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)

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

4. Salesforce Connect – External Reservations

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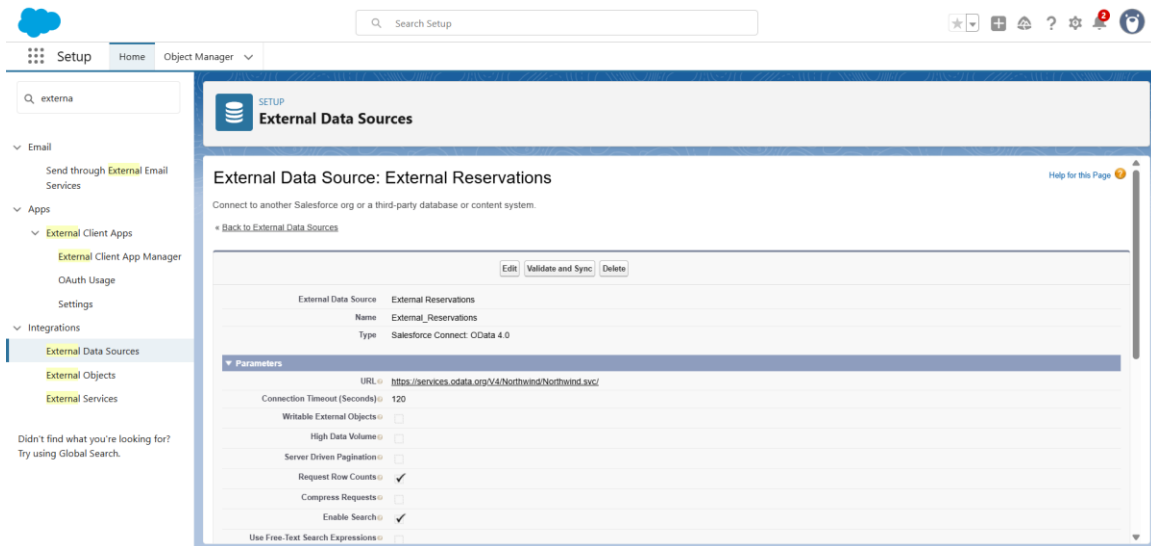
Steps:

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

Search Setup

SETUP
Auth. Providers

Q auth

Email
  Authorized Email Domains

Apps
  ⌄ Connected Apps
    Connected Apps O**Auth** Usage
  ⌄ External Client Apps
    O**Auth** Usage

Identity
  Auth. Providers
  O**Auth** Custom Scopes
  O**Auth** and OpenID Connect Settings

Didn't find what you're looking for?
Try using Global Search.

Auth. Provider

« Back to List: Connected Apps

🖨 Help for this Page ❓

Auth. Provider Detail   [Edit] [Delete] [Clone]

Auth. Provider ID	0SOgK000000teUf
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	✓ ⓘ
Default Scopes	
Include Consumer Secret in SOAP API Responses	✓ ⓘ
Custom Error URL	
Custom Logout URL	
Registration Handler Type	None
Portal	
Icon URL	
Use Salesforce MFA for this SSO Provider	☐ ⓘ