

# Integration Questions list

- Which direction is the sync going from ?
  - SF > other system ?
    - is that system accessible via the internet ?
    - does it support OAuth2 ?
    - does it support TLS1.2 ?
    - Does it have a REST or SOAP API ?
  - other system > SF?
    - can it leverage standard SF APIs ?
    - does it support OAuth2 ?
    - does it support TLS1.2 ?
  - both ?
    - all of the above, plus:
      - do the synced tables overlap ?
      - if yes, which system is the master ?
      - how should conflicts be resolved ?
- When is data synced ?
  - on record change ?
  - on user action ?
  - at set time ?
  - a combination of the above ?
- What is the amount of data to be synced, in number of records, per table ?
  - If > 1mil yearly:
    - should we archive old records ?
    - where ?
    - should we delete old records ?
    - are BigObjects a possibility ?
    - can we look into having an external data warehouse where we have the data and SF only pulls what is needed ?
  - is there a 1/1 correlation between tables in SF and backend, or should we do a custom mapping between tables ?
  - are there limits in the other system we need to be mindful of ?

## Pre-scoping questionnaire

**Does the client backend have any access restrictions?**

- **Specific IPs to whitelist?**
- **Proxy/limited access/etc?**
- **Does the backend support TLS1.2 minimum?**
- **Does the backend support OAuth2?**
- **Are there limits to the number of API calls that can be made?**
- **Are there limits in payload size?**
- **Are there limits to the delay in answering a specific call?**
- **What is the average response time of the API?**

**Is REST the only viable integration solution?**

- **Do all the data flows have to be real time?**
- **Can some data flows be handled via batch nightly loads instead of REST integration?**
- **Is the tight coupling REST integration forces a problem for the future?**
- **In case of real-time data sync, has events-based architecture been considered?**

**Does the client have documentation they can send over?**

- **Swagger or equivalent?**
- **Lacking that, basic pdf documentation?**
- **Lacking that, examples of calls and responses?**
- **Lacking that, can the client provide a list of supported methods (GET, PUT, POST, etc), and expected formats (JSON, XML) ?**

**Are all data flow operations possible in the current backend?**

- **Do endpoints exist for all specified data operations?**
- **If yes, are they considered stable?**
- **If no, can new endpoints be developed, or existing endpoints adapted?**
- **If yes, in which timeframe?**
- **If yes, is this viable for the current project?**
- **If multiple calls depend on each other**

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