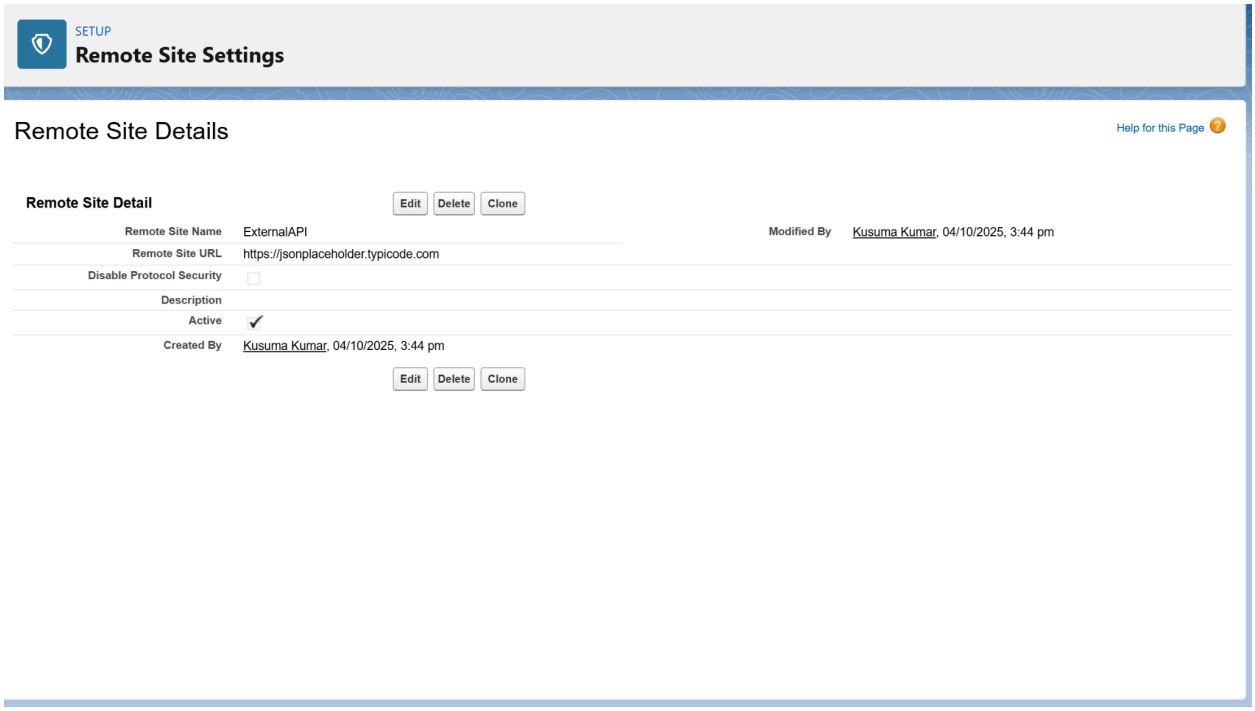
PHASE 7: INTEGRATION & EXTERNAL ACCESS — Step-by-Step Implementation

1. Configure Remote Site Settings

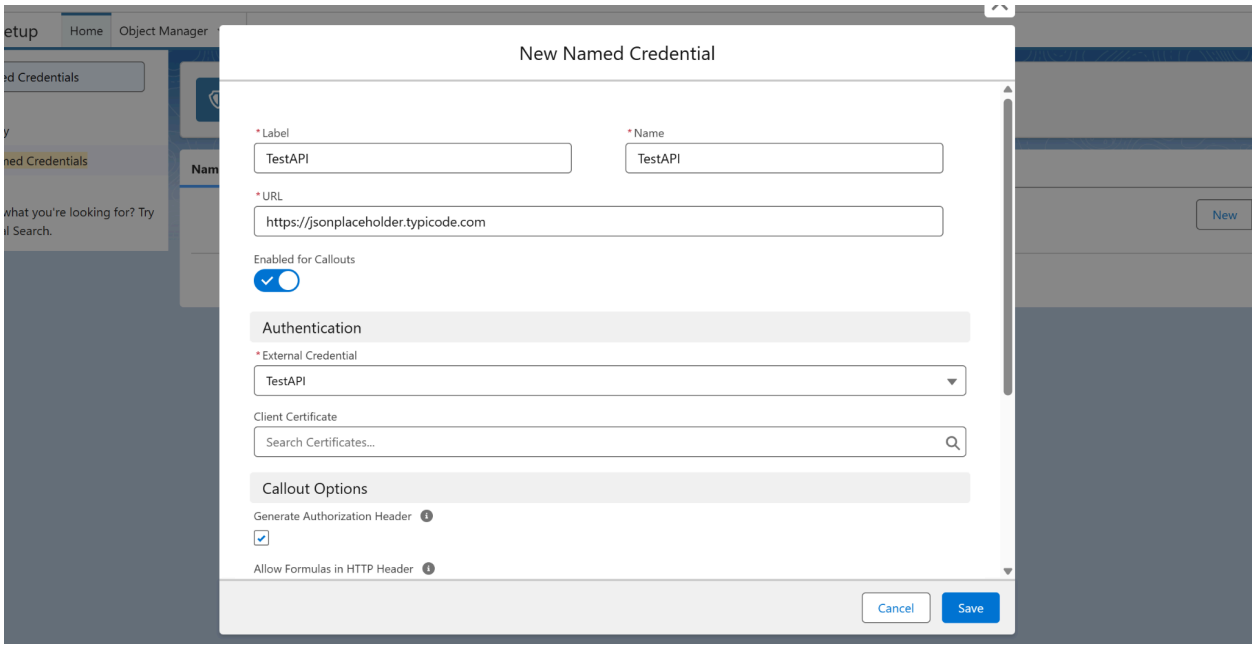
- Go to Setup → enter Remote Site Settings in Quick Find.
- Click New Remote Site.
- Set Remote Site Name: `ExternalAPI`.
- Set Remote Site URL: Use a mock API for testing, e.g., `https://jsonplaceholder.typicode.com`.
- Save the entry to allow Salesforce to securely send HTTP requests to this external endpoint.



2. Create Named Credentials

- In Setup, search for Named Credentials.
- Click New Named Credential.
- Enter a label, e.g., `TestAPI`.
- Set URL: `https://jsonplaceholder.typicode.com` (matches remote site).
- Set Authentication Protocol to `Anonymous` (for mock APIs).

- Save the Named Credential.
- This enables Apex callouts to reference the endpoint securely without hardcoding URLs or credentials.



3. Develop Apex REST Callout Class

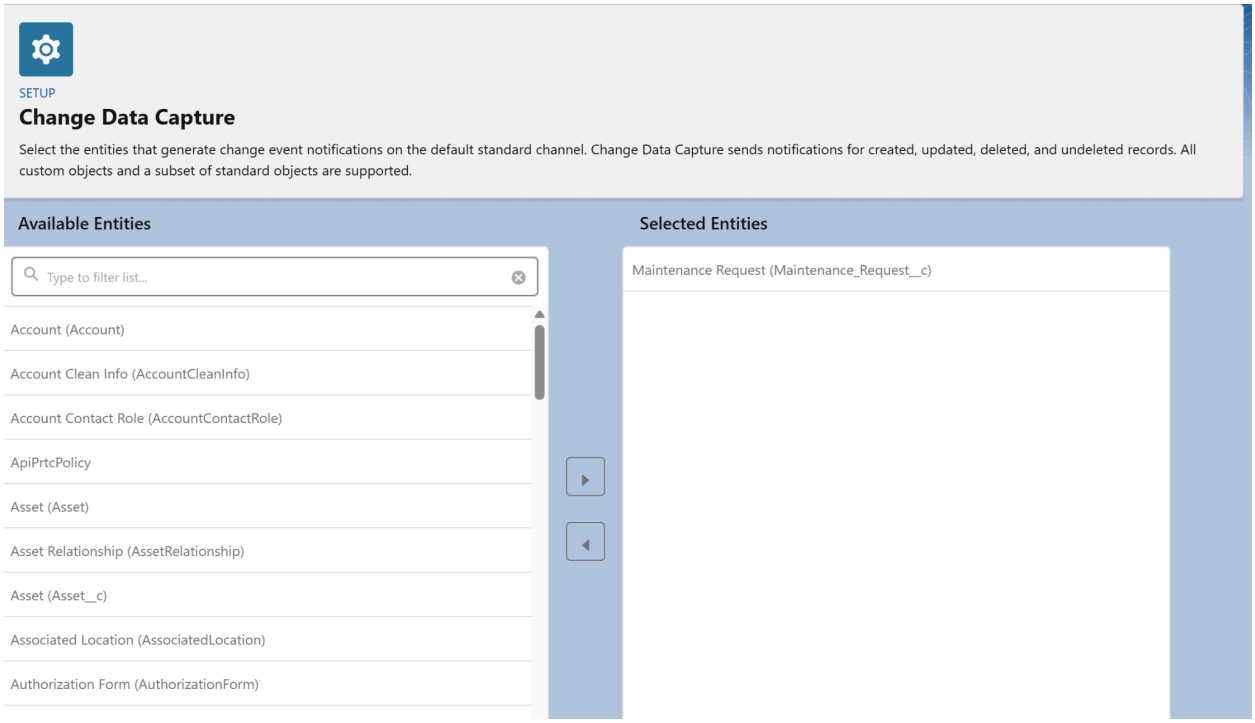
- In VS Code or Developer Console, create an Apex class called `CalloutDemo`.
- Implement a method annotated with `@future(callout=true)` that sends asynchronous HTTP POST requests.
- Example payload: JSON data representing maintenance request details (e.g., asset name, vendor, request description).
- Use Named Credential URL to build the endpoint for callout.
- Test callouts via debug logs to confirm receipt by the external system.

4. Define Platform Events

- Create a custom Platform Event, e.g., `MaintenanceRequestEvent__e`.
- Add relevant fields such as `Asset_Name__c`, `Vendor_Name__c`, and `Request_Details__c`.
- Publish these events from Apex or process builders when maintenance requests are created or updated.
- External systems can subscribe to these events for real-time integration and workflows.

5. Enable Change Data Capture (CDC)

- Enable CDC on the `Maintenance_Request__c` object.
- This automatically creates change events that external listeners can subscribe to.
- Ensure external integration systems are configured to consume and react to CDC events for near real-time data sync.



Achievements in Phase 7

- Successfully configured Remote Site Settings and Named Credentials for secure external callouts.
- Developed asynchronous Apex REST callouts to simulate sending maintenance data to third-party systems.
- Implemented custom Platform Events to publish maintenance business events instantly.
- Enabled Change Data Capture on key objects to keep external systems in sync with Salesforce records.
- Demonstrated robust and scalable Salesforce integration capabilities, enhancing interoperability for the Home Maintenance application.