

Phase 7: Integration & External Access


1. Remote Site Settings

Purpose:

Allows Salesforce to access external APIs.

Steps:

1. Setup → Quick Find → Remote Site Settings → New
2. Fill:
 - **Remote Site Name:** ComplaintAPI_Remote
 - **Remote Site URL:** https://jsonplaceholder.typicode.com
 - **Description:** Mock API for complaints
3. Save



SETUP

Remote Site Settings

Remote Site Details

[Help for this Page](#)

Remote Site Detail

EditDeleteClone

Remote Site Name	External_API	Modified By	Somya Nema, 9/25/2025, 1:52 PM
Remote Site URL	https://jsonplaceholder.typicode.com		
Disable Protocol Security	<input type="checkbox"/>		
Description			
Active	<input checked="" type="checkbox"/>		
Created By	Somya Nema, 9/25/2025, 1:52 PM		

EditDeleteClone

2. External Credential

Purpose:

Handles authentication for Named Credentials.

Steps:

1. Setup → Quick Find → External Credentials → New
2. Fill:
 - **Label / Name:** NoAuthCredential
 - **Identity Type:** Named Principal
 - **Authentication Protocol:** No Authentication
3. Assign current user profile (System Administrator) access
4. Save

The screenshot shows a web interface for configuring a Named Credential. At the top, there's a breadcrumb trail 'SETUP > NAMED CREDENTIALS' and a shield icon. The main title is 'NoAuthCredential'. To the right are 'Edit' and 'Delete' buttons. Below this, there's a form with fields for 'Label' (NoAuthCredential), 'Name' (NoAuthCredential), and 'Authentication Protocol' (No Authentication). A 'Managed Package Access' section is also visible. At the bottom, there's a 'Related Named Credentials' section with a table listing other credentials.

Label	Name	URL
ComplaintAPI	ComplaintAPI	https://jsonplaceholder.typicode.com

3. Named Credential


Purpose:

Connects Salesforce to external API using External Credential.

Steps:

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

Manager ▼



SETUP > NAMED CREDENTIALS

EditDelete

Complaint_new

Label
Complaint_new

Name
Complaint_new

URL
https://jsonplaceholder.typicode.com/posts?userId=1

Enabled for Callouts
☒

Authentication

External Credential
[NoAuthCredential](#)

Client Certificate

Callout Options

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());
}
}

```



Steps to Run:

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

```
ComplaintCallout.fetchComplaints();
```

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

```
HttpRequest req = new HttpRequest();
```

Enter Apex Code

```
1 ComplaintCallout.fetchComplaints();
```

```
2
```