

on-premises API Recall List will access Salesforce system to retrieve all the customers based on a recall product ID, and generate this list of recalled customers.

Note: To understand Salesforce Account and Asset object relationship refer to the following document:

https://trailhead.salesforce.com/en/content/learn/modules/field_service_maint/field_service_maint_assets.

In the second flow, called Hybrid API, you should have a ServiceNow account with a running instance to view the new incidents that are created for the recalled customers. If you are not familiar with this, refer to section 6.8.2, “IBM App Connect event-driven flow to Salesforce, Google and Slack SaaS applications” on page 329 for more details on IBM App Connect integrate with ServiceNow.

6.9.5 Create simulated on-premises API flow

Perform the following steps to create the flow:

1. Log on to IBM App Connect Designer.
 - a. On the Dashboard in IBM App Connect Designer, click **New** → **Flows** for an API.
 - b. Enter a name that identifies the purpose of your flow, for example APIRecallList.
 - c. Create the model named RecallAssetList. This defines the object you are working with; in this case, we are generating a list of customer records.
 - d. On the Create Model panel, there are two tabs: a Properties tab and an Operations tab. Properties are required to define the structure of the object that the API will work with. Use product name as **ID**, fill in all the properties as shown in Figure 6-264 on page 348.

The screenshot shows the 'Create model' panel in IBM App Connect Designer. The model name is 'RecalledAssetList'. The 'Properties' tab is selected, showing a list of properties to be added to the model. The properties are:

Property Name	Property Type	Property ID	Actions
Id	String	ID	Selected (blue circle), Delete (trash icon)
Status	String		Not selected (white circle), Delete (trash icon)
AccountList	Array of objects		Delete (trash icon)
AccountName	String		Delete (trash icon)
AssetName	String		Delete (trash icon)
InstalledDate	Date		Delete (trash icon)
Status	String		Delete (trash icon)
SerialNo	String		Delete (trash icon)

At the bottom, there is a '+ Add property' button.

Figure 6-264 Properties defined for RecallAssetList

- e. The Array of Objects called Account List, which consists of AccountName, AssetName, InstalledDate, Status and SerialNo, represents the API Response.