Phase 7: Integration & External Access

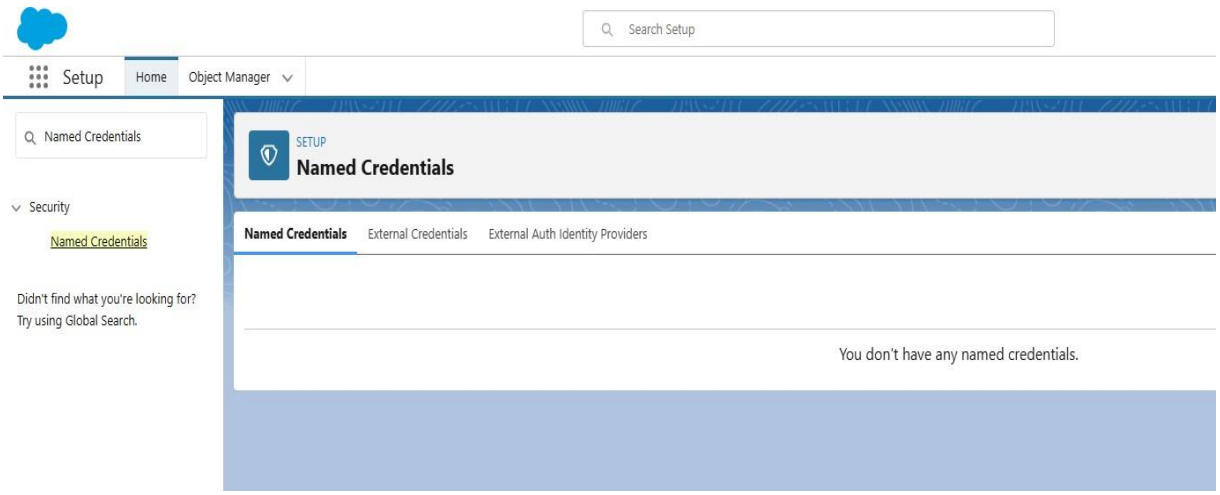
Integration and external access features in Salesforce provide mechanisms to connect with external systems, manage data securely, and automate workflows across platforms. This phase demonstrates awareness of these capabilities while implementing the **Govt Schemes Management System**.

Named Credentials

Named Credentials store authentication information for external systems securely. They simplify making callouts to external services by managing endpoints, usernames, passwords, and OAuth tokens in a single location.

Application in this project:

- All scheme application data is managed internally within Salesforce.
- Citizens submit applications via the portal, and officers verify them in Salesforce.
- No external system connections are required, so Named Credentials are not needed.

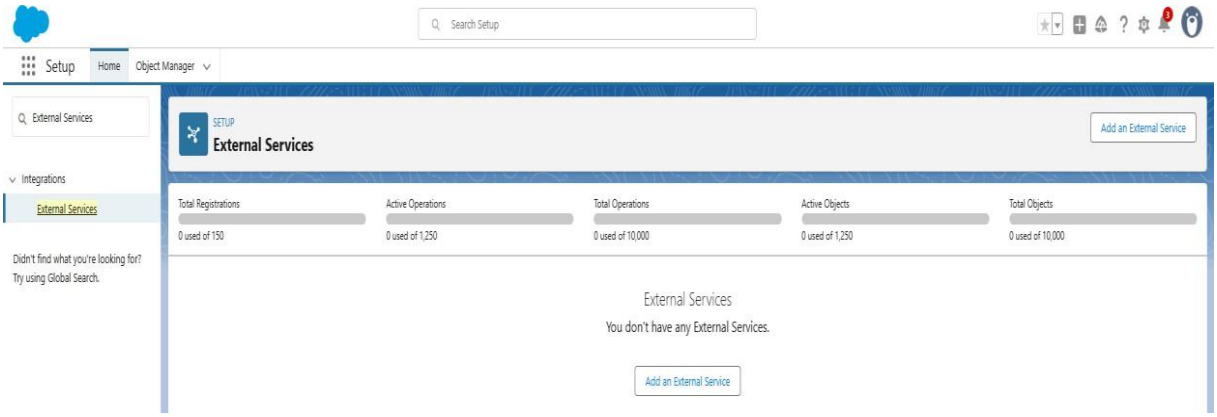


External Services

External Services enable Salesforce to consume external APIs declaratively. By importing OpenAPI specifications, Flows and automation can call external services without writing Apex code.

Application in this project:

- No external APIs are being used.
- All data handling (applications, approvals, notifications) is done within Salesforce.



Web Services (REST/SOAP)

Salesforce can act as both a consumer and provider of web services for data exchange with external systems.

Application in this project:

- The project operates solely within Salesforce.
- Citizens submit applications, officers verify them, and all records remain internal.
- No external data exchange is required.

Callouts

Callouts are outbound requests from Salesforce to an external system, either synchronous or asynchronous.

Application in this project:

- No external data retrieval or updates are required.
- All interactions (submission, verification, notifications) are handled internally.

Platform Events

Platform Events allow asynchronous messaging and real-time communication between Salesforce and external systems.

Application in this project:

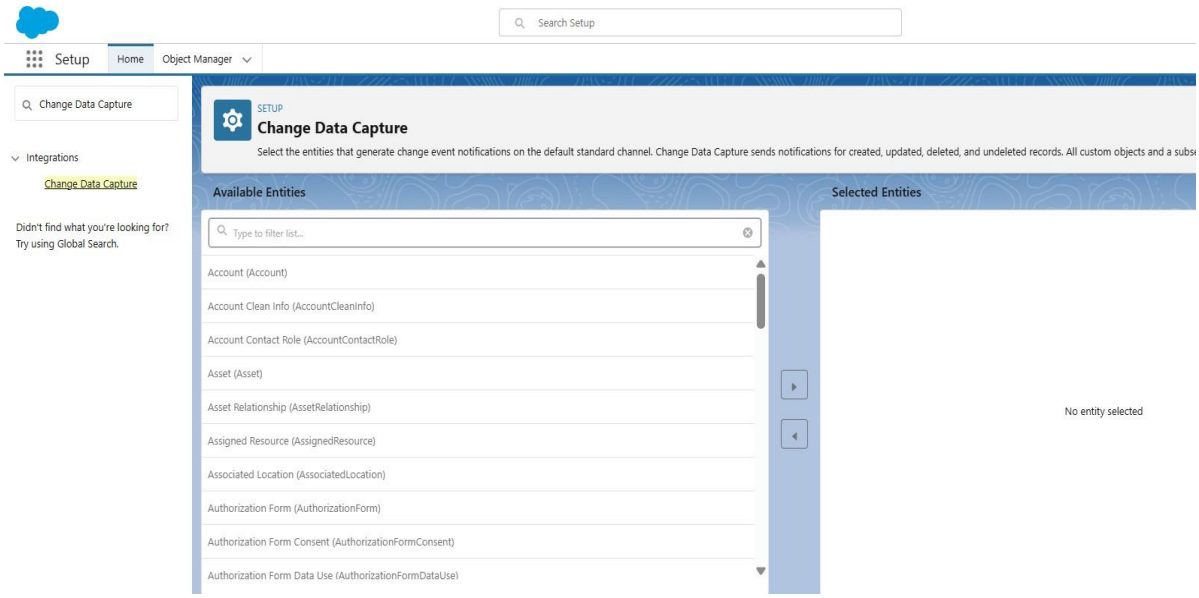
- Platform Events are not implemented.
- Notifications and application status updates are handled using **Flows**, **Email Alerts**, and standard Salesforce automation features.

Change Data Capture (CDC)

Change Data Capture tracks changes in Salesforce records and publishes events in real-time, allowing external systems to react to updates.

Application in this project:

- CDC is not needed because all updates (like application submission, verification, or status changes) remain internal to Salesforce.
- Standard automation (Flows, Process Builder) manages notifications to citizens and officers.



Salesforce Connect

Salesforce Connect allows Salesforce to access and display external data without storing it in Salesforce.

Application in this project:

- No external systems are used; all scheme and citizen application data is stored within Salesforce objects.
- Salesforce Connect is not required.

API Limits

API Limits in Salesforce define the maximum number of API calls to external systems to prevent system overload.

Application in this project:

- The project does not use external APIs.
- API limits monitoring is not applicable.

OAuth & Authentication

OAuth provides secure authentication for external systems or applications connecting to Salesforce.

Application in this project:

- All users (Citizens, Verification Officers, Admins) access the system internally via the **Experience Cloud portal**.
- No external OAuth authentication is required.

Remote Site Settings

Remote Site Settings ensure that Salesforce only communicates with pre-approved external endpoints for security purposes.

Application in this project:

- Since no external callouts are made, Remote Site Settings are not required.

Summary:
The **Govt Schemes Management System** is fully internal to Salesforce. Citizens submit applications, officers verify them, and all notifications and data handling are managed internally using Salesforce objects, Flows, and automation. No external integrations or APIs are needed in this project.
