

## PHASE 7: Integration & External Access

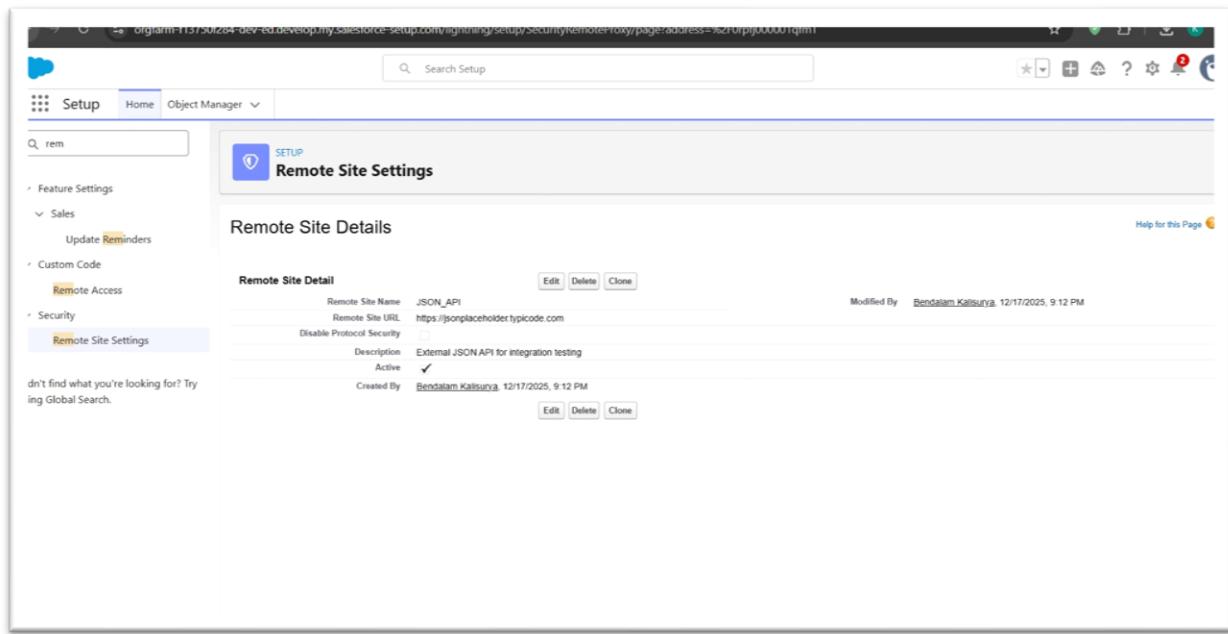
### 1. Remote Site Settings Configuration

To enable secure communication between Salesforce and an external system, **Remote Site Settings** were configured.

#### Implementation Details:

- Navigated to **Setup** → **Security** → **Remote Site Settings**.
- Created a new Remote Site entry with the following details:
  - **Remote Site Name:** JSON\_API
  - **Remote Site URL:** <https://jsonplaceholder.typicode.com>
  - **Description:** External JSON API for integration testing
  - **Status:** Active

This configuration explicitly allows Salesforce to trust and communicate with the specified external endpoint.



#### Purpose of Remote Site Settings

Salesforce enforces strict security policies that block outbound HTTP callouts by default. By defining a Remote Site Setting:

- Salesforce is permitted to make HTTP requests to the approved external URL.
- Authorization and security exceptions during callouts are avoided.
- Apex callouts to external REST APIs can be executed successfully.

## **Use Case in This Project**

- The external JSON API was used to simulate third-party system integration.
- It enables testing of REST callouts from Apex without connecting to a real production system.
- This setup supports future enhancements such as:
  - Fetching external ticket data
  - Integrating with third-party customer service tools
  - Consuming external analytics or support data

## **Benefits of Integration Setup in Phase 7**

- Enables secure outbound communication from Salesforce
- Prevents unauthorized external access
- Supports REST API callouts from Apex
- Prepares the system for real-world integrations
- Complies with Salesforce security best practices