# Requirements 2

Design the architecture should be implemented to manage customer blocks in Salesforce and provide the necessary documentation to understand it. Assumptions:

- The data master is another domain.

- Provide the infrastructure to keep the data master create/update blocks in Salesforce.

- Once a block is created it can be active or inactive.

- Block types are Partial or Total.

- Block reason are Internal or External.

- Data master does not contain Salesforce Id.

# Solution

The information created regarding the customer blocks will be stored in the same customer record if the user only has one customer block record, if the relationship is 1:N a new object related to the customer will be created.

The fields to be created will be:

- Block type: Picklist with Partial or Total values.

- Block Reason: Picklist with Internal or External values.

- Blocked: Checkbox true or false to know if the user is blocked or not.

If you need to create a new object, you must create an Account field to relate the block to the Account record.

The external system id will be stored in an external id field in Salesforce to keep the records synchronized.

Two possible solutions are proposed for obtaining the source system information in Salesforce.

A job/batch upload to Salesforce with a periodicity according to the defined requirements or a Schedulable in Salesforce that calls a service in the data master system to bring the last updated locks.

In the case of choosing the batch upload option, we recommend the use of an ETL tool to manage this entire process and speed it up.

For real-time data collection, we will establish a flow in which, accessing the customer profile, we will trigger a WS call action to obtain the data and then update that information in Salesforce. This action can be controlled through a custom setting if I want to have it active or if I want the Web Service to be called every time the page loads, etc.

If it is required to be able to update the information from Salesforce, we will proceed by exposed Web Services of type REST or SOAP in which a JSON or XML will be sent with the information that will want to be reflected in the data master system. These services will be PATCH or DELETE depending on if I want to update or delete the information.

From Salesforce, when calling any service in the source system, a functionality will be created to manage everything related to possible errors that may occur. An object will be created to store all the information about these errors, the description, the error code, etc.