



# NextBestAction Class

Execute recommendation strategies, get recommendations, manage recommendation reactions.

## Namespace

[ConnectApi](#)

## Usage

Community users can't access this class. Portal and guest users can access strategies only through the Suggested Actions component.

## NextBestAction Methods

These methods are for `NextBestAction`. All methods are static.

- [deleteRecommendationReaction\(reactionId\)](#)  
Delete a recommendation reaction.
- [executeStrategy\(strategyName, maxResults, contextRecordId\)](#)  
Execute a strategy.
- [executeStrategy\(strategyName, maxResults, contextRecordId, debugTrace\)](#)  
Execute a strategy and request a trace.
- [executeStrategy\(strategyName, strategyInput\)](#)  
Execute a strategy using an input class.
- [getRecommendation\(recommendationId\)](#)  
Get a recommendation.
- [getRecommendationReaction\(reactionId\)](#)  
Get a recommendation reaction.
- [getRecommendationReactions\(onBehalfOfId, createdById, targetId, contextRecordId, pageParam, pageSize\)](#)  
Get recommendation reactions.
- [setRecommendationReaction\(reaction\)](#)  
Record user reactions to recommendations.

### deleteRecommendationReaction(reactionId)

Delete a recommendation reaction.

#### API Version

45.0

#### Requires Chatter

No

#### Signature

```
public static Void deleteRecommendationReaction(String reactionId)
```



ID of the recommendation reaction or other sObject that caused the user to react.

#### Return Value

Type: Void

#### Usage

Users with the Manage Next Best Action Recommendations or Modify All Data permission can delete recommendation reactions.

### executeStrategy(strategyName, maxResults, contextRecordId)

Execute a strategy.

#### API Version

45.0

#### Available to Guest Users

45.0

#### Requires Chatter

No

#### Signature

```
public static ConnectApi.NBARecommendations executeStrategy(String strategyName, Integer maxResults, String contextRecordId)
```

#### Parameters

##### *strategyName*

Type: [String](#)

Name of the strategy.

##### *maxResults*

Type: [Integer](#)

Maximum number of results. Valid values are from 1 to 25. The default is 3.

##### *contextRecordId*

Type: [String](#)

ID of the context record. For example, if the next best action is on a case detail page, the ID of the case.

#### Return Value

Type: [ConnectApi.NBARecommendations](#)

### executeStrategy(strategyName, maxResults, contextRecordId, debugTrace)

Execute a strategy and request a trace.

#### API Version

45.0



No

### Signature

```
public static ConnectApi.NBARecommendations executeStrategy(String strategyName, Integer
maxResults, String contextRecordId, Boolean debugTrace)
```

### Parameters

#### *strategyName*

Type: [String](#)

Name of the strategy.

#### *maxResults*

Type: [Integer](#)

Maximum number of results. Valid values are from 1 to 25. The default is 3.

#### *contextRecordId*

Type: [String](#)

ID of the context record. For example, if the next best action is on a case detail page, the ID of the case.

#### *debugTrace*

Type: [Boolean](#)

Specifies whether to return trace and debug information in the response (`true`) or not (`false`).

### Return Value

Type: [ConnectApi.NBARecommendations](#)

## executeStrategy(strategyName, strategyInput)

Execute a strategy using an input class.

### API Version

45.0

### Available to Guest Users

45.0

### Requires Chatter

No

### Signature

```
public static ConnectApi.NBARecommendations executeStrategy(String strategyName,
ConnectApi.NBAStrategyInput strategyInput)
```

### Parameters

#### *strategyName*

Type: [String](#)

Name of the strategy.

#### *strategyInput*



Type: [ConnectApi.NBARecommendations](#)

## getRecommendation(recommendationId)

Get a recommendation.

### API Version

45.0

### Requires Chatter

No

### Signature

```
public static ConnectApi.Recommendation getRecommendation(String recommendationId)
```

### Parameters

#### *recommendationId*

Type: [String](#)

ID of the recommendation.

### Return Value

Type: [ConnectApi.Recommendation](#)

## getRecommendationReaction(reactionId)

Get a recommendation reaction.

### API Version

45.0

### Requires Chatter

No

### Signature

```
public static ConnectApi.RecommendationReaction getRecommendationReaction(String reactionId)
```

### Parameters

#### *reactionId*

Type: [String](#)

ID of the recommendation reaction or other sObject that caused the user to react.

### Return Value

Type: [ConnectApi.RecommendationReaction](#)

### Usage

Users with the Manage Next Best Action Recommendations or Modify All Data permission can get recommendation reactions.



### API Version

45.0

### Requires Chatter

No

### Signature

```
public static ConnectApi.RecommendationReactions getRecommendationReactions(String  
onBehalfOfId, String createdById, String targetId, String contextRecordId, Integer pageParam,  
Integer pageSize)
```

### Parameters

#### *onBehalfOfId*

Type: [String](#)

Use the ID of the user who is indirectly reacting to the recommendation to filter the results.

#### *createdById*

Type: [String](#)

Use the ID of the user or record that created the recommendation reaction to filter the results.

#### *targetId*

Type: [String](#)

Use the ID of the target to filter the results.

#### *contextRecordId*

Type: [String](#)

Use the ID of a context record to filter the results.

#### *pageParam*

Type: [Integer](#)

Number of the page you want returned. Starts at 0. If you pass in `null` or 0, the first page is returned.

#### *pageSize*

Type: [Integer](#)

Specifies the number of items per page. Valid values are from 1 through 100. If you pass in `null`, the default size is 25.

### Return Value

Type: [ConnectApi.RecommendationReactions](#)

### Usage

Users with the Manage Next Best Action Recommendations or Modify All Data permission can get recommendation reactions.

## setRecommendationReaction(reaction)

Record user reactions to recommendations.

### API Version



Requires Chatter

No

Signature

```
public static ConnectApi.RecommendationReaction
setRecommendationReaction(ConnectApi.RecommendationReactionInput reaction)
```

Parameters

*reaction*

Type: [ConnectApi.RecommendationReactionInput](#)

A [ConnectApi.RecommendationReactionInput](#) object representing a reaction to a recommendation produced by a recommendation strategy.

Return Value

Type: [ConnectApi.RecommendationReaction](#)

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