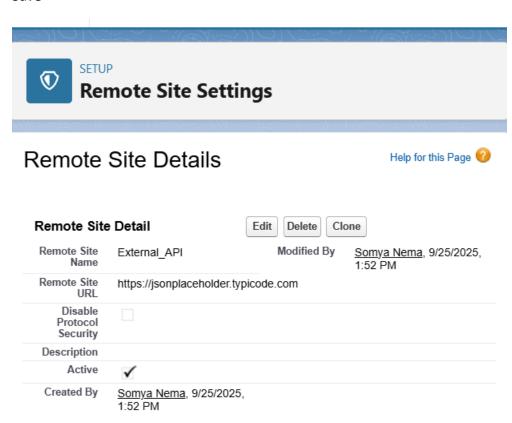
1. Remote Site Settings

Purpose:

Allows Salesforce to access external APIs.

Steps:

- 1. Setup \rightarrow Quick Find \rightarrow Remote Site Settings \rightarrow New
- 2. Fill:
 - o Remote Site Name: ComplaintAPI Remote
 - o Remote Site URL: https://jsonplaceholder.typicode.com
 - Description: Mock API for complaints
- 3. Save



Delete

Clone

2. External Credential

Purpose:

Handles authentication for Named Credentials.

Steps:

1. Setup \rightarrow Quick Find \rightarrow External Credentials \rightarrow New

2. Fill:

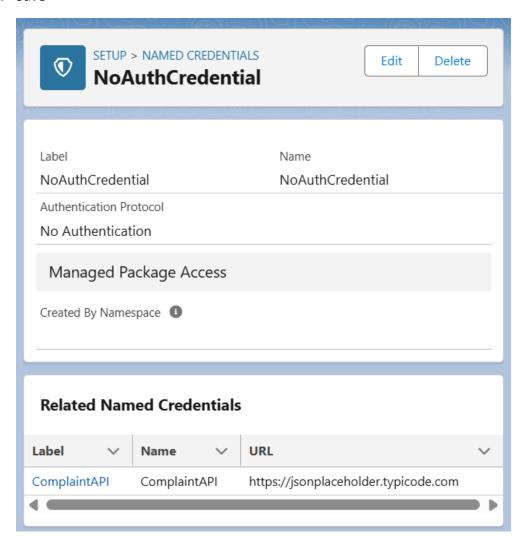
o Label / Name: NoAuthCredential

o **Identity Type:** Named Principal

o Authentication Protocol: No Authentication

3. Assign current user profile (System Administrator) access

4. Save



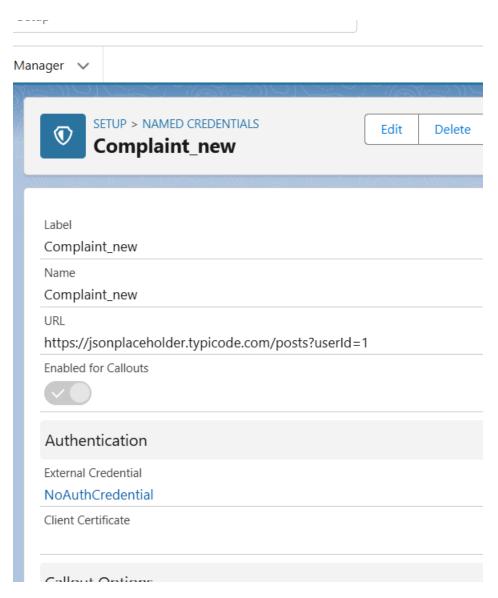
3. Named Credential

Purpose:

Connects Salesforce to external API using External Credential.

Steps:

- 1. Setup \rightarrow Quick Find \rightarrow Named Credentials \rightarrow New
- 2. Fill:
 - Label / Name: Complaint_new
 - URL: https://jsonplaceholder.typicode.com/posts?userId=1
 - Enabled for Callouts: Checked
 - o **Authentication** → **External Credential**: NoAuthCredential
- 3. Leave other fields blank



4. Save

4. Callout

Purpose:

Fetch data from external API.

Class Code:

```
public class ComplaintCallout {
  public static void fetchComplaints() {
    HttpRequest req = new HttpRequest();
    req.setEndpoint('callout:Complaint_new');
    req.setMethod('GET');
```

```
Http http = new Http();
   HttpResponse res = http.send(req);
   System.debug(res.getBody());
 }
}
Exception.apxc AccountHandler.apxc ComplaintCallout.apxc
ode Coverage: None ▼ API Version:
  public class ComplaintCallout {
        public static void fetchComplaints() {
             HttpRequest req = new HttpRequest();
             req.setEndpoint('callout:Complaint new'); /
             req.setMethod('GET');
             Http http = new Http();
             HttpResponse res = http.send(req);
             System.debug(res.getBody());
         }
.1
    }
```

Steps to Run:

- 1. Developer Console → Debug → Execute Anonymous
- 2. Paste:

ComplaintCallout.fetchComplaints();

3. Execute → Check Logs → USER_DEBUG → see API response

Herphequest req - Hem Herphequese(),