

N 26

Salesforce Technical Document

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1. Introduction

This document provides insight on the Apex Classes and LWC used to show our customer service agents the most important information as, and when, they need it. It also includes the details of the API used to provide the contact information to our external system.

2. Apex Classes

2.1 APIRestGetContactInfo

This class is used as the N26 external system would need a mechanism to connect to Salesforce and get the relevant information. The external system passes a unique identifier (UUID) that is mapped to every contact record in Salesforce. The REST API endpoint is (/api/n26/*). It uses the following method:

2.1.1 getContactInfo()

Based on the UUID, it validates that only the right username consumes the resource. Links the contact with the UUID and at last returns the relevant data of the contact.

2.2 DisplayContactProdInfCaseController

This is the controller class of the DisplayContactProdInfCase LWC. It returns the necessary data to be displayed in the LWC. It contains the following method:

2.2.1 getContactProdInfDetails (Id caseld)

Given a Caseld it fetches for the related contact to provide the product information that is related to that contact based on its plan type and country. It uses a wrapper class to return this information.

2.3 ProductInformationTriggerHandler

This is the Apex Class Handler of the trigger ProductInformationTrigger on Product_Information__c. It is used to ensure no duplicated records are created. It uses the following method:

2.3.1 handleBeforeInsert(List<Product_Information__c> newProdInf)

Receiving the list before insert of Product_Information__c ensures that there are no existing records with the same criteria, it also ensures that in the same insertion no duplicates are added.

3. Apex Triggers

3.1 ProductInformationTrigger

Trigger used before insert for the object Product_Information__c.

4. Lightning Web Components

4.1 DisplayContactProdInfCase

LWC used to display the relevant information obtained with a dynamic table in the DisplayContactProdInfCaseController apex class. In case of not receiving information it displays the error and doesn't display the table.

5. Error Handling and Validation

Custom error messages are returned when data is missing or invalid. Errors are displayed in the user interface or returned in the body of the response API.

6. Security Considerations

The REST API accepts requests only from the predefined integration user. All data access follows Salesforce sharing and field-level security rules.