

# Phase 7: Integration & External Access

## Overview

With the **user interface development completed in Phase 6**, the focus of this phase was to extend the PlayStation CRM into a **connected ecosystem**. Instead of being an isolated system, Salesforce now interacts with **external applications and services**.

The integrations were designed around the **core business needs of the gaming company**:

- **Gamers (Contacts)** → view consistent subscription and repair status across platforms.
- **Subscriptions** → validated against external payment systems.
- **Repairs** → updates shared with third-party repair centers.
- **Games** → catalog synchronized from external sources.
- **Cases** → monitored through Salesforce but can trigger notifications outside Salesforce.

This ensures that PlayStation CRM not only manages data internally but also participates in the **broader service ecosystem**.

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## Activities Done

### 1. Named Credentials & Remote Site Settings

To establish secure communication with external systems, **Named Credentials** and **Remote Site Settings** were configured:

- A **Named Credential** was created for the payment gateway. This allows Salesforce to securely authenticate and make API calls to verify subscription renewals or process payments.
- A **Remote Site Setting** was added to whitelist the gateway's domain, ensuring callouts are permitted only to trusted endpoints.

This step ensures **subscription data in CRM is validated against actual payment information**, avoiding discrepancies.

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### 2. REST API Callouts

Using the Apex programming concepts from Phase 5, **REST API callouts** were implemented to enable direct communication with external applications:

- **Subscription Renewal Callouts:** Apex methods fetch renewal details from an external billing service, ensuring that Salesforce always reflects the latest subscription status (active, expired, or renewed).
- **Repair Status Push:** Whenever a repair record is updated in Salesforce, an API call is made to a third-party repair tracking app, keeping external agents and service centers informed in real-time.

This provides **two-way communication**: Salesforce can both **retrieve** and **send** information to external apps.

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### 3. External Services & Salesforce Connect

Two integration tools were explored to expand data availability:

- **External Services:** A PlayStation Store API schema was defined in Salesforce, allowing actions like *“fetch game details”* or *“check store availability”* to be invoked directly from Salesforce Flows without custom code.
- **Salesforce Connect:** Configured to link to an external game catalog via OData. This allows users to **see the game library directly in Salesforce** without duplicating or storing that data internally.

This ensures the **Games object in CRM stays synchronized** with the official external catalog.

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### 4. Platform Events & Change Data Capture (CDC)

To support real-time communication with external systems:

- **Platform Events:** A custom event was created to notify external systems whenever a **Repair record** is created or updated. This allows third-party service apps to immediately pick up repair requests without polling Salesforce.
- **Change Data Capture (CDC):** Enabled for the **Subscriptions object**, ensuring external analytics tools receive real-time updates whenever a subscription is created, renewed, or expires.

Together, these enable **event-driven integrations**, making Salesforce proactive in sharing changes.

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### 5. API & Authentication

Finally, secure external access was set up:

- A **Connected App** was created with OAuth 2.0 authentication, enabling trusted third-party apps to access Salesforce data.
- Access was restricted using **scopes** to ensure only necessary data (like Subscription and Repair details) is exposed.
- API limits and governor constraints were reviewed to ensure integrations are sustainable under Salesforce usage caps.

This ensures that **external apps can fetch gamer data securely**, without compromising the system’s performance or integrity.



Developer Console - orgfarm-ba15bf8906-dev-ed.develop.my.salesforce.com/\_ui/common/apex/debug/ApexCSIPage?action=selectExtent&extent=apextrigger

File Edit Debug Test Workspace Help

SubscriptionIntegration.apex

Code Coverage: None API Version: 64

```

1 public with sharing class SubscriptionIntegration {
2
3     // Asynchronous callout (future method allows callouts after DML)
4     @future(callout=true)
5     public static void fetchRenewal(String subscriptionId) {
6         try {
7             // Build HTTP request
8             HttpRequest req = new HttpRequest();
9             req.setEndpoint('callout::PaymentGateway/renewals/' + subscriptionId);
10            req.setMethod('GET');
11
12            // Send the request
13            Http http = new Http();
14            HttpResponse res = http.send(req);
15
16            // Process response if successful
17            if (res.getStatusCode() == 200) {
18                // Parse JSON (example format: {"status":"Active","endDate":"2025-12-31"})
19                Map<String, Object> result = (Map<String, Object>) JSON.deserializeUntyped(res.getBody());
20
21                String newStatus = (String) result.get('status');
22                String newEndDate = (String) result.get('endDate');
23
24                // Update Subscription record in Salesforce
25                Subscriptions__c sub = [SELECT Id FROM Subscriptions__c WHERE Id = :subscriptionId LIMIT 1];
26                sub.Status__c = newStatus;
27                sub.End_Date__c = Date.valueOf(newEndDate);
28                update sub;
29            } else {
30                System.debug('Error: ' + res.getStatusCode() + ' ' + res.getBody());
31            }
32        } catch (Exception e) {
33            System.debug('Callout failed: ' + e.getMessage());
34        }
35    }
36 }

```

View Test and Debug Console

orgfarm-ba15bf8906-dev-ed.develop.lightning.force.com/lightning/setup/ExternalServices/0LegK0000000z11SAI/view

School

Setup | 
 Home | 
 Object Manager ▾

Integrations  
  
External Services

SETUP > EXTERNAL SERVICES  
**PlayStationStoreService**

[Edit](#) | 
 [Save As](#) | 
 [Delete](#)

Service name	Creation source	Description	Type
PlayStationStoreService	From API specification	External service for fetching PlayStation Store game details and availability.	OpenApi3

Named credentials	Created by	Created date	Last modified by	Last modified date
<a href="#">PaymentGateway</a>	Himanshu Kumar	September 26, 2025 at 12:05 AM	Himanshu Kumar	September 26, 2025 at 12:08 AM

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orgfarm-ba15b8906-dev-ed.develop.lightning.force.com/lightning/setup/ExternalDataSource/page?address=%2F0XCgK000000Jdl

h School

Setup Home Object Manager

external data

IntegrationsExternal Data Sources

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External Data Sources

External Data Source: ExternalGamesCatalog

Connect to another Salesforce org or a third-party database or content system.  
[Back to External Data Sources](#)

Edit Validate and Sync Delete

External Data Source	ExternalGamesCatalog
Name	ExternalGamesCatalog
Type	Salesforce Connect: OData 4.0
Parameters	
URL	https://odata.gamecatalog.com
Connection Timeout (Seconds)	120
Writable External Objects	<input type="checkbox"/>
High Data Volume	<input type="checkbox"/>
Server Driven Pagination	<input type="checkbox"/>
Request Row Counts	<input checked="" type="checkbox"/>
Compress Requests	<input type="checkbox"/>
Enable Search	<input checked="" type="checkbox"/>
Use Free-Text Search Expressions	<input type="checkbox"/>
Format	JSON
Special Compatibility	None
Display Server Errors	<input type="checkbox"/>

orgfarm-ba15b8906-dev-ed.develop.lightning.force.com/lightning/setup/EventObjects/page?address=%2F01lgK000002TWWP%3Fsetupid%...

h School

Setup Home Object Manager

platform

MuleSoftAnypoint Platform Setup

EinsteinEinstein PlatformEinstein BotsEinstein.ai

Custom CodePlatform Cache

IntegrationsPlatform Events

SecurityPlatform EncryptionEncryption SettingsKey Management

Platform Events

Action	Field Label	Field Name	Data Type	Controlling Field	Indexed
	Created By	CreatedBy	Lookup(User)		
	Created Date	CreatedDate	Date/Time		
	Event UUID	EventUuid	Text(36)		
	Replay ID	ReplayId	External Lookup		

Custom Fields & Relationships

New

Action	Field Label	API Name	Data Type	Indexed	Controlling Field	Modified By
<a href="#">Edit</a>   <a href="#">Del</a>	Contact Id	Contact_Id__c	Text(18)			Himanshu Kumar 9/25/2025, 12:05 PM
<a href="#">Edit</a>   <a href="#">Del</a>	Cost__c	Cost_c__c	Number(8, 2)			Himanshu Kumar 9/25/2025, 12:04 PM
<a href="#">Edit</a>   <a href="#">Del</a>	RepairId__c	RepairId_c__c	Text(18)			Himanshu Kumar 9/25/2025, 12:01 PM
<a href="#">Edit</a>   <a href="#">Del</a>	Status__c	Status_c__c	Text(50)			Himanshu Kumar 9/25/2025, 12:04 PM

Triggers

New

No triggers defined

Subscriptions

i

Subscriber	Last Downloaded At	Last Downloaded At	Status	Batch Size	Last
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orgfarm-ba15bf8906-dev-ed.develop.lightning.force.com/lightning/setup/CdcObjectEnablement/home

Setup

Home

Object Manager

data cap

Integrations

Change Data Capture

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SETUP

Change Data Capture

Select the entities that generate change event notifications on the default standard channel. Change Data Capture sends notifications for created, updated, deleted, and undeleted records. All custom objects and a subset of standard objects are supported.

Available Entities

Type to filter list...

Account (Account)

Account Clean Info (AccountCleanInfo)

Account Contact Role (AccountContactRole)

Agent Work (AgentWork)

Apex Error (Apex\_Error\_\_c)

Account (Account)

Selected Entities

Subscriptions (Subscriptions\_\_c)

orgfarm-ba15bf8906-dev-ed.develop.lightning.force.com/lightning/setup/ManageExternalClientApplication/OxlgK0000003ltd/detail

Setup

Home

Object Manager

Quick Find

Setup Home

Salesforce Go

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

> Users

> Data

Manage External Client Apps

PlayStationIntegrationApp

Help for this Page

Disable

Contact Email  
himanshui9981@gmail.com

Type  
Local

App Authorization  
All users can self-authorize

App Status  
Enabled

Policies

Settings

Package Defaults

Configure policies to customize the external client app and plugins for this Salesforce organization.

Edit

App Policies

\* Start Page ⓘ

None