Phase 7: Integration & External Access

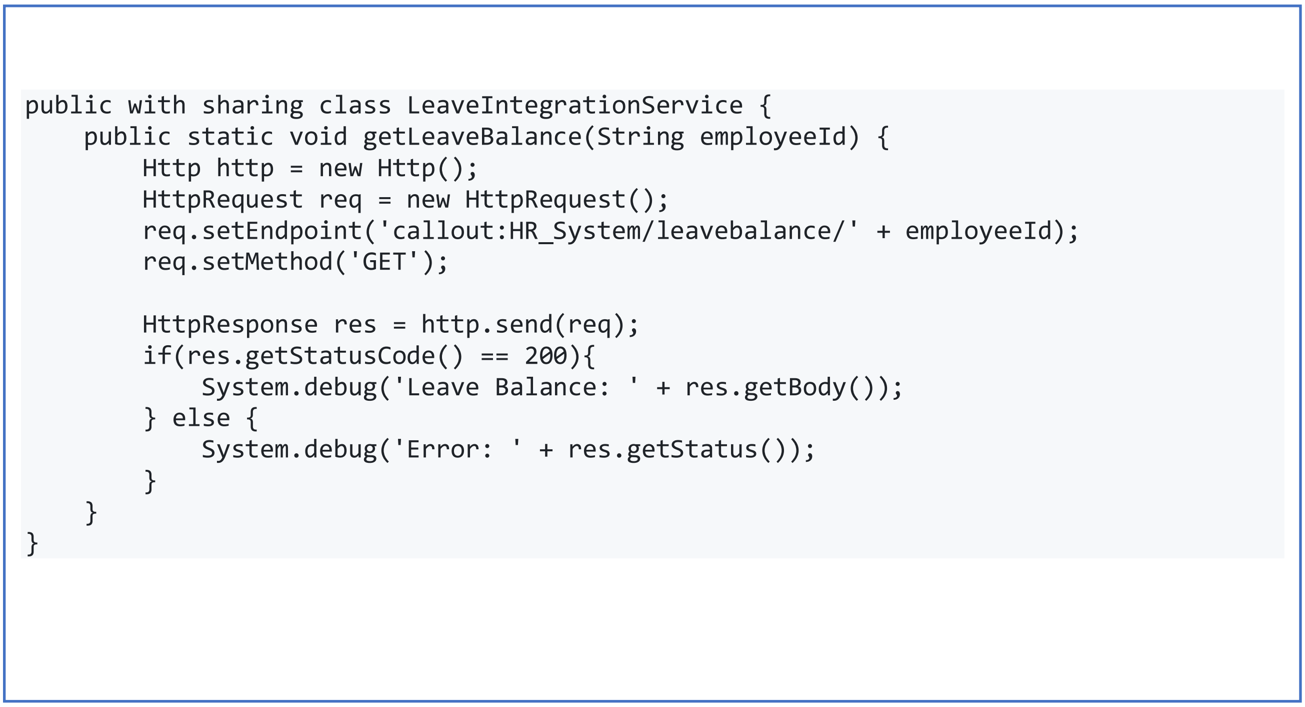
1. Named Credentials Setup

- Define Named Credentials in Salesforce to securely store external service URLs + authentication.
- Example use case: Connecting Salesforce to an HR system API for employee details.

2. External Services & Callouts

Demonstrate Apex HTTP Callout to fetch leave balance from an external HR system.

Sample Code (HTTP Callout):

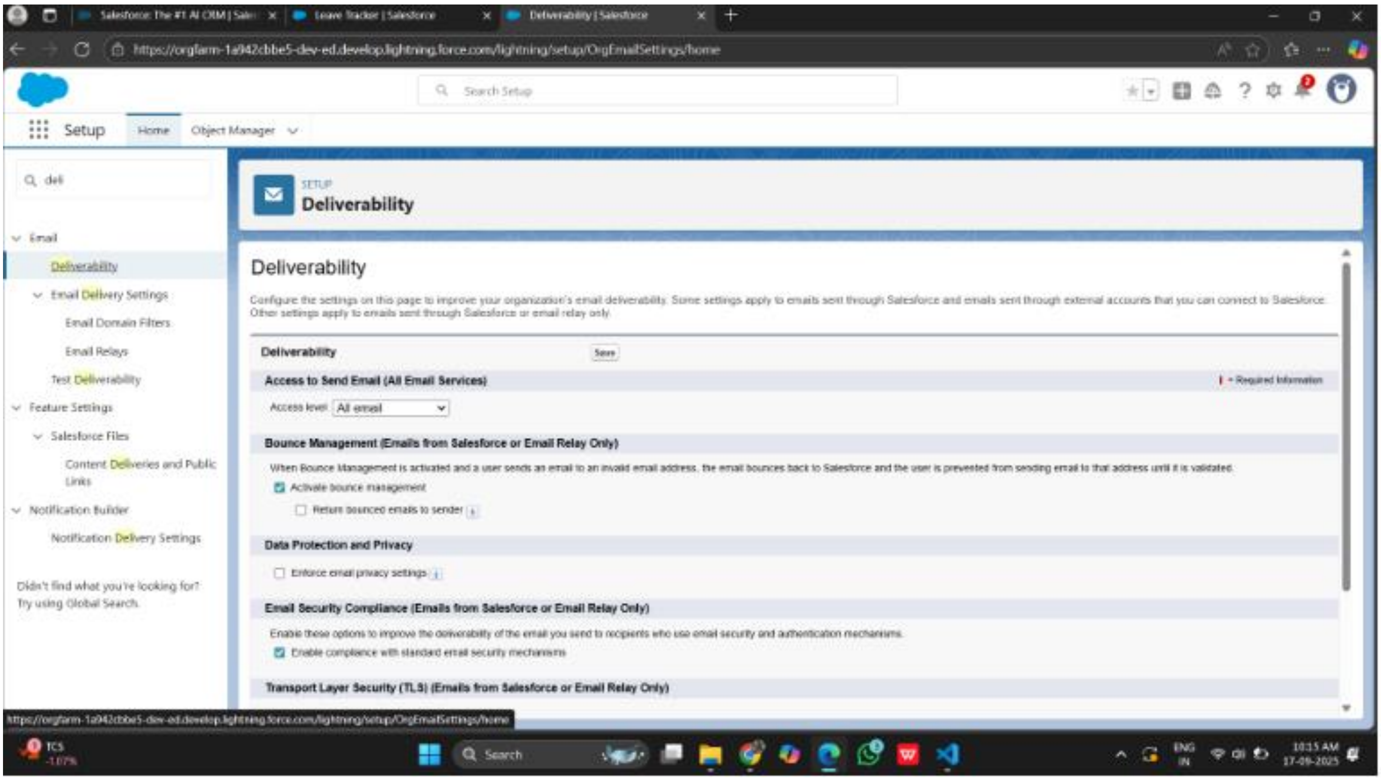


```
public with sharing class LeaveIntegrationService {
    public static void getLeaveBalance(String employeeId) {
        Http http = new Http();
        HttpRequest req = new HttpRequest();
        req.setEndpoint('callout:HR_System/leavebalance/' + employeeId);
        req.setMethod('GET');

        HttpResponse res = http.send(req);
        if(res.getStatusCode() == 200){
            System.debug('Leave Balance: ' + res.getBody());
        } else {
            System.debug('Error: ' + res.getStatus());
        }
    }
}
```

3. Email Service Integration

- Salesforce sends email notifications when leave is approved/rejected.
- Can also integrate with Gmail/Outlook API for two-way sync.


Salesforce: The #1 AI CRM | Sale
Leave Tracker | Salesforce
Deliverability | Salesforce
https://orgfarm-1a942cbbe5-dev-ed.develop.lightning.force.com/lightning/setup/OrgEmailSettings/home
Search Setup
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Object Manager
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Email
Deliverability
Email Delivery Settings
Email Domain Filters
Email Relays
Test Deliverability
Feature Settings
Salesforce Files
Content Deliveries and Public Links
Notification Builder
Notification Delivery Settings
Didn't find what you're looking for? Try using Global Search.
SETUP
Deliverability
Save
TCS
-1.07%
Search
ENG
IN
10:15 AM
17-09-2025

Deliverability

Configure the settings on this page to improve your organization's email deliverability. Some settings apply to emails sent through Salesforce and emails sent through external accounts that you can connect to Salesforce. Other settings apply to emails sent through Salesforce or email relay only.

Deliverability

Access to Send Email (All Email Services)

| = Required Information

Access level: All email

Bounce Management (Emails from Salesforce or Email Relay Only)

When Bounce Management is activated and a user sends an email to an invalid email address, the email bounces back to Salesforce and the user is prevented from sending email to that address until it is validated.

☑ Activate bounce management

☐ Return bounced emails to sender

Data Protection and Privacy

☐ Enforce email privacy settings

Email Security Compliance (Emails from Salesforce or Email Relay Only)

Enable these options to improve the deliverability of the email you send to recipients who use email security and authentication mechanisms.

☑ Enable compliance with standard email security mechanisms

Transport Layer Security (TLS) (Emails from Salesforce or Email Relay Only)

4. Platform Events for Real-time Updates

- Use Platform Events to notify external systems (like HR Payroll) when leave status changes.
- Sample Platform Event Trigger:

```
trigger LeaveEventTrigger on LeaveRequest__c (after update) {
    for(LeaveRequest__c lr : Trigger.new){
        if(lr.Status__c == 'Approved'){
            Leave_Status_Event__e eventMsg = new Leave_Status_Event__e(
                LeaveId__c = lr.Id,
                Status__c = 'Approved',
                EmployeeEmail__c = lr.User__r.Email
            );
            Database.SaveResult result = EventBus.publish(eventMsg);
        }
    }
}
```

5. OAuth & Authentication

- If external API requires OAuth 2.0, connect via Named Credentials → OAuth.
- Secure token handling ensures safe communication.