

The Power of Salesforce APIs

Codemotion Berlin 2017

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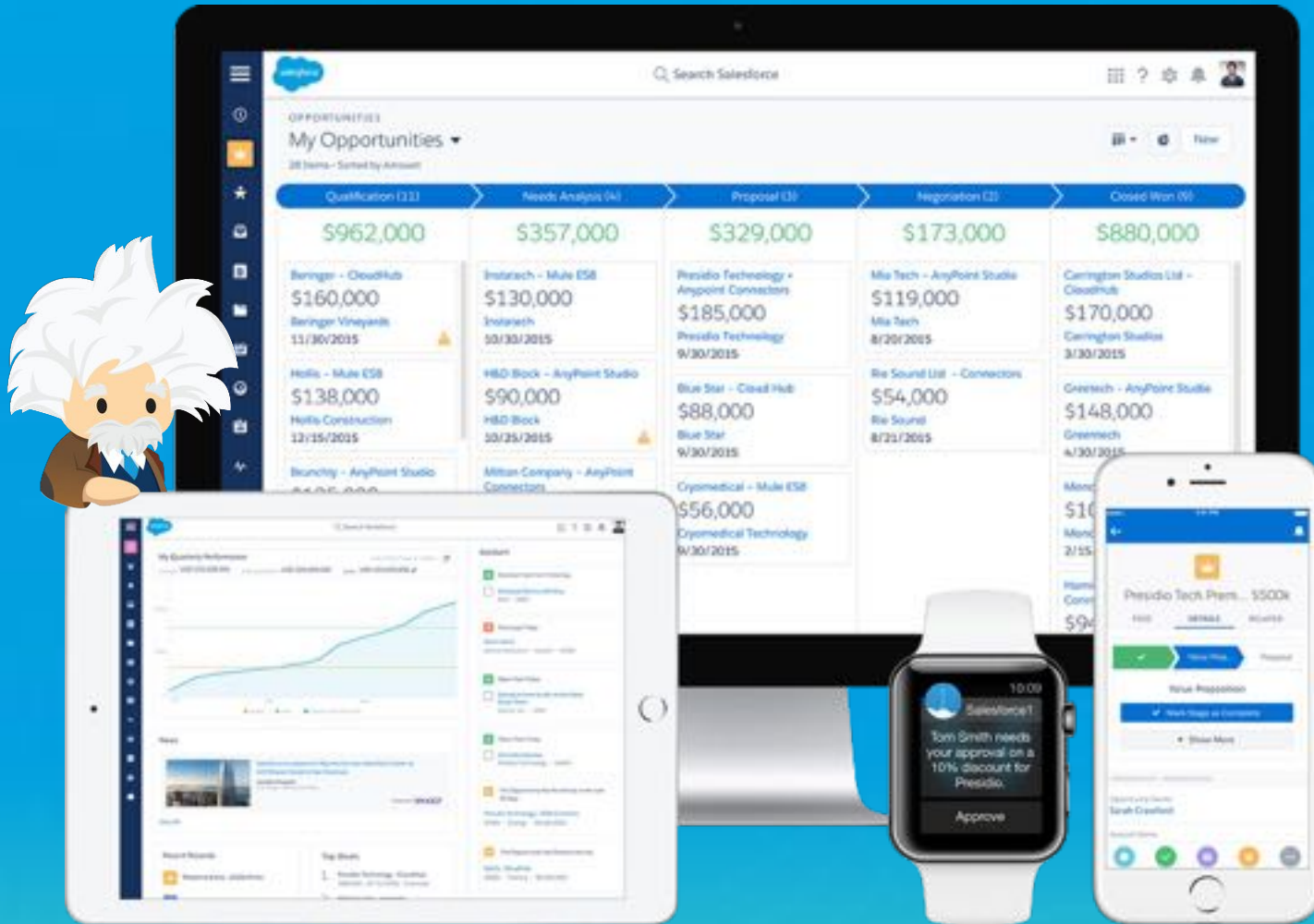
Agenda

Intro and Overview
Integration Dependencies
Data and CRUD APIs
Salesforce Connect
Apex Integration Services
Roundup of Other Integration Topics
Streaming Apis
Demo
Questions



Work with the world's most trusted CRM platform

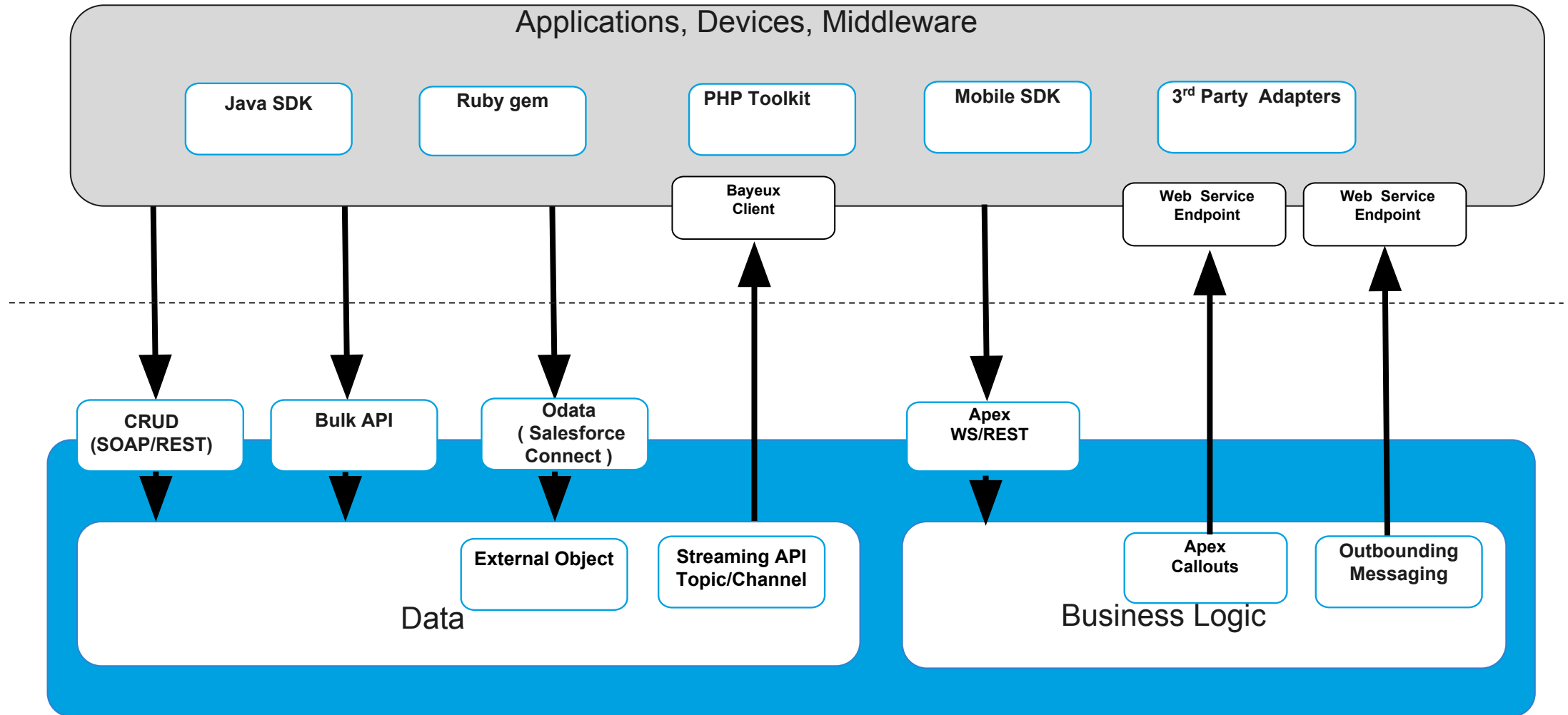
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Intelligent Customer Success Platform



Comprehensive APIs, Toolkits, and Support of Standards



Programmatic Integration

SOAP based APIs

- Data CRUD
- Metadata API

REST based APIs

- Data CRUD
- Chatter API
- Bulk API
- Tooling API
- Reports and Dashboards API

Bayeux/CometD based APIs

- Streaming API
- PushTechnology - Publish/Subscribe model

Declarative Integration

Salesforce Connect

- OData 2.0/4.0 Protocol based External Data Integration

Outbound Messaging

- XML messages sent out as Workflow actions



Custom Integration

Inbound

- Apex Web Services
- Apex REST resources

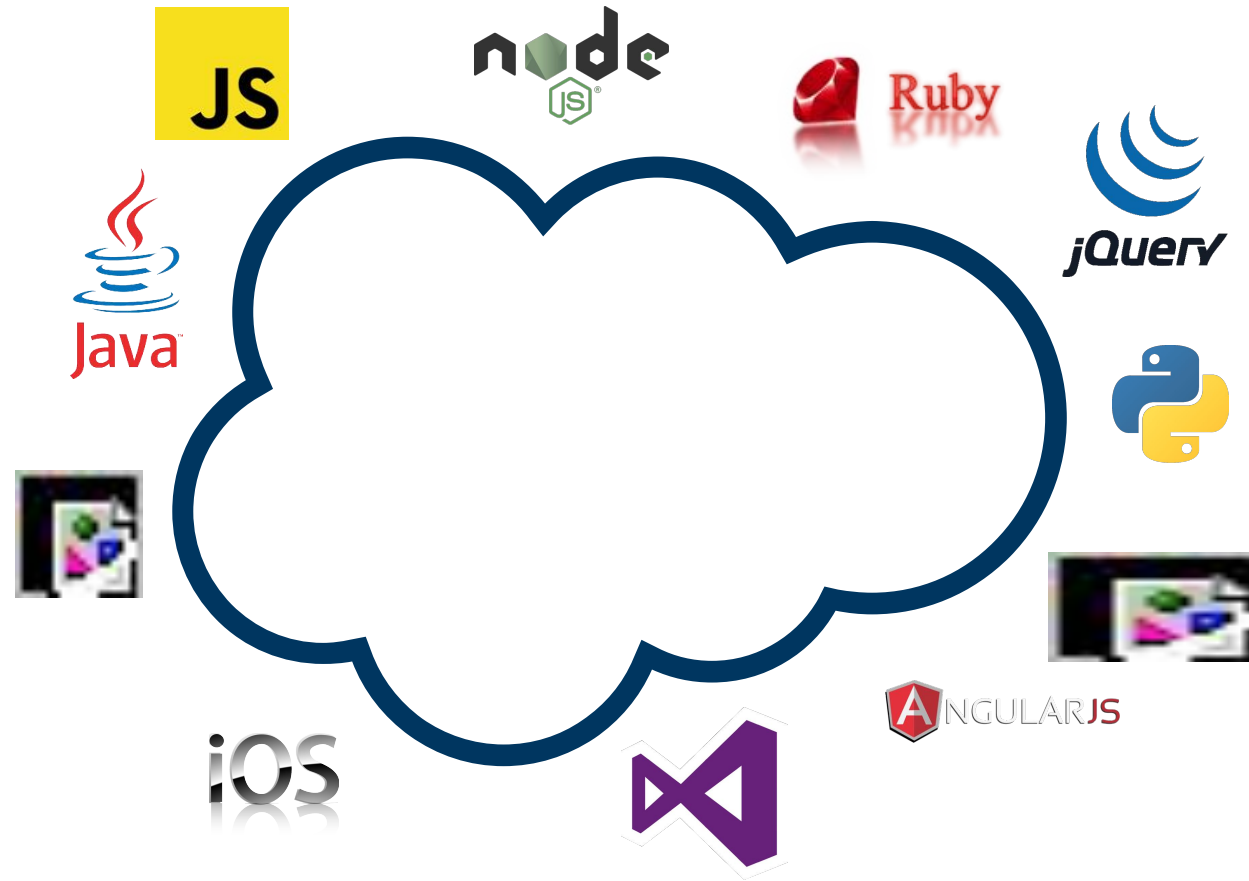
Outbound

- Apex Web Service Callouts
- Apex HTTP Callouts

Salesforce Connect

- Apex connector framework

Toolkits Libraries SDKs





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Identity:
User, Profile, License
Authorization:
Typically OAuth



Sharing (Dynamic) Row	Entity		Profile (Configuration)	
	Broker__c		Field	
	Name	Phone__c	Email__c	Title__c
	Caroline King	+1-612-554-8532	cking@brokers.com	Territory Manager
	Alistair Krei	+1-415-467-8890	akrei@brokers.com	Real Estate Agent
	Rajesh Hamal	+1-213-355-2241	rhamal@brokers.com	Property Broker
	Wei Tong	+1-206-888-4320	wtong@brokers.com	Real Estate Agent

User Profile Sharing Model

Security

Identity

Comprehensive support for standards



SCIM

Single Sign-On

SAML 2.0 Identity Provider

SAML 1.1 / 2.0 Service Provider

OpenID Connect

API Access

OAuth 2

OAuth 2 SAML Bearer Tokens

OAuth 2 JWT Bearer Tokens

Cloud Directory & Provisioning

SCIM

SAML Provisioning

More in details let's talk about...

The Salesforce logo is located in the top right corner of the slide. It consists of a blue cloud-like shape with the word "salesforce" written in white lowercase letters inside it.

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REST API and its composite resources

Salesforce Integration with Slack

Streaming API

Salesforce Connect

Demos

Data and CRUD APIs



Query and Search

//SOQL – Salesforce Object Query Language

```
SELECT Id, Name, Title__c, Beds__c Broker__r.Name  
FROM Property__c  
WHERE Beds__c >= 3
```

//SOSL - Salesforce Object Search Language

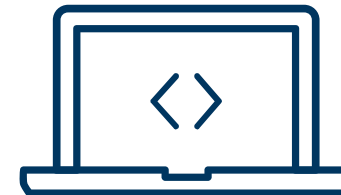
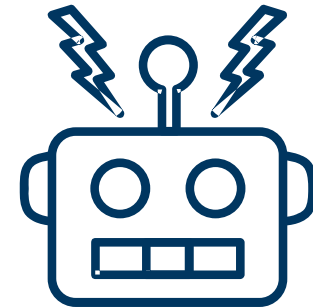
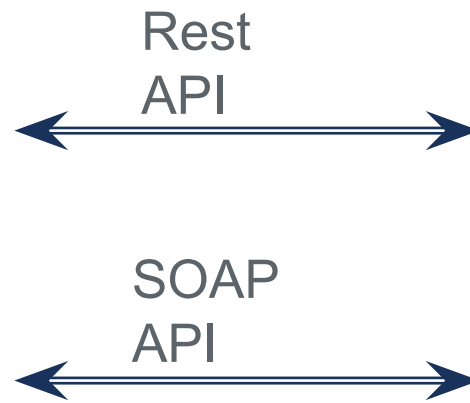
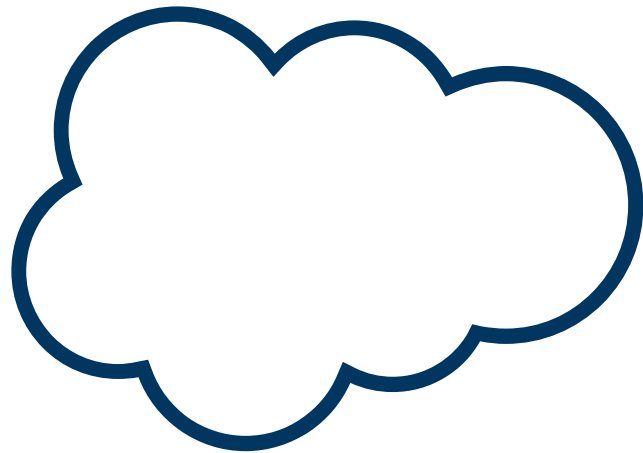
```
FIND {GU19*} RETURNING Account, Property__c
```

//Parameterized Search API

```
/parameterizedSearch?q=bungalow&in=ALL&sobject=Property__c
```

Clients

Applications and Services



Workbench for Salesforce Developers – CRUD

- Launch Workbench.developerforce.com
- Free UI-based online API tool
- SOQL queries example “Select found_on_day__c, Id, Name FROM Cat__c”

workbench  info queries data migration utilities

SOQL Query

ADMIN USER AT SFDC-TEST ON APR 40, 2017

Choose the object, fields, and criteria to build a SOQL query below:

Object:

View as: ☒ List ☐ Table ☐ CSV ☐ Bulk CSV ☐ Bulk XML

Deleted and archived records: ☒ Exclude ☐ Include

Fields:

- found_in__c
- found_in__Latitude__s
- found_in__Longitude__s
- found_on_day__c
- Id
- IsDeleted

Sort results by:

Filter results by:

Max Records:

Enter or modify a SOQL query below:

```
SELECT found_on_day__c, Id, Name, OwnerId FROM Cat__c
```

Query

Query Results

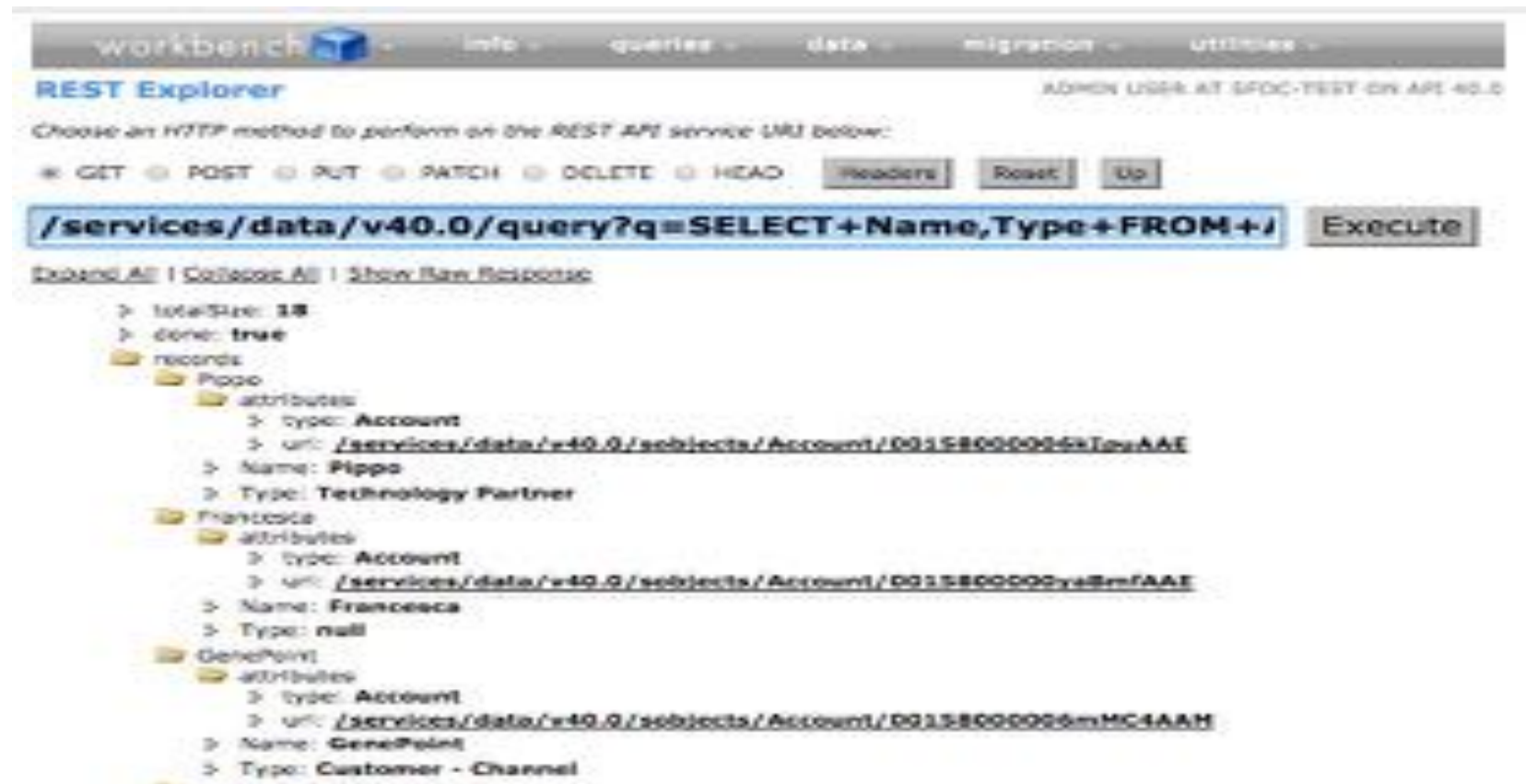
Returned records 1 - 2 of 2 total records in 0.822 seconds:

Round_on_day_cid	Name	OwnerId
2017-03-06	Zorro	00258000000000IwAAE
2017-09-10	SilverHf	00258000000000IwAAE

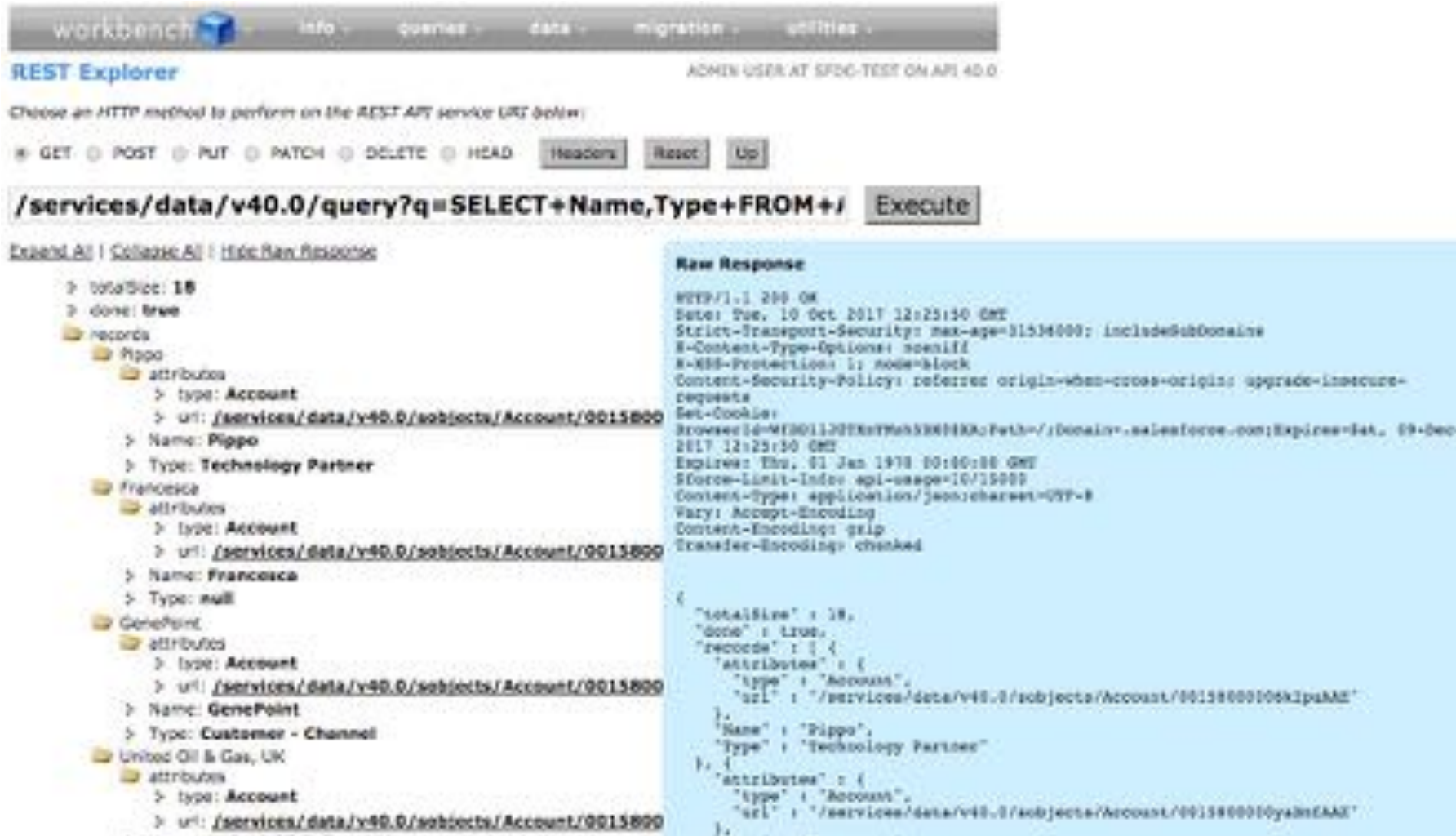
Requested in 0.847 sec.
Workbench 42.0 OK

Workbench for Salesforce Developers – send a request

- Utilities > REST Explorer
- GET /services/data/v40.0/query?q=SELECT+Name,Type+FROM+Account



Workbench SOQL queries – Raw Response



The screenshot shows the Salesforce Workbench REST Explorer interface. The top navigation bar includes links for 'workbench', 'info', 'queries', 'data', 'migration', and 'utilities'. The main header displays 'REST Explorer' and 'ADMIN USER AT SFDC-TEST ON API 40.0'. Below this, a message states 'Choose an HTTP method to perform on the REST API service URI below:'. A row of buttons for HTTP methods (GET, POST, PUT, PATCH, DELETE, HEAD) is present, along with 'Headers', 'Reset', and 'Up' buttons. The selected URI is '/services/data/v40.0/query?q=SELECT+Name,Type+FROM+/', and an 'Execute' button is to its right. On the left, a tree view shows the response structure: 'totalSize: 18', 'done: true', 'records' (expanded to show 'Pippo' and 'Francesca'), 'GenePoint', and 'United Oil & Gas, UK'. The 'Raw Response' pane on the right displays the full JSON response, including headers like 'HTTP/1.1 200 OK', 'Date: Tue, 10 Oct 2017 12:23:30 GMT', and 'Strict-Transport-Security: max-age=31536000; includeSubDomains'. The JSON body contains the query results.

```
HTTP/1.1 200 OK
Date: Tue, 10 Oct 2017 12:23:30 GMT
Strict-Transport-Security: max-age=31536000; includeSubDomains
X-Content-Type-Options: nosniff
X-XSS-Protection: 1; mode=block
Content-Security-Policy: referrer origin; when-cross-origin; upgrade-insecure-requests
Set-Cookie: BrowserId=MF20112018a7YMa5366H9KA; Path=/; Domain=.salesforce.com; Expires=Sat, 09-Dec-2017 12:23:30 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Sforce-Limit-Info: api-usage=10/15000
Content-Type: application/json;charset=UTF-8
Vary: Accept-Encoding
Content-Encoding: gzip
Transfer-Encoding: chunked

{
  "totalSize": 18,
  "done": true,
  "records": [
    {
      "attributes": {
        "type": "Account",
        "url": "/services/data/v40.0/objects/Account/00158000106k1pAAE"
      },
      "Name": "Pippo",
      "Type": "Technology Partner"
    },
    {
      "attributes": {
        "type": "Account",
        "url": "/services/data/v40.0/objects/Account/00158000106k1pAAE"
      },
      "Name": "GenePoint",
      "Type": "Customer - Channel"
    },
    {
      "attributes": {
        "type": "Account",
        "url": "/services/data/v40.0/objects/Account/00158000106k1pAAE"
      },
      "Name": "United Oil & Gas, UK",
      "Type": "Customer - Channel"
    }
  ]
}
```


Automatic API Endpoint Creation

Account

`/SObjects/Account`

`/SObjects/Account/describe`

`/query?q=SELECT+Name,Type+FROM+Account`

...

Property__c

`/SObjects/Property__c`

`/SObjects/Property__c/describe`

`/query?q=SELECT+Name,Type__c+FROM+Property__c`

...

What is Curl?

Curl is a tool to transfer data from or to a server, using one of the supported protocols (DICT, FILE, FTP, FTPS, GOPHER, HTTP, HTTPS, IMAP, IMAPS, LDAP, LDAPS, POP3, POP3S, RTMP, RTSP, SCP, SFTP, SMB, SMBS, SMTP, SMTPS, TELNET and TFTP). The command is designed to work without user interaction.

Use REST API with Curl connecting with Salesforce

- Create a Connected App
- Enable OAuth Settings in order to get Consumer Key, Consumer Secret
- Get authenticated and receive a token

```
curl -v https://eu6.salesforce.com/services/oauth2/token -H "Content-Type: application/x-www-form-urlencoded" -d "grant_type=password" -d "client_id=<your-client-id>" -d "client_secret=<your-client-secret>" -d "username=<Your-username>" -d "password=<your-password>"
```

Send a Composite Batch using CURL

- Once you got the token you can send Requests
- Create the composite within a batch.json file
- Call the composite batch endpoint for the REST API: `/services/data/v40.0/composite/batch/`
- Use the TOKEN and pass the batch.json as input
- We can print the output in a file html

```
curl -v https://eu6.salesforce.com/services/data/v40.0/composite/batch/ -H  
'Authorization: Bearer  
00D58000000bJaG!AQUAQOUGqAUnmB01z7b6dYo9GS7zae23JnYp3YtgOlH8FMFS  
M_b1oa_dGjawYrP37lLn86piz4NU0anSKpgMy_EhooF7p.Pe' -H "Content-Type:  
application/json" -d "@batch.json" -o compositeBatch_OUT.html
```

Composite resources to reduce round trips

```
{
  "records" : [{
    "attributes" : {"type" : "Account", "referenceId" : "ref1"},
    "name" : "SampleAccount",
    "phone" : "1234567890",
    "website" : "www.salesforce.com",
    "numberOfEmployees" : "100",
    "industry" : "Banking",
    "Contacts" : {
      "records" : [{
        "attributes" : {"type" : "Contact", "referenceId" : "ref2"},
        "lastname" : "Smith",
        "title" : "President",
        "email" : sample@salesforce.com }, {
        "attributes" : {"type" : "Contact", "referenceId" : "ref3"},
        "lastname" : "Evans",
        "title" : "Vice President",
        "email" : "sample@salesforce.com"
      ]
    }
  }], {
    "attributes" : {"type" : "Account", "referenceId" : "ref4"},
    "name" : "SampleAccount2",
    "phone" : "1234567890",
    "website" : "www.salesforce2.com",
    "numberOfEmployees" : "100",
    "industry" : "Banking"
  ]
}
```

Tree - /vXX.X/composite/tree/SObjectName

- Create sObject record and its child sObject records upto 5 levels deep in one go
- Counted as a single API call, up to a total of 200 records across all trees per call



Composite resources to reduce round trips

Batch - /vXX.X/composite/batch

- Executes up to 25 sub requests in a single request.
- The response bodies and HTTP statuses of the subrequests in the batch are returned in a single response body.
- Each subrequest counts against rate limits and is treated as a separate request.
- Executed in order

```
{
  "batchRequests" : [
    {
      "method" : "PATCH",
      "url" : "v40.0/subjects/account/001D000000K0fXOIAZ",
      "richInput" : {"Name" : "NewName"}
    }, {
      "method" : "GET",
      "url" : "v40.0/subjects/account/001D000000K0fXOIAZ?fields=Name,BillingPostalCode"
    }
  ]
}
```


Send a Composite Batch using CURL

- We can simplify the commands by using env. variables to store the token
- Create a file (e.g. Login.sh) to store the TOKEN which can then be used elsewhere

```
OUTPUT=$(curl -v https://eu6.salesforce.com/services/oauth2/token -H  
"Content-Type: application/x-www-form-urlencoded" -d "grant_type=password" -d  
"client_id=<your-client-id>" -d "client_secret=<your-client-secret>" -d  
"username=<your-username>" -d "password=<your-password>")
```

```
echo $OUTPUT > login.result  
export TOKEN=$(cat login.result | cut -d "\"" -f 4)
```

```
curl -v https://eu6.salesforce.com/services/data/v40.0/composite/batch/ -H "Authorization: Bearer $TOKEN" -H  
"Content-Type: application/json" -d "@batch.json" -o compositeBatch_OUT.html
```

Checking the Response

- Login.result

```
{"access_token":"00D58000000bJaG!AQUAQJWP4DYKCi6uYRu3oW.D_BkG1T0jtT0ifJ_A_e7SGvJlfq  
qa9z9RsR7LBHx5Ho0DEhHGa_6b41ao07h4FWDAPYxTYQ2x","instance_url":"https://eu6.salesforce.c  
om","id":"https://login.salesforce.com/id/00D58000000bJaGEAU/00558000000gJiwAAE","token_type":"  
Bearer","issued_at":"1464259752048","signature":"pn/h8E1MvbP1n36cGt9SpYQADwfZOONMAEJrElt  
dcU4="}
```

```
etrolani-lt01:Desktop etrolani$ . login.sh
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
           %    %    %    Average Speed   Time    Time     Time  Current
0   0     0    0     0     0      0      0      0      0  0 --:--:-- --:--:-- --:--:--    0* Trying 85.222.128.169...
0   0     0    0     0     0      0      0      0      0  0 --:--:-- --:--:-- --:--:--    0* Connected to eu6.salesforce.com (85.222.128.169) port 443 (#0)
* TLS 1.2 connection using TLS_RSA_WITH_AES_256_CBC_SHA256
* Server certificate: *.salesforce.com
* Server certificate: Symantec Class 3 Secure Server CA - G4
* Server certificate: VeriSign Class 3 Public Primary Certification Authority - G5
> POST /services/oauth2/token HTTP/1.1
> Host: eu6.salesforce.com
> User-Agent: curl/7.43.0
> Accept: */*
> Content-Type: application/x-www-form-urlencoded
> Content-Length: 281
>
} [281 bytes data]
* upload completely sent off: 281 out of 281 bytes
< HTTP/1.1 200 OK
< Date: Thu, 26 May 2016 10:49:11 GMT
< Set-Cookie: browserId=2of2bibtQK-TwA21jR8UWw; Path=/; Domain=.salesforce.com; Expires=Mon, 25-Jul-2016 10:49:11 GMT
< Expires: Thu, 01 Jan 1970 00:00:00 GMT
< Pragma: no-cache
< Cache-Control: no-cache, no-store
< Content-Type: application/json; charset=UTF-8
< Transfer-Encoding: chunked
<
{ [368 bytes data]
100 562 0 561 100 171 95 0:00:02 0:00:02 --:--:-- 171
* Connection #0 to host eu6.salesforce.com left intact
etrolani-lt01:Desktop etrolani$
```

Response from Composite execution - step1

```
etroiani-ltm1:Desktop etroiani$ . composite.sh
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
           %         Dload  Upload    Total   Spent    Left   Speed
  0     0     0     0     0     0      0      0 --:--:-- --:--:-- --:--:--    0* Trying 85.222.128.41...
  0     0     0     0     0     0      0      0 --:--:--  0:00:01 --:--:--    0* Connected to eu6.salesforce.com (85.222.128.41) port 443 (#0)
  0     0     0     0     0     0      0      0 --:--:--  0:00:01 --:--:--    0* TLS 1.2 connection using TLS_RSA_WITH_AES_256_CBC_SHA256
* Server certificate: *.salesforce.com
* Server certificate: Symantec Class 3 Secure Server CA - G4
* Server certificate: VeriSign Class 3 Public Primary Certification Authority - G5
> POST /services/data/v34.0/composite/batch/ HTTP/1.1
> Host: eu6.salesforce.com
> User-Agent: curl/7.43.0
> Accept: */*
> Authorization: Bearer 000580000000bJaGIAQUAQJWP4DYKCI6uYRu3oM.D_BkG1T0jtT0lfJ_A_e7SGvJIIfqps9z9RsR7LBHxSHo0DEHGa_6b41oo07H4FWDApYxTYQ2x
> Content-Type: application/json
> Content-Length: 256
>
} [256 bytes data]
* upload completely sent off: 256 out of 256 bytes
100 256  0  0 100 256  0  90  0:00:02  0:00:02 --:--:--  90< HTTP/1.1 200 OK
< Date: Thu, 26 May 2016 10:50:33 GMT
< Set-Cookie: BrowserId=gpyowkbJQ0i50y882-Zf2g;Path=/;Domain=.salesforce.com;Expires=Mon, 25-Jul-2016 10:50:33 GMT
< Expires: Thu, 01 Jan 1970 00:00:00 GMT
< Sforce-Limit-Info: api-usage=84/15000
< Content-Type: application/json; charset=UTF-8
< Transfer-Encoding: chunked
<
{ [97 bytes data]
100 516  0 260 100 256  89  87  0:00:02  0:00:02 --:--:--  89
* Connection #0 to host eu6.salesforce.com left intact
etroiani-ltm1:Desktop etroiani$
```

Response from Composite execution – step2

```
{"hasErrors":false,"results":[{"statusCode":204,"result":null},{"statusCode":200,"result":{"attributes":{"type":"Account","url":"/services/data/v40.0/objects/Account/00158000006klpuAAE"},"Name":"NewName","BillingPostalCode":null,"Id":"00158000006klpuAAE"}}]}
```



Salesforce.com



Web Store



YouTube



Google Search



Gmail



REST Console



Google Hangouts



ARC



JSON Editor

Response from Composite execution – step3

JSON Editor Online

```
1 {
2   "hasErrors": false,
3   "results": [
4     {
5       "statusCode": 204,
6       "result": null
7     },
8     {
9       "statusCode": 200,
10      "result": {
11        "attributes": {
12          "type": "Account",
13          "url": "/services/data/v44.0/objects/Account/0011000000001puuA0"
14        },
15        "name": "NewName",
16        "billingPostalCode": null,
17        "id": "0011000000001puuA0"
18      }
19    }
20 ]
21 }
```

object (1)

- hasErrors: false
- results (2)
 - 0 (1)
 - statusCode: 204
 - result: null
 - 1 (1)
 - statusCode: 200
 - result (1)
 - attributes (1)
 - Name: NewName
 - BillingPostalCode: null
 - ID: 0011000000001puuA0

Apex Integration Services



Roundup of Other Integration Topics



Apex Callout

Salesforce request to external system

```
1  HttpRequest req = new HttpRequest();  
2  
3  req.setEndpoint(url);  
4  req.setMethod(method);  
5  req.setBody(body);  
6  
7  Http http = new Http();  
8  HttpResponse resp = http.send(req);
```

Apex Rest Endpoint

Custom API in Salesforce

```
1  @RestResource(urlMapping='/propertyhub/*')
2  global class PropertiesService {
3
4      @HttpGet
5      global static List<Property__c> getNearbyProperties(){
6          List<Property__c> retProps = new List<Property__c>();
7          RestRequest req = RestContext.request;
8          RestResponse resp = RestContext.response;
9          ...
10         return retProps;
11     }
```

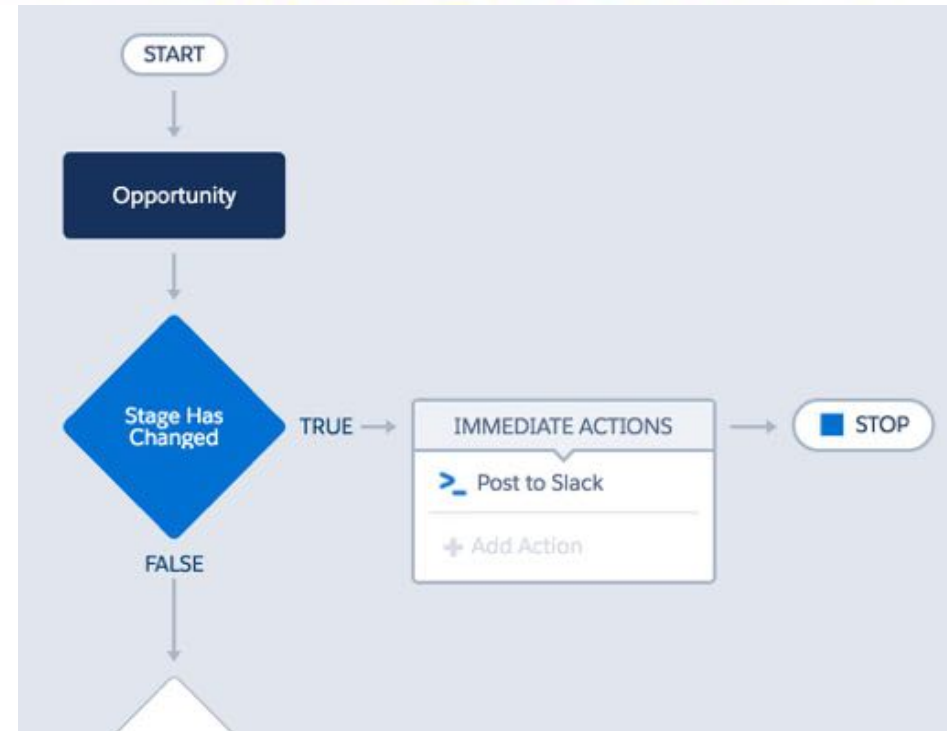
Slack Integration using Apex and BOT



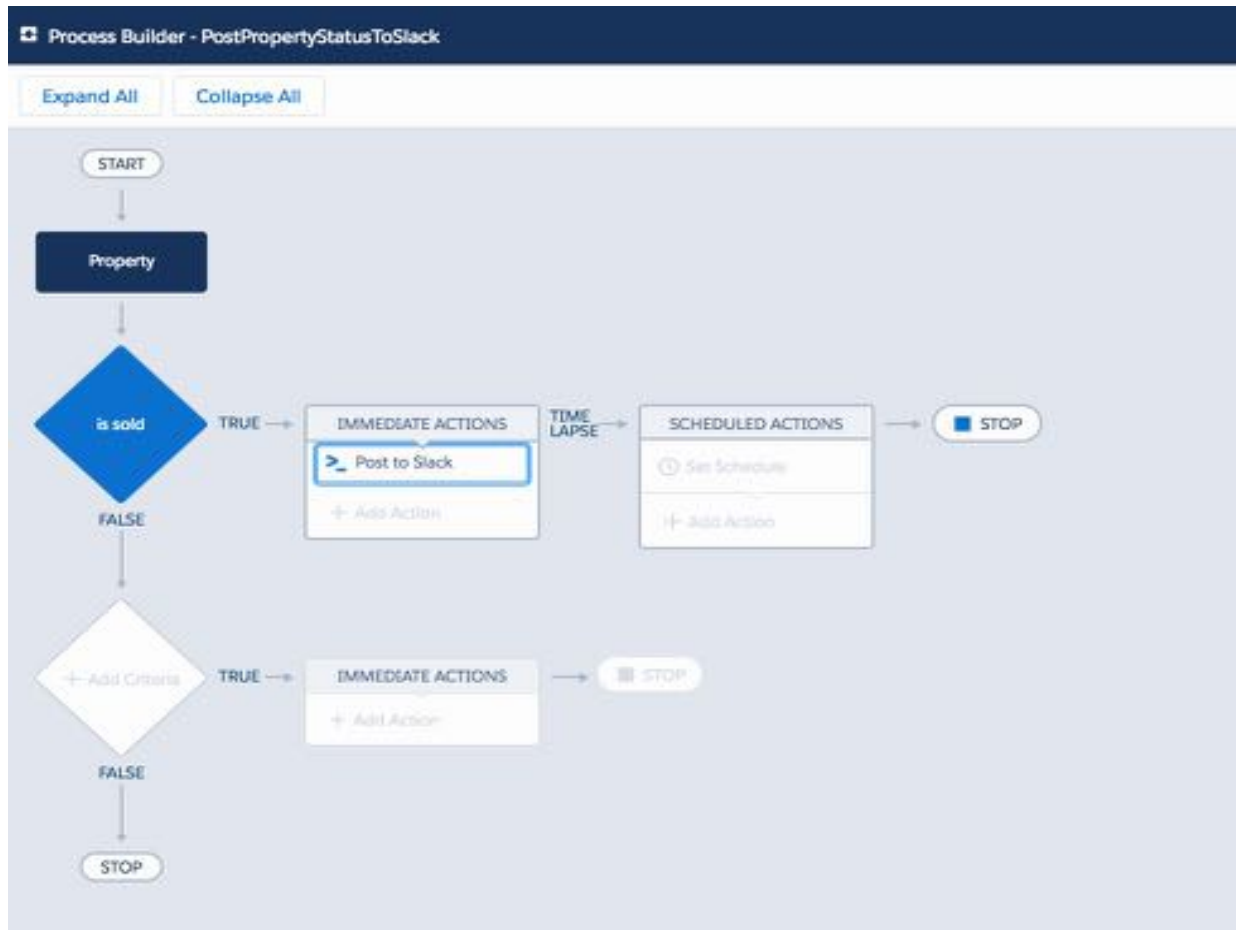
Apex Code - Declarative Logic

Customization

```
@InvocableMethod(label='Post to Slack')  
public static void postToSlack(List<Oppty> oppties) {  
    Oppty o = oppties[0];  
    Map<String, Object> msg = new Map<String, Object>();  
}
```



Apex Code - Declarative Logic



Call Apex

Action Name*

Post to Slack

Apex Class*

Post Record Changes to Slack

Set Apex Variables

Field*	Type*	Value*
Object Type	String	Property
Name Value	Reference	[Property__c].Name
Field 1 Name	String	Status
Field 1 Value	Reference	[Property__c].Status__c

Demos

- Slack Integration
- REST APIs with Workbench



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Salesforce Connect

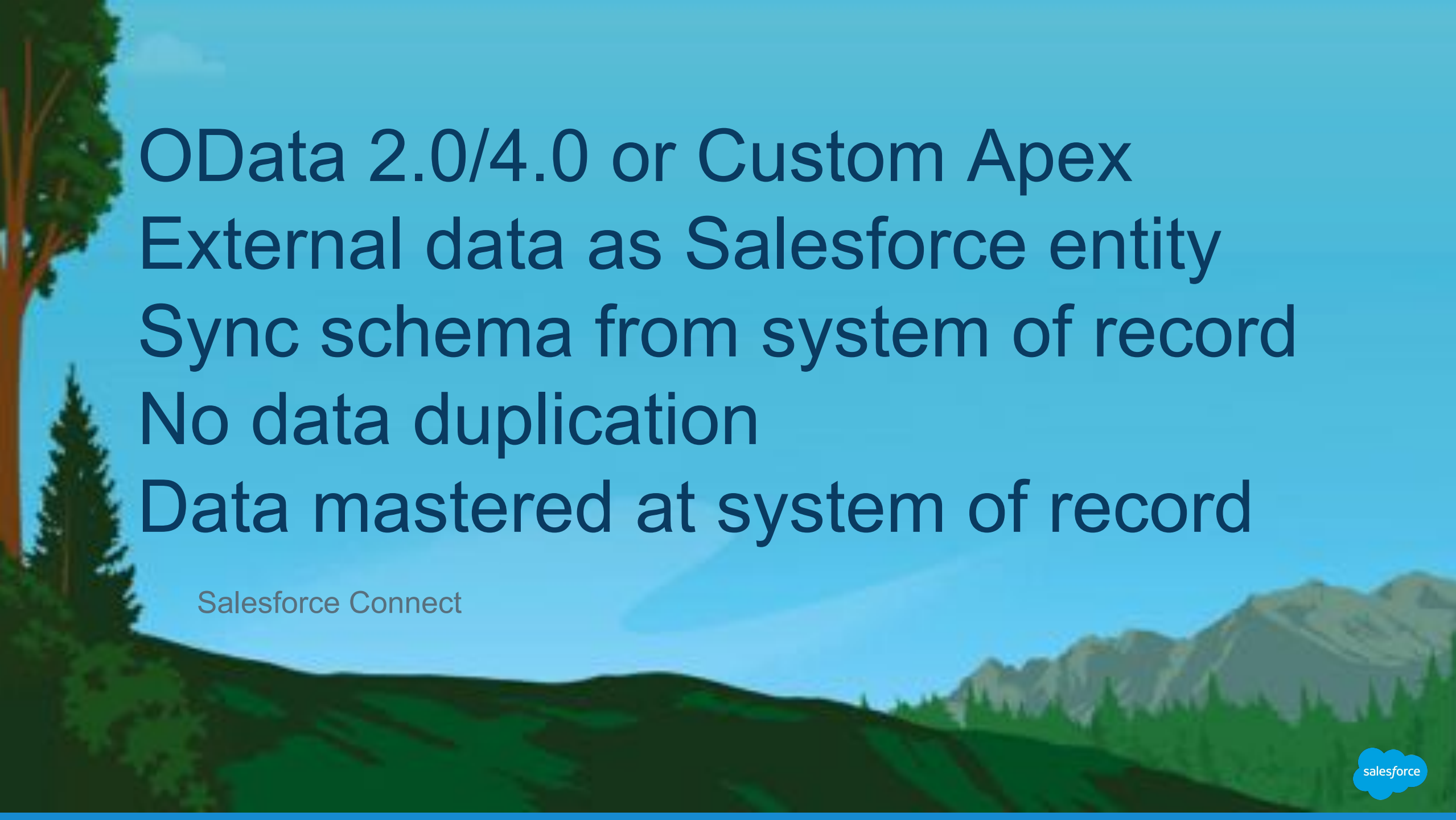
Federating data using OData



Salesforce Connect

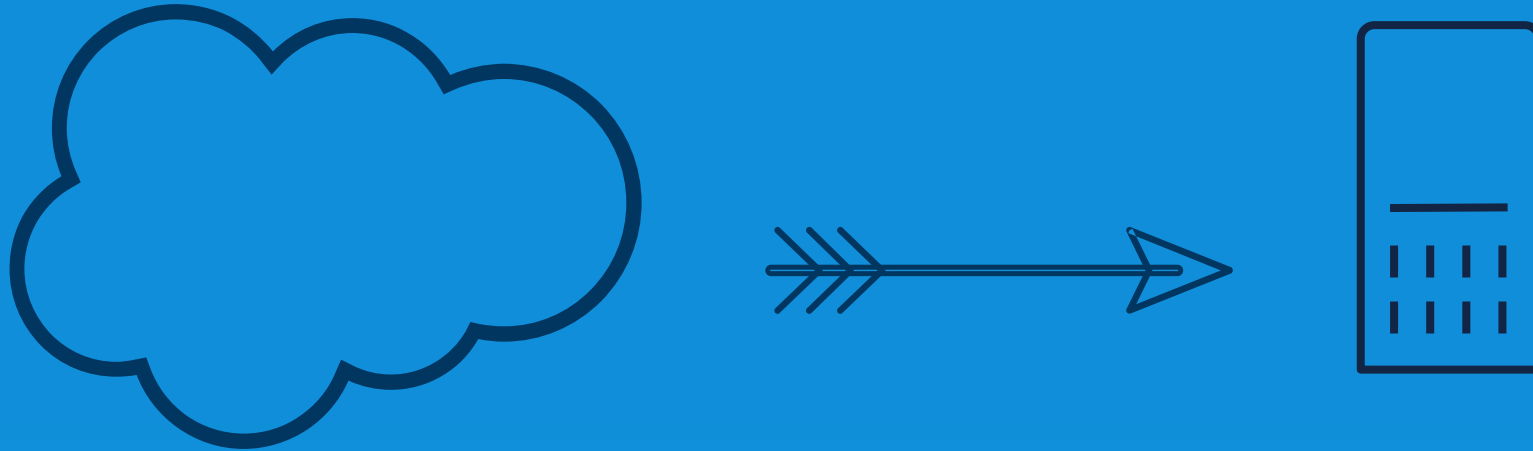
OData 2.0/4.0 or Custom Connector using Apex
External data represented as Salesforce entity
Metadata from schema of system of record
Standard object features like Tabs, Views, SOQL, API





OData 2.0/4.0 or Custom Apex
External data as Salesforce entity
Sync schema from system of record
No data duplication
Data mastered at system of record


Salesforce Connect



Streaming API

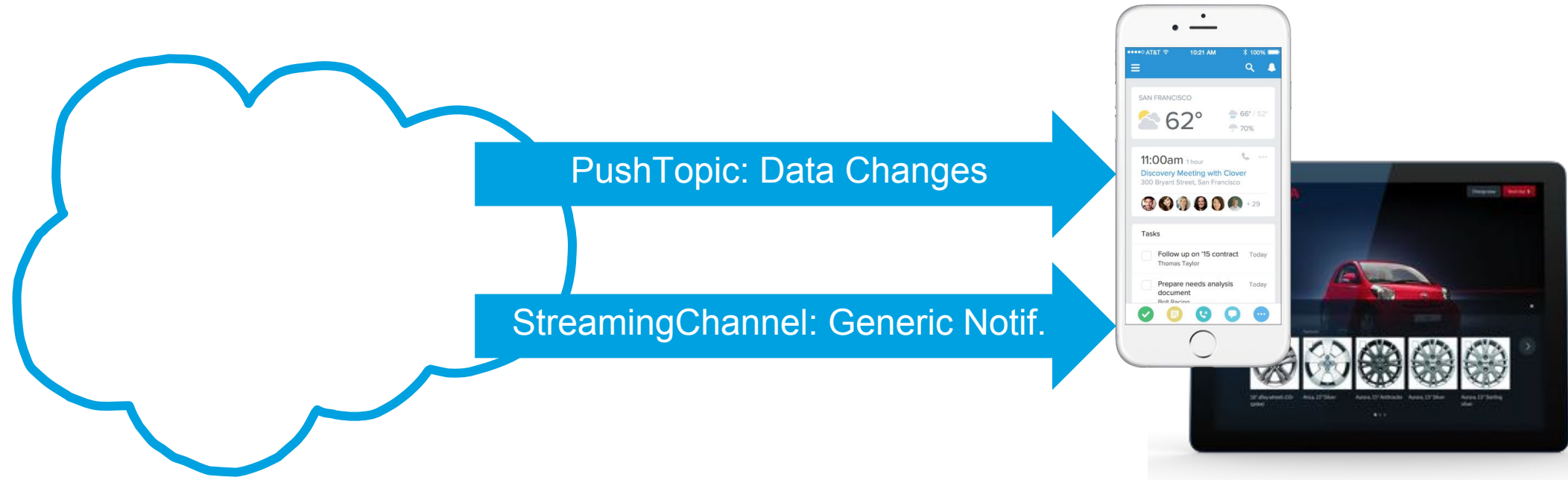
Pub/sub API to push events using long polling
Can be replayed for 24 hours

Streaming API

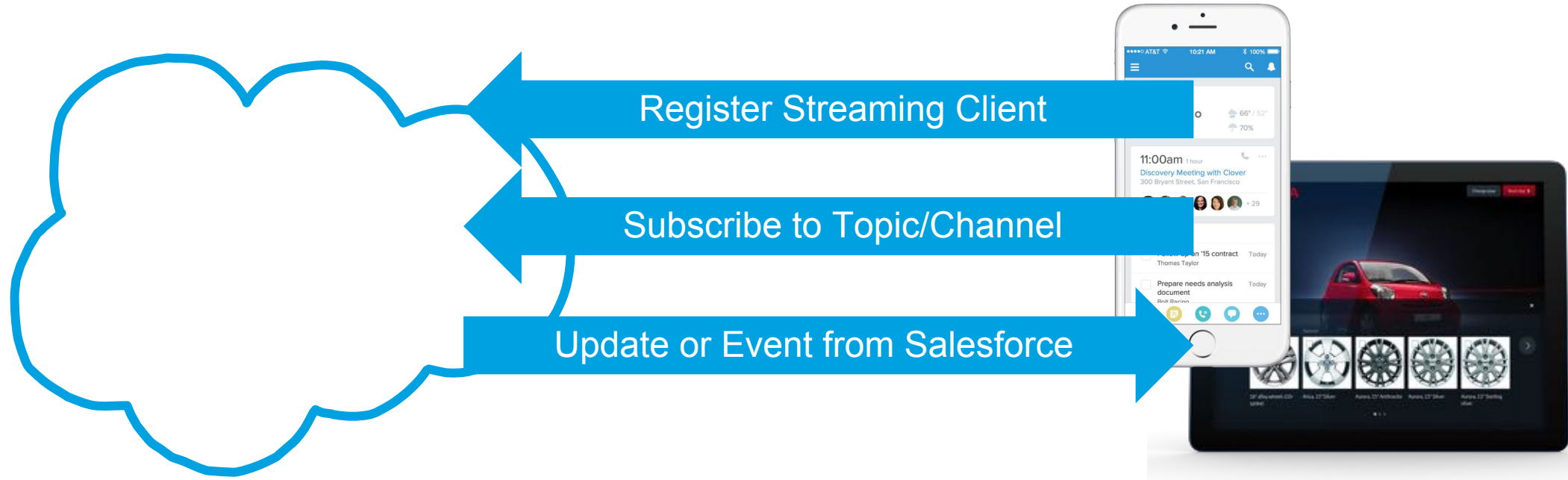
- What is Streaming Api - Introduction
 - Streaming Api - Example of usage in Workbench
 - Prerequisites
 - How it is used
 - Where it is used
 - Example - Demo with Code Walking Trough
 - Pro & Cons
- 

Streaming API – Publish/Subscribe model

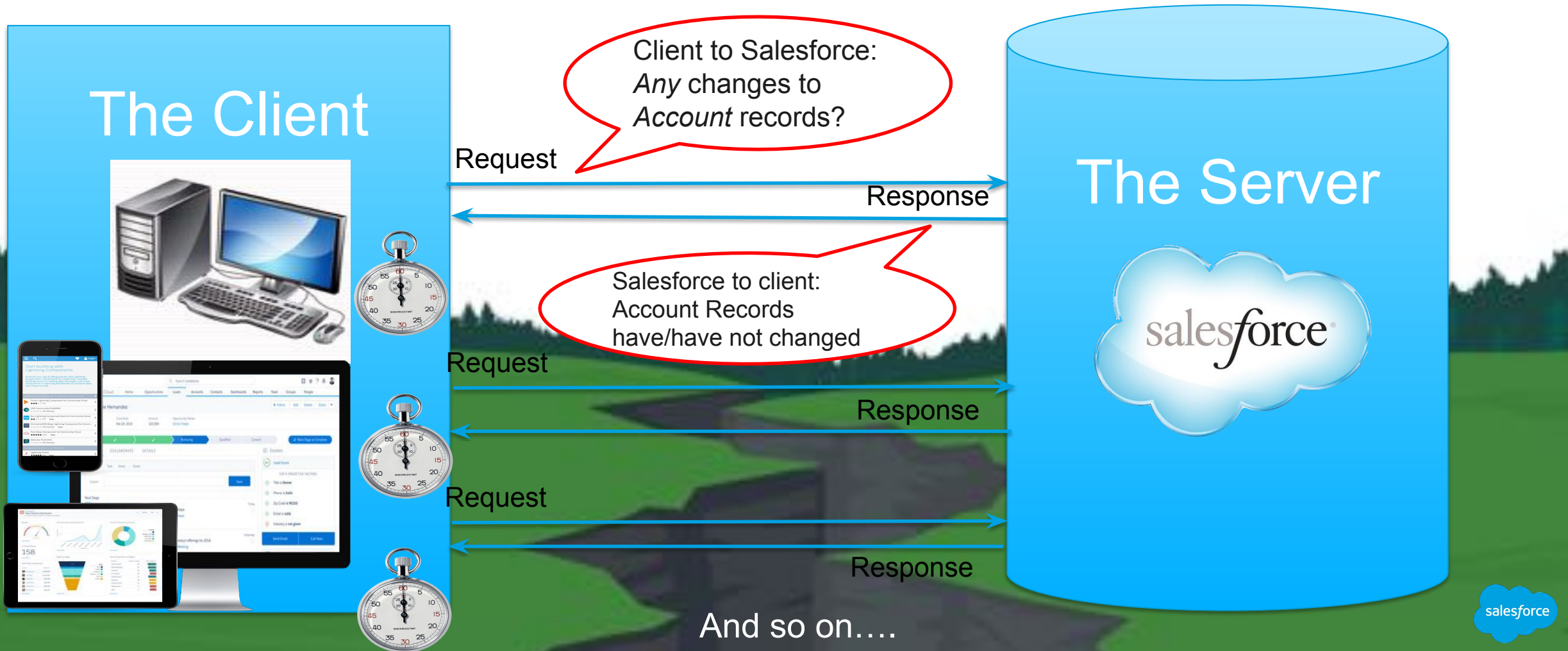
Push Topics and Generic Streaming



Streaming to client - PushTopic/StreamingChannel



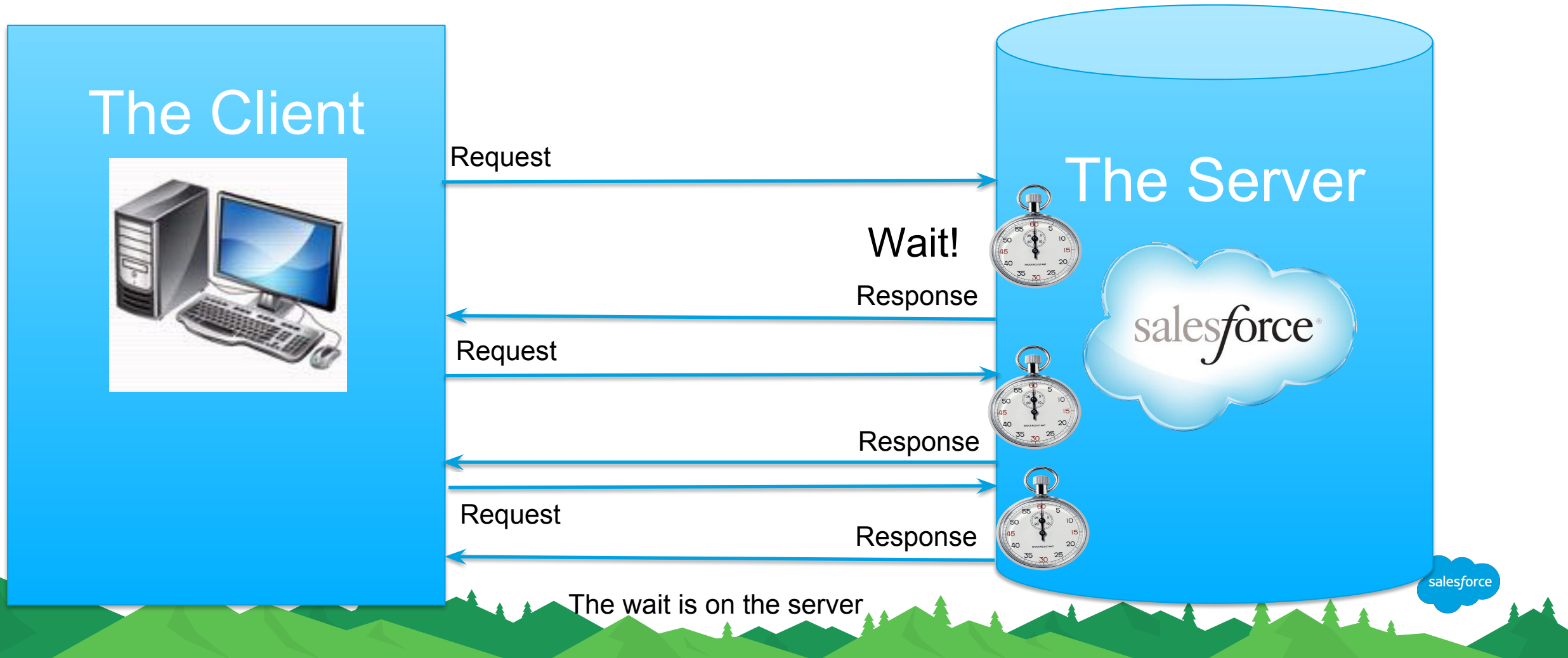
Pull Technology vs Push Technology



Long Polling



Long Polling emulates an information push from a server to a client to keep the connection active



Why Another API?

The Traditional Solution:
Client polls Salesforce at
a regular interval using
the REST or SOAP API

Issues:

- Your org may hit API limits
- Does not scale to multiple clients needing the same data
- The Action is happening on the server side but the client does not know when

The new solution:
Publish/Subscribe model with the Streaming API

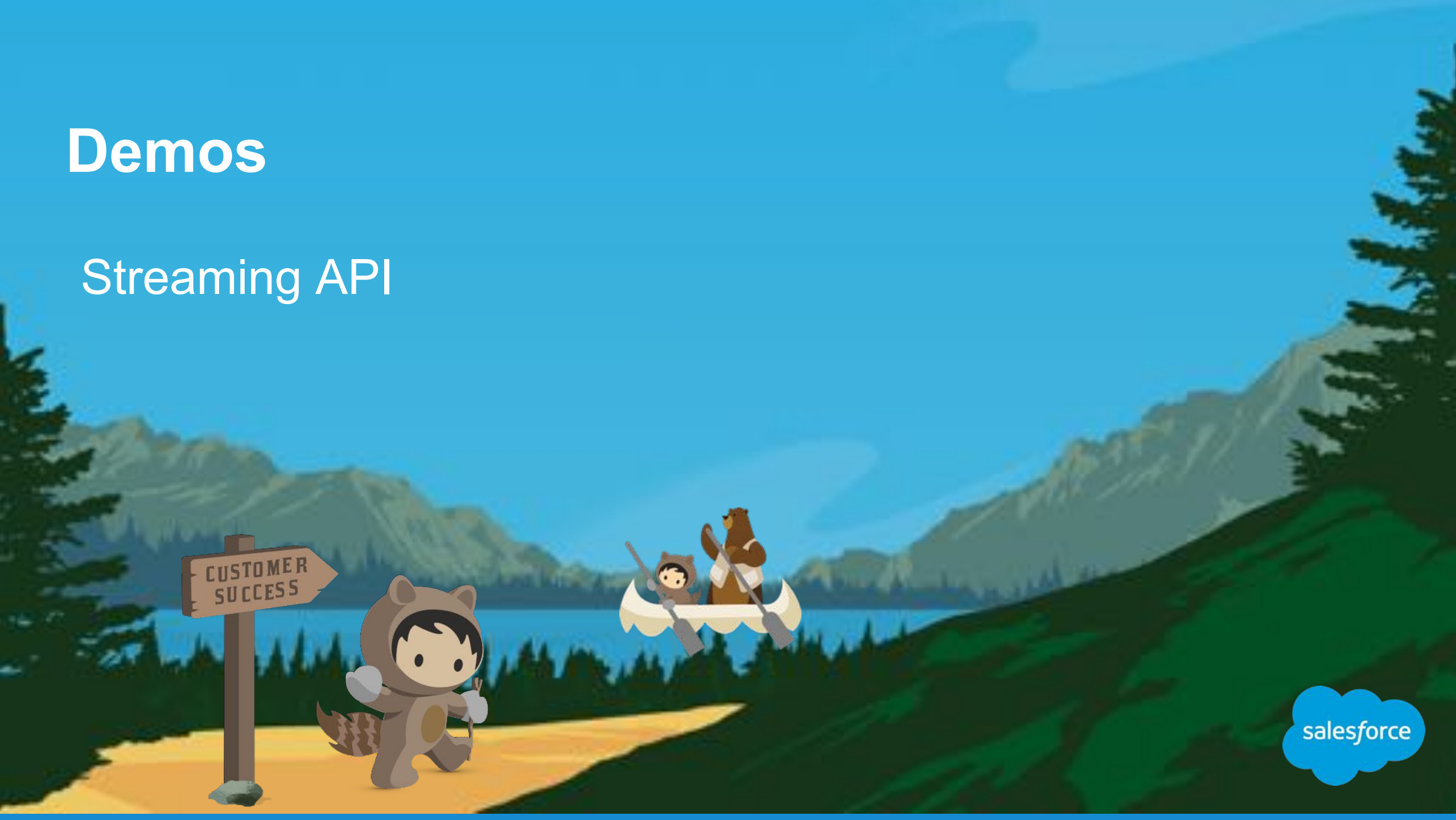
Data Changes: Create a PushTopic

Notify changes in salesforce data to an external client

```
PushTopic pushTopic = new PushTopic();  
  
pushTopic.Name = 'InvoiceStatementUpdates';  
  
pushTopic.Query = 'SELECT Id, Name, Status__c, Description__c FROM Invoice_Statement__c';  
  
pushTopic.ApiVersion = 40.0;  
  
pushTopic.NotifyForOperationUpdate = true;  
  
pushTopic.NotifyForFields = 'Select';  
  
insert pushTopic;
```

Demos

Streaming API



salesforce

Resources - part 1

1. **Integration between Salesforce and Slack**

<http://www.dreamhouseapp.io/slack/>

<http://coenraets.org/blog/2016/01/slack-salesforce-integration/>

<http://coenraets.org/blog/2016/01/slack-salesforce-integration-part-2/>

2. **Dreamhouse App**

<http://www.dreamhouseapp.io/installation/>

3. **Webhooks**

<https://api.slack.com/incoming-webhooks>

4. **SOAP based APIs**

<https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/>

5. **REST based APIs**

https://developer.salesforce.com/page/REST_API

6. **Workbench**

<https://developer.salesforce.com/page/Workbench>

Resources - part 2

1. StreamingAPI Create a Push Topic

https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/create_a_push_topic.htm

2. StreamingAPI

Limits https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/limits.htm

3. Bayeux/CometD based APIs

CometD documentation: <https://docs.cometd.org/>

Bayeux protocol documentation: www.cometd.org/documentation/bayeux

Bayeux protocol specification: www.cometd.org/documentation/bayeux/spec



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Questions?



More Questions?



If you have more questions on what I presented today

Send me an email: etroiani@salesforce.com

Find me on twitter: [@Manus2416](https://twitter.com/Manus2416)

Thank You

