Phase 7: Integration & External Access

This phase enables LearnSmart CRM to connect with external systems or APIs.

1. **Named Credentials:**

   Securely store external system authentication for use in Apex callouts.

2. **External Services:**

   Register external APIs for declarative access in Flows and Process Builder.

3. **Web Services (REST/SOAP):**

   Expose or consume APIs to integrate LearnSmart CRM with other systems.

4. **Callouts:**

   Connect to external APIs via HTTP requests and handle responses.

5. **Platform Events:**

   Enable event-driven communication between Salesforce and external apps.

6. **Change Data Capture:**

   Track record changes and trigger automation in Salesforce.

7. **Salesforce Connect:**

   Access and display external data in Salesforce without storing it locally.

Result of Phase 7:

- Integration & External Access enables LearnSmart CRM to securely connect with external systems, APIs, and services.
- It allows real-time data exchange, event-driven updates, and seamless access to external data without storing it in Salesforce.