V-Electronics: Revolutionizing Smart Device Management

Phase 7: Integration & External Access

Modern businesses often require data exchange with third-party systems. For V-Electronics, Salesforce needed to integrate with **ERP systems, Payment Gateways, and Supplier Databases**. This phase focused on secure, scalable integrations.

---

1. Introduction

Integration expands Salesforce's capabilities, enabling real-time synchronization of data across systems. Salesforce offers **APIs, Platform Events, and External Objects** for smooth communication.

---

2. Objectives

- To enable external systems to securely interact with Salesforce.
- To configure authentication and authorization for APIs.
- To implement event-driven data sharing.

---

3. Detailed Description of Contents

Named Credentials

- Configured **Named Credentials** for secure authentication to ERP APIs.

External Services & Salesforce Connect

- Connected with supplier systems via **Salesforce Connect** to fetch live product availability.
- Used **External Services** to integrate payment gateway APIs.

Web Services (REST/SOAP)

- Built RESTful services to allow external apps to push/pull customer order data.
- Example: Payment confirmation pushed from gateway to Salesforce.

Callouts

- Implemented HTTP callouts to fetch delivery status from logistics APIs.

Platform Events & Change Data Capture (CDC)

- Used **Platform Events** for order status notifications.
- Used **CDC** to notify external systems about inventory updates.
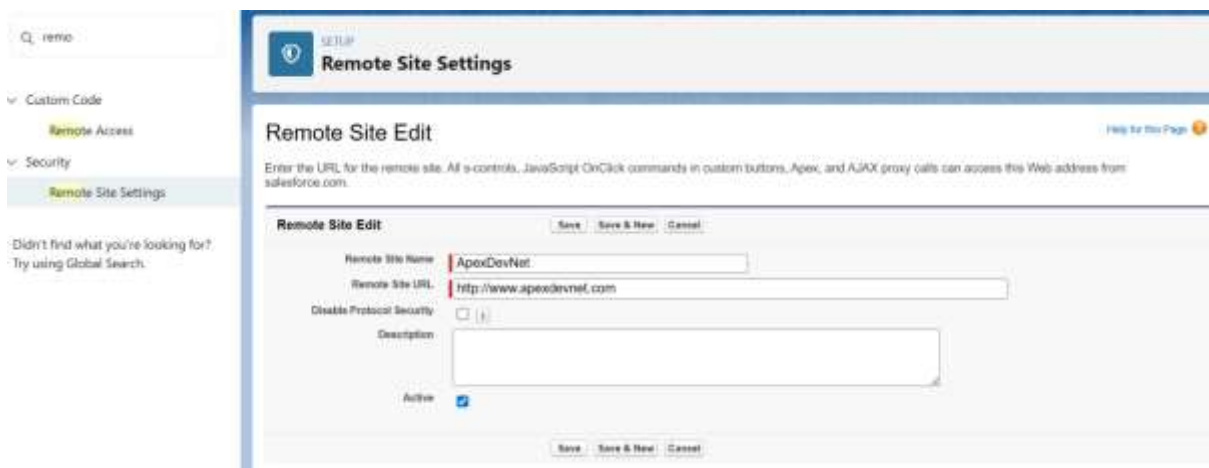
API Limits

- Designed integration strategy within Salesforce API limits to prevent throttling.

OAuth & Authentication

- Configured **OAuth 2.0** for secure logins for third-party apps.

Remote Site Settings

- Configured external domains for callouts.

---

4. Deliverables

- Seamless integration with ERP, Payment, and Logistics systems.
- Platform Events and CDC for real-time data sync.
- Secure authentication using OAuth and Named Credentials.

---

5. Conclusion

This phase ensured Salesforce acted as a **central hub**, exchanging data with all business-critical systems in a secure and efficient way.