

# Phase 7: Integration & External Access

(This project focused on an internal Salesforce CRM; external integrations were studied but not implemented)

## 1. Named Credentials

- **Definition:** Securely stores the URL and authentication for an external system.
- **Purpose:** Allows Apex or Flow to call external services without hardcoding credentials.
- **Usage in Projects:** Not used in this project.

## 2. External Services

- **Definition:** Lets Salesforce connect to external REST APIs declaratively via **Flow or Apex**.
- **Purpose:** Automatically generate Apex actions from OpenAPI specification.
- **Usage in Projects:** Not used in this project.

## 3. Web Services (REST / SOAP)

- **Definition:** Salesforce can **expose its own REST/SOAP APIs** or call external APIs.
- **Purpose:** Exchange data between Salesforce and other systems.
- **Usage in Projects:** Not used in this project.

## 4. Callouts

- **Definition:** Apex code or Flow can make **HTTP requests** to external APIs.
- **Purpose:** Fetch or send data to external systems.
- **Usage in Projects:** Not used in this project.

## 5. Platform Events

- **Definition:** Event-driven messaging system in Salesforce.
- **Purpose:** Notify other systems or components asynchronously when data changes.
- **Usage in Projects:** Not used in this project.

## 6. Change Data Capture

- **Definition:** Automatically captures **changes to Salesforce records**.

- **Purpose:** Enables external systems or Salesforce processes to respond to record changes in real-time.
- **Usage in Projects:** Not used in this project.

## 7. Salesforce Connect

- **Definition:** Provides **real-time access to external data** without storing it in Salesforce.
- **Purpose:** Connect external databases or services via OData.
- **Usage in Projects:** Not used in this project.

## 8. API Limits

- **Definition:** Salesforce enforces limits on **number of API calls, callout limits, etc.**
- **Purpose:** Prevent excessive or abusive use of APIs.
- **Usage in Projects:** Not applicable.

## 9. OAuth & Authentication

- **Definition:** Standard protocols to **authenticate users and authorize access** to Salesforce or external systems.
- **Purpose:** Secure access to APIs.
- **Usage in Projects:** Not required.

## 10. Remote Site Settings

- **Definition:** Configuration in Salesforce to **allow callouts to external URLs.**
- **Purpose:** Adds security layer for HTTP callouts.
- **Usage in Projects:** Not required.