

PHASE 7: Integration & External Access

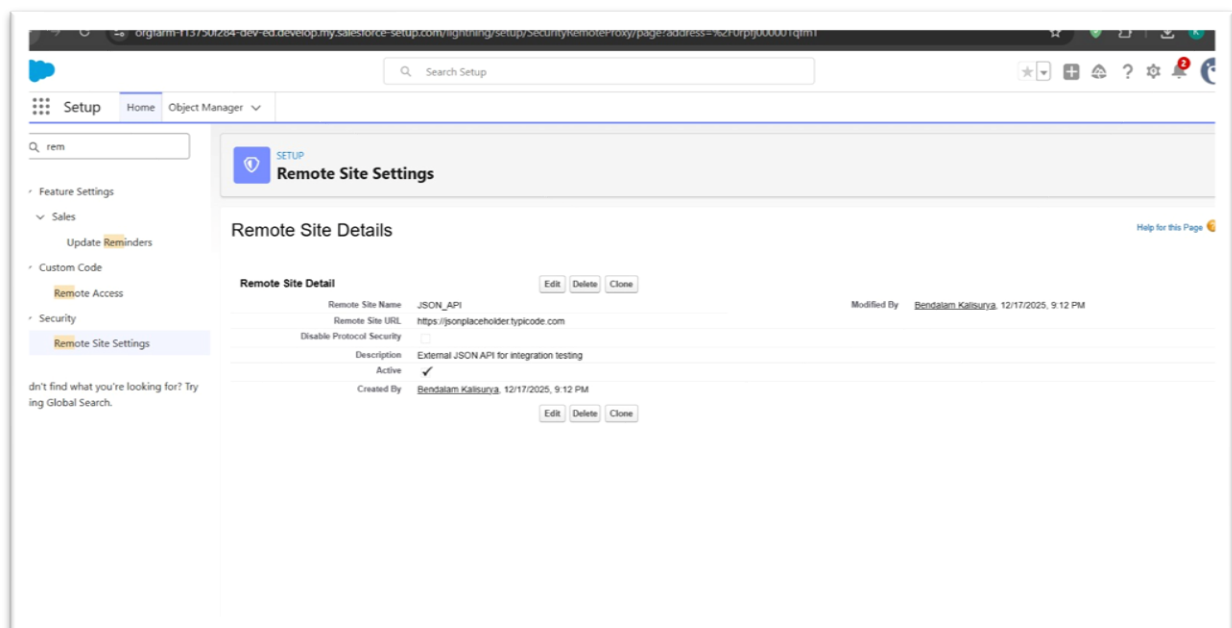
1. Remote Site Settings Configuration

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