

Phase 7: Integration & External Access

Goal: Connect Salesforce with external systems for the hotel system.

1 Payment Gateway Integration (Stripe / Razorpay)

Purpose: Enable online payments for reservations.

Steps:

1. Create developer accounts in Stripe or Razorpay.
2. Obtain API keys (Test keys for sandbox).
3. Create Named Credentials in Salesforce to store API credentials.
4. Develop Apex classes or use Flow/External Services to process payments.
5. Test payment transactions using sandbox keys.

2 SMS Integration (Reminders for Check-in/Check-out)

Purpose: Send automated SMS notifications to guests.

Steps:

1. Choose an SMS provider (Twilio, MSG91, etc.).
2. Obtain API credentials.
3. Create Named Credentials or External Services in Salesforce.
4. Build Flow or Apex Trigger to send SMS on reservation events.
5. Test SMS delivery in sandbox.

3 Google Maps API (Show Hotel Location)

Purpose: Display hotel location on pages.

Steps:

1. Get Google Maps API Key (Enable Maps JavaScript API).
2. Create LWC or Visualforce page to embed map.
3. Add hotel address or coordinates dynamically.
4. Test map rendering in Salesforce.

4 Salesforce Connect (External Database for Loyalty Program)

Purpose: Access external loyalty program database in Salesforce.

Steps:

1. Setup → External Data Sources → New.
2. Enter connection details (OData / other supported formats).
3. Validate and sync external objects.
4. Create relationships with Salesforce objects if needed.

5 OAuth (Guest Login via Experience Cloud Portal)

Purpose: Allow guests to login using external identity providers.

Steps:

1. Setup → Auth. Providers → New.
2. Choose provider (Google, Facebook, etc.) and configure Client ID/Secret.
3. Configure Experience Cloud login page to enable social login.
4. Test login using guest accounts.

Deliverables for Document

- Payment Gateway setup
- SMS Integration configuration
- Google Maps API integration
- Salesforce Connect external object setup
- OAuth login configuration
- Screenshots for each integration step