# Phase 7: Integration & External Access

Integration and external access features in Salesforce provide mechanisms to connect with external systems, manage data securely, and automate workflows across platforms. This phase demonstrates awareness of these capabilities while implementing the PulsePro - Hospital appointment and patient management system.

Named Credentials

Named Credentials store authentication information for external systems securely. They simplify making callouts to external services by managing endpoints, usernames, passwords, and OAuth tokens in a single location.

This project does not require connecting to external systems, all patient and case data are managed internally within Salesforce.
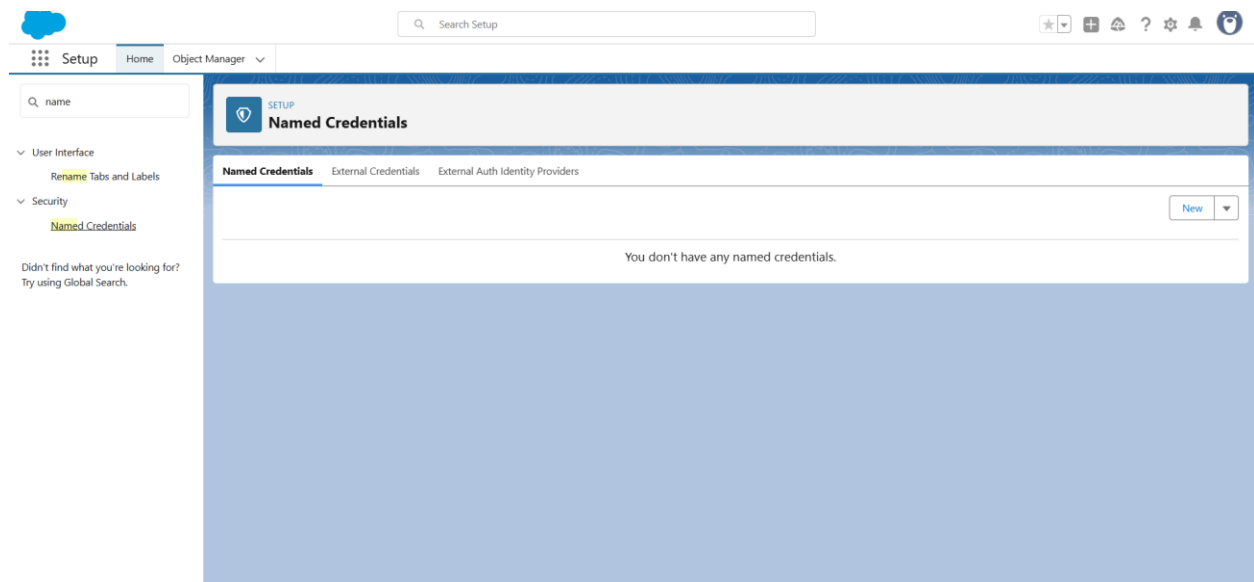
External Services

External Services enable Salesforce to consume external APIs declaratively. By importing OpenAPI specifications, flows and automation can call external services without writing Apex code.

No external APIs are being used for this hospital appointment and patient management application.
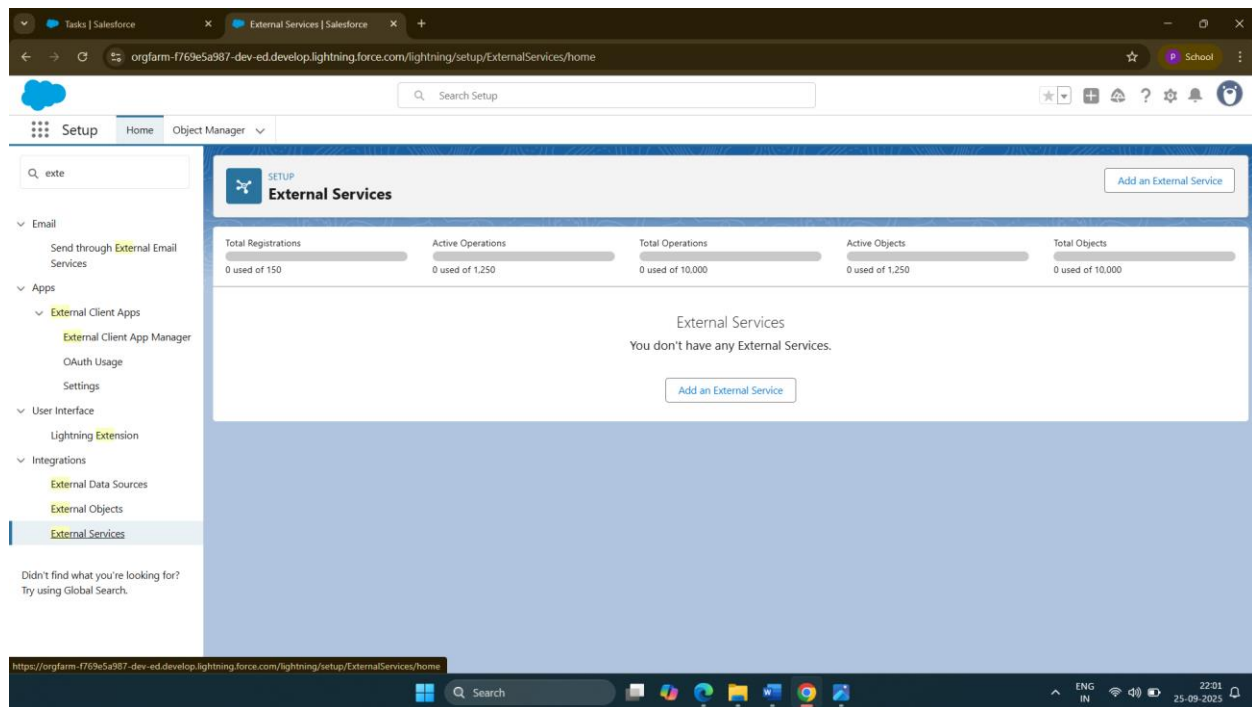
Web Services (REST/SOAP)

Salesforce can act as both a consumer and provider of web services for data exchange with external systems.

The project operates solely within the Salesforce environment, so no external data exchange is required.

Callouts

Callouts are outbound requests from Salesforce to an external system, either synchronous or asynchronous.

No external data retrieval or updates are required for the project.

Platform Events

Platform Events are used to publish and subscribe to events for real-time communication between Salesforce and external systems. They allow asynchronous messaging and notifications.

Application in this project:
Since the project only handles internal tasks and appointments within Salesforce, Platform

Events are not implemented. All notifications and task management are handled using standard Salesforce features and Flows.

Change Data Capture (CDC)

Change Data Capture tracks changes in Salesforce records and publishes events in real-time, allowing external systems to react to updates.

Application in this project:
 CDC is not needed because all record updates (like patient information, appointments, or case updates) remain internal to Salesforce. Flows and page layouts manage the necessary automation for Doctors, Receptionists, and Managers.
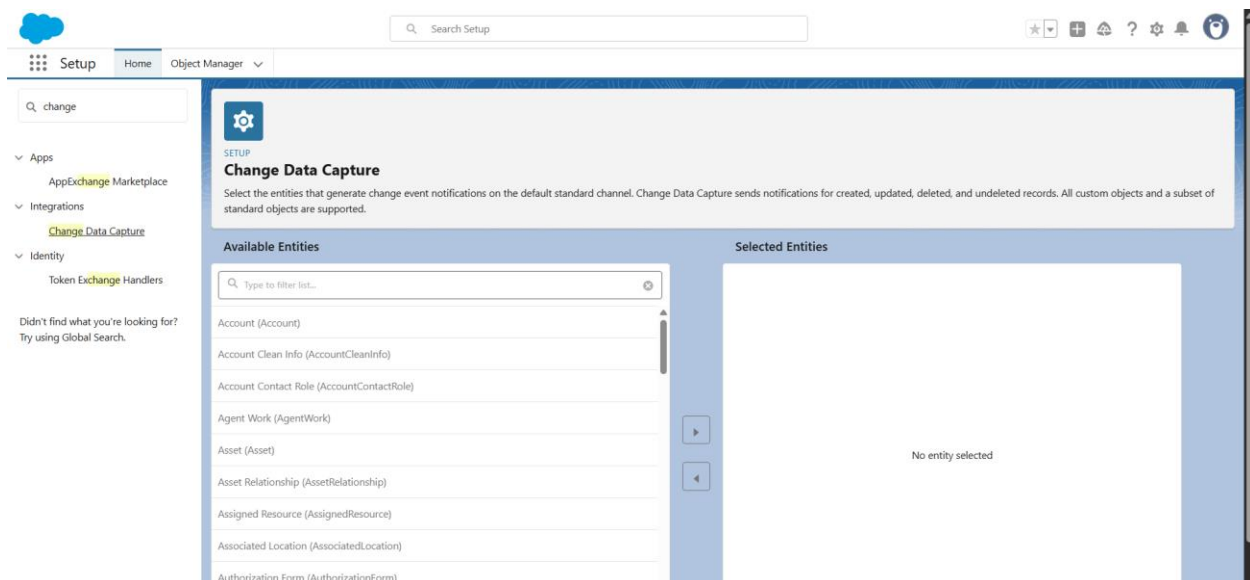
Salesforce Connect

Salesforce Connect allows Salesforce to access and display external data without storing it in Salesforce.

Application in this project:
 No external systems are used; all patient and appointment data is stored within Salesforce objects. Hence, Salesforce Connect is not required.

API Limits

API Limits in Salesforce define the maximum number of API calls to external systems to prevent system overload.

Application in this project:
 The project does not use external APIs, so monitoring API limits is not applicable.

OAuth & Authentication

OAuth provides secure authentication for external systems or applications connecting to Salesforce.
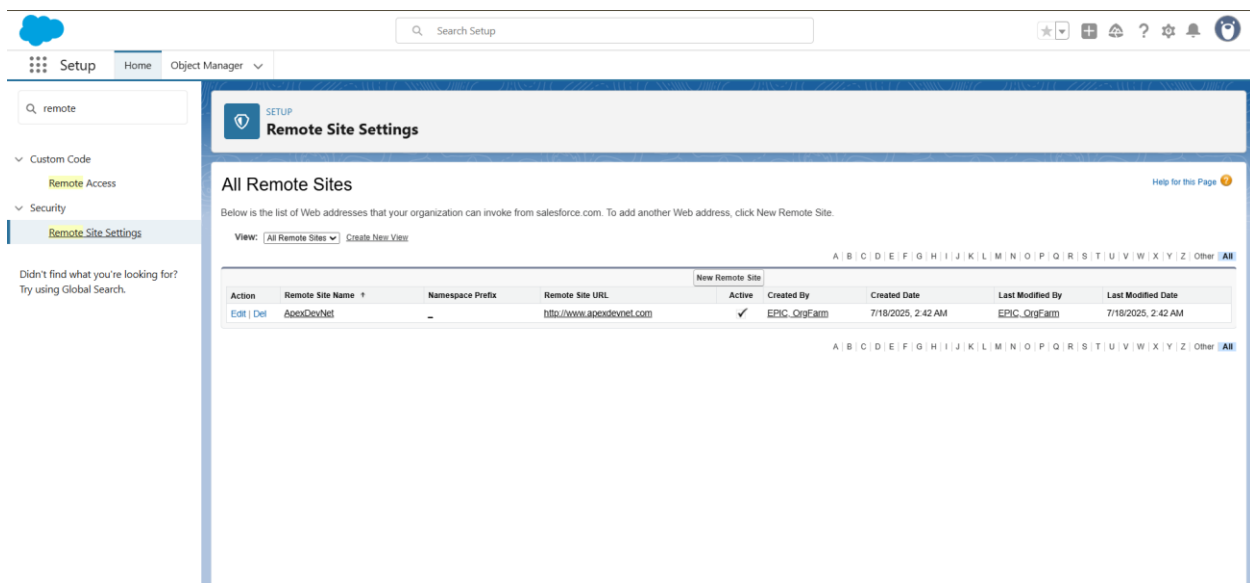
Application in this project:
 All users (Doctors, Receptionists, Managers) access the system internally through their Salesforce profiles. No external access requires OAuth authentication, so it is not implemented.

Remote Site Settings

Remote Site Settings ensure that Salesforce only communicates with pre-approved external endpoints for security purposes.

Application in this project:
 Since no external callouts are made, Remote Site Settings are not required.