

# Force.com Integrations

## DEV502

**Duration**

3 days

**Delivery Format**

Instructor-led, regional class



Force.com Integrations covers the key elements of how to design and build all types of integrations with the Force.com platform. The first day touches on the major methods of integration with Force.com and demonstrates multiple techniques for those methods. In the remaining days, participants explore the specifics of each technology that plays a role in integrating with the platform, such as Force.com Web services, sites, and portals.

**Note:** To get the most out of this course, you should be comfortable writing object-oriented code.

**Who Should Take this Course?**

This course is ideal for ISVs, customer developers, and system integrators wishing to learn how to design and build integrations with Force.com platform applications.

**Prerequisites**

It is not necessary to be a Force.com developer to take this course; however, we recommend that participants be familiar with the Force.com platform and proficient in an object-oriented programming language such as Java or C#.

**What You Will Learn**

By the end of this course, you will be able to:

- ⚡ Identify various integration techniques
- ⚡ Develop integration methods for integrating with Force.com
- ⚡ Identify the advantages of various integration techniques
- ⚡ Integrate with Force.com Web services
- ⚡ Build custom Web services
- ⚡ Build Force.com sites and portals

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— Faun Clark Langston  
Global IT Applications Manager  
Intergraph

## Course Outline: Force.com Integrations (DEV502)

This course uses a combination of lecture, demonstration, hands-on exercises, and detailed case studies.

### Day 1 Topics

- ⚡ Force.com and the Force.com developer network
- ⚡ Integration services
- ⚡ Mashups, including custom links, Web tabs, and cloud toolkits
- ⚡ Native desktop connectors
- ⚡ Custom-built solutions, including the API and SOAP, mass batch data loading, near real-time integration, and Force.com SOA and callouts
- ⚡ The Force.com Data Loader, the free prebuilt API client, and information about when to use the Data Load vs. build/buy
- ⚡ Middleware/AppExchange solutions, including advantages and connectivity via the Web services API
- ⚡ Call center integration and multichannel integration (e.g., chat, email)
- ⚡ Single sign-on integration and architecture options
- ⚡ Web site integration with Force.com sites, portals, and salesforce.com's ideas

### Day 2 Topics

- ⚡ Characteristics of the Web services API, including SOAP, WSDL, SSL standards, security models, and a typical API client architecture
- ⚡ Nouns, verbs, and standards
- ⚡ SOQL and SOSL
- ⚡ Development steps, including creating a project, generating proxy classes, and custom development
- ⚡ Working within the API constraints
- ⚡ Debugging and testing
- ⚡ Working with the partner WSDL
- ⚡ Additional API techniques such as multi-threading, concurrent sessions, and the wrapper class
- ⚡ Working with the bulk API for mass data loading
- ⚡ Using the Force.com Data Loader as an integration client and including the Data Loader in architecture
- ⚡ Introduction to Force.com code and custom Force.com Web services

### Day 3 Topics

- ⚡ Force.com SOA, including accessing external Web services, generating from the WSDL button, and remote Force.com site settings
- ⚡ Force.com code callouts
- ⚡ Creating a salesforce.com email inbox
- ⚡ Declarative integration features, such as outbound messaging and Salesforce to Salesforce
- ⚡ Sites, portals, and ideas integration, including an instruction to Force.com pages and a Force.com sites overview

The course culminates in a design workshop, group discussion, and description of where to locate further information and resources.

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