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.
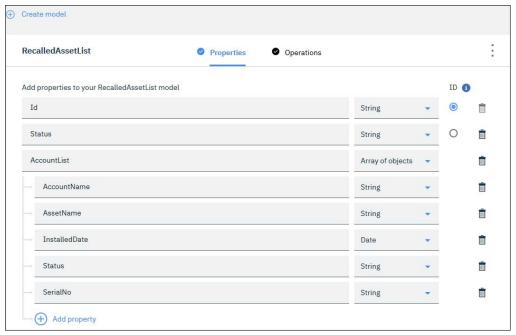

Figure 6-264   Properties defined for RecallAssetList

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