

Guest360 CRM Project – Phase 7: Integration & External Access

This document explains Phase 7: Integration & External Access of the Guest360 CRM Project.

1. Named Credentials – Airline APIs

Purpose: Store authentication details for airline APIs to enable secure Salesforce access.

Setup → Named Credentials → New Named Credential

- Label: AirlineAPI
- Name: AirlineAPI
- URL: https://<airline-api-url>
- Identity Type: Named Principal
- Authentication Protocol: OAuth 2.0 (if API requires login)

The screenshot shows the Salesforce Setup interface. The left sidebar contains the 'Setup' menu with 'Home' and 'Object Manager' options. The main content area is titled 'Named Credentials' and displays a table with one item: 'Airline API'. The table columns are 'Label', 'Type', 'URL', 'External Credential', and 'Actions'. The 'Airline API' entry has a 'Secured Endpoint' type, a URL of 'https://api.airline.com', and an 'Airline External Credential'.

Label	Type	URL	External Credential	Actions
Airline API	Secured Endpoint	https://api.airline.com	Airline External Credential	

2. Platform Events – VIP Guest Alerts

Purpose: Trigger notifications when VIP guests arrive.

1. Setup → Platform Events → New Platform Event

- Label: VIP Guest Alert
- Plural Label: VIPGuestAlerts

3. Add custom fields

The screenshot shows the Salesforce Setup interface for Platform Events. The left sidebar contains navigation links for Setup, Home, and Object Manager. The main content area is titled 'Platform Events' and shows the configuration for a specific event named 'VIP Guest Alert'. The 'Custom Fields & Relationships' section is active, displaying a table with columns: Action, Field Label, API Name, Data Type, Indexed, Controlling Field, and Modified By. The table lists three custom fields: Alert_Message__c (Long Text Area), Guest_ID__c (Text), and Loyalty_Status__c (Text). Below this, the 'Standard Fields' section is visible, showing a table with columns: Action, Field Label, Field Name, Data Type, Controlling Field, and Indexed. The table lists standard fields: CreatedBy, CreatedDate, EventJid, and ReplayId. The bottom of the page shows the 'Custom Fields & Relationships' section again, with a 'New' button and a table with columns: Action, Field Label, API Name, Data Type, Indexed, Controlling Field, and Modified By.

4. Salesforce Connect – External Reservations

Purpose: Access external reservation data in Salesforce as if it were a native object.

Steps:

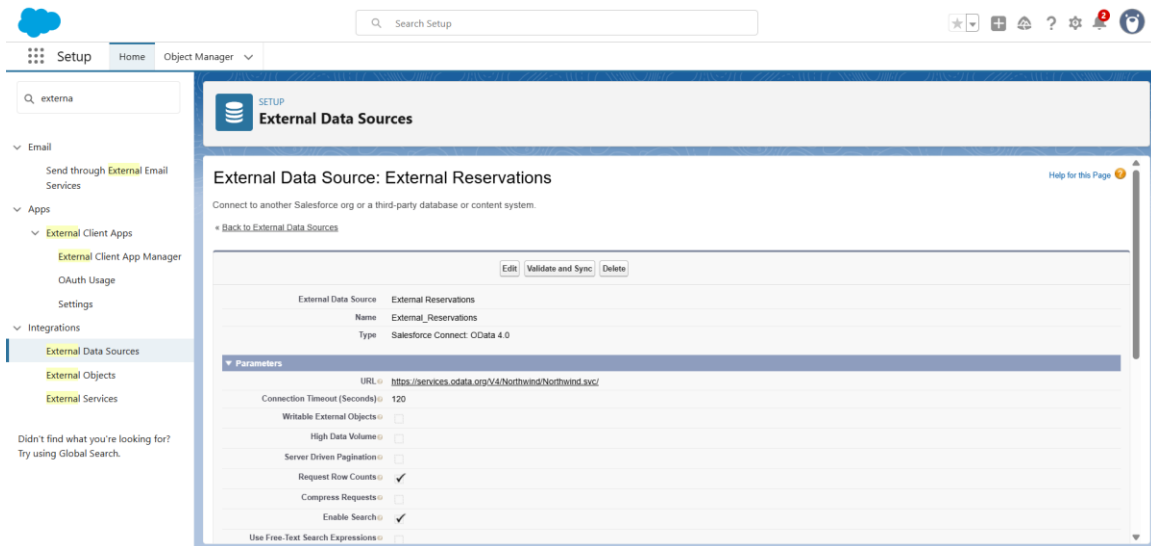
1. Setup → External Data Sources → New External Data Source

2. Fill in:

- Name: ExternalReservations
- Type: OData4.0 (based on external system)
- URL: Full external service URL

3. Save → Validate and Sync → Select tables/objects to sync

4. These objects now appear as External Objects in Salesforce



4. OAuth – Traveler Login

Purpose: Allow travelers to log in via an external identity provider.

Steps:

1. Setup → Auth. Providers → New
2. Select provider type (Google, Facebook, or Custom)
 - Name: Traveler Login
4. Save → Salesforce generates Login URL
5. Use this Login URL in your login page or button for travelers

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SETUP

Auth. Providers

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Auth. Provider ID	0SOgK0000000eUf
Provider Type	Google
Name	Traveler Login
URL Suffix	Traveler_Login
Consumer Key	
Consumer Secret	
Authorize Endpoint URL	
Token Endpoint URL	
User Info Endpoint URL	
Use Proof Key for Code Exchange (PKCE) Extension	<input checked="" type="checkbox"/> ⓘ
Default Scopes	
Include Consumer Secret in SOAP API Responses	<input checked="" type="checkbox"/> ⓘ
Custom Error URL	
Custom Logout URL	
Registration Handler Type	None
Portal	
Icon URL	
Use Salesforce MFA for this SSO Provider	<input type="checkbox"/> ⓘ