Phase 7 – Integration & External Access (Ashok Motors Capstone)

Objective:

Enable Ashok Motors Dev Org to interact with external systems securely and in real-time, using Salesforce integration tools and APIs.

External Systems to Integrate:

- **Dealer Inventory System:** To get real-time vehicle availability. Salesforce can receive this data using **Apex Callouts** or **Named Credentials**.

- **Telematics API:** To monitor vehicle health and location. Use **Platform Events** or **External Services** to show real-time updates.

- **Payment Gateway:** For verifying invoices or payments. Can use **Apex Callouts** or **Named Credentials**.

Integration Design (High-Level Flow):

1. Data comes from the external system → goes to **Named Credential / External Service**

2. **Apex Callout** or **Platform Event** processes the data → updates **Custom Objects** like `Vehicle__c`, `Test_Drive__c`, `Service_Appointment__c`

3. Salesforce dashboards and reports are updated → **users get notified** in real-time