

## **Oracle® Fusion Middleware**

Using Oracle RightNow Cloud Adapter Configuration Wizard

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# Preface

*Using Oracle RightNow Cloud Adapter Configuration Wizard* describes the pages of the Adapter Configuration Wizard that you are guided through to configure the Oracle RightNow Cloud adapter.

## Topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Resources](#)
- [Conventions](#)

## Audience

*Using Oracle RightNow Cloud Adapter Configuration Wizard* is intended for users who want to create, deploy, test, and monitor applications that use the Oracle RightNow Cloud adapter.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Related Resources

For more information, see these Oracle resources:

- *Developing SOA Applications with Oracle SOA Suite*
- *Administering Oracle SOA Suite and Oracle Business Process Management Suite*
- *Administering Oracle Service Bus*

- *Understanding Technology Adapters*

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Configuring Oracle RightNow Cloud Properties

The Oracle RightNow Cloud adapter enables you to create integrations with an Oracle RightNow Cloud application.

The following sections describe how to configure the Oracle RightNow Cloud adapter as a source and target in an integration.

## Topics

- [Configuring Basic Information Properties](#)
- [Configuring Oracle Cloud Adapter Connection and CSF Key Properties](#)
- [Configuring Oracle Service Cloud Source Request Properties](#)
- [Configuring Oracle Service Cloud Source Response Properties](#)
- [Configuring Oracle Service Cloud Target Operation Properties](#)
- [Reviewing Configuration Values on the Summary Page](#)

## Configuring Basic Information Properties

You can enter a name and description on the Basic Info page of each source and target in your integration.

## Topics

- [What You Can Do from the Basic Info Page](#)
- [What You See on the Basic Info Page](#)

## What You Can Do from the Basic Info Page

You can specify the following values on the source or target Basic Info page. The Basic Info page is the initial wizard page that is displayed whenever you drag a connector to the source or target area.

- Specify a meaningful name.
- Specify a description of the responsibilities.

## What You See on the Basic Info Page

The following table describes the key information on the Basic Info page.

Element	Description
What do you want to call your connection?	Provide a meaningful name so that others can understand the connection. For example, if you are creating a source Oracle RightNow Cloud connection, you may want to name it <code>RightNowInboundDirection</code> . You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following: <ul style="list-style-type: none"><li>• Blank spaces (for example, <code>My RightNow Connection</code>)</li><li>• Special characters (for example, <code>#;83&amp;</code> or <code>righ(t)now4</code>)</li><li>• Multibyte characters</li></ul>
What does this connection do?	Enter an optional description of the connection's responsibilities. For example: <code>This connection receives an inbound request to synchronize account information with Oracle Sales Cloud.</code>

## Configuring Oracle Cloud Adapter Connection and CSF Key Properties

Enter the Oracle Cloud adapter configuration connectivity and Credential Store Framework (CSF) key values for your integration.

### Topics

- [What You Can Do from the Oracle Cloud Adapter Connection Page](#)  
[What You See on the Oracle Cloud Adapter Connection Page](#)
- [What You Can Do from the Oracle Cloud Adapter CSF Key Page](#)
- [What You See on the Oracle Cloud Adapter CSF Key Page](#)

## What You Can Do from the Oracle Cloud Adapter Connection Page

You can specify the following connection values for the Oracle Cloud adapter.

- Specify the WSDL URL for some adapters. If you are configuring the Oracle Eloqua Cloud adapter, no WSDL is required.
- Specify the security policy.
- Create the authentication key. A key created for one direction (for example, outbound) is also available for selection in the other direction (for example, inbound).



## What You See on the Oracle Cloud Adapter Connection Page

The following table describes the key information on the Oracle Cloud adapter Connection page.

Element	Description
WSDL URL	<p><b>Note:</b> This field is not displayed for the Oracle Eloqua Cloud adapter.</p> <p>Specify the WSDL. The WSDL is used to build integrations specific to your instance. You can also select the WSDL from a file system or another source by choosing the browser icon next to the <b>WSDL URL</b> field. Click <b>File System</b> at the top of the dialog, then browse for the WSDL.</p>
Security Policy	<p>Select the security policy appropriate to your environment (for example, <b>USERNAME_PASSWORD_TOKEN</b>).</p> <ul style="list-style-type: none"> <li>The wizard shows all policies, including those that may not be applicable. To make a correct selection, you must have a knowledge of policies. For example, you cannot select a SAML-based policy because the identity is not propagated.</li> <li>The policies you apply to the cloud adapter are unique to the cloud adapter and do not impact other endpoints in the composite.</li> </ul>
Authentication Key	<p>Select the CSF authentication key.</p> <ul style="list-style-type: none"> <li><b>Add:</b> Click to create a new authentication key. You must specify the key name, user name, and password. To successfully deploy and administer your application, you must specify these same values in Oracle Enterprise Manager Fusion Middleware Control.</li> <li><b>Edit:</b> Click to edit an authentication key.</li> <li><b>Delete:</b> Click to delete an authentication key.</li> </ul>
Test	Click to validate the authentication key.

## What You Can Do from the Oracle Cloud Adapter CSF Key Page

You can specify the following CSF key values for the Oracle Cloud adapter.

- CSF key name
- Company name for the Oracle Eloqua Cloud adapter only.
- User name and password

## What You See on the Oracle Cloud Adapter CSF Key Page

The following table describes the key information on the Oracle Cloud adapter CSF Key page.

Element	Description
CSF Key Name	Specify the CSF key to enable runtime injection of credentials. The adapter uses the CSF to retrieve the username and password required for authentication with the application (for example, the Oracle Sales Cloud or Oracle HCM application). This key identifies your login credentials during design-time. To successfully deploy and administer your application, you must specify these same values in Oracle Enterprise Manager Fusion Middleware Control. For instructions, see the <i>Oracle Cloud Adapters Postinstallation Configuration Guide</i> .
Company Name	<b>Note:</b> This field is only displayed for the Oracle Eloqua Cloud adapter. Specify the Oracle Eloqua company name.
User Name	Enter the user name for connecting to your application (for example, the Oracle Sales Cloud or Oracle HCM application). Your administrator provides you with user credentials.
Password	Enter the password for connecting to your application.
Re-enter Password	Re-enter the same password a second time.

## Configuring Oracle RightNow Cloud Source Request Properties

Enter the Oracle RightNow Cloud source request values for your integration. The values you specify start the integration.

### Topics

- [What You Can Do from the Oracle RightNow Cloud Source Request Page](#)
- [What You See on the Oracle RightNow Cloud Source Request Page](#)

## What You Can Do from the Oracle RightNow Cloud Source Request Page

You can configure the following request value for Oracle RightNow Cloud.

- Select the business object that you want to receive from the Oracle RightNow Cloud application as a request document to start this integration.

## What You See on the Oracle RightNow Cloud Source Request Page

The following table describes the key information on the Oracle RightNow Cloud source Request page.

Element	Description
Select Business Object	Select the business object that you want to receive from the Oracle RightNow Cloud application as a request document to start this integration.
Object Name Filter	Enter the initial letters to filter the display of business objects. You can also select a filter type: <ul style="list-style-type: none"> <li>• <b>All:</b> Displays all objects.</li> <li>• <b>Custom:</b> Displays objects you created. These business objects are identified by special icons. The naming convention is a combination of the package name and object name joined by a “.”. For example, if there is a custom object package called CO and an object named PurchaseProduct, the wizard displays the custom object as CO.PurchaseProduct.</li> <li>• <b>Standard:</b> Displays business objects delivered as part of the standard Oracle RightNow Cloud application.</li> </ul>

## Configuring Oracle RightNow Cloud Source Response Properties

Enter the Oracle RightNow Cloud source response values for your integration.

### Topics

- [What You Can Do from the Oracle RightNow Cloud Source Response Page](#)
- [What You See on the Oracle RightNow Cloud Source Response Page](#)

## What You Can Do from the Oracle RightNow Cloud Source Response Page

You can configure the operation and business object that comprise the response type for Oracle RightNow Cloud.

- No response is required (fire and forget): You deselect the **Send** checkbox on the Response page because a response is not required.
- Immediate (synchronous) response: A response business object is immediately returned as output. You select **Immediate** as the response type on the Response page and select the business object as part of the response to the client.

## What You See on the Oracle RightNow Cloud Source Response Page

The following table describes the key information on the Oracle RightNow Cloud source Response page.

Select the type of response appropriate to your business requirements:

- No response is required (fire and forget) (See [Table 1](#) for instructions)
- Immediate (synchronous) response is required (See [Table 2](#) for instructions)

The following table describes the fields available if no response is required (fire and forget).

**Table 1 Response Type — No Response is Required (Fire and Forget)**

Element	Description
Send	Deselect if a response is not required. This option disables the selection of business objects because none are required.
Response Type	If you deselect the <b>Send</b> checkbox, this section is disabled.
Select Business Object	If you deselect the <b>Send</b> checkbox, this section is disabled.

The following table describes the fields available if an immediate (synchronous) response is required.

**Table 2 Response Type — Immediate (Synchronous) Response is Required**

Element	Description
Immediate Response	Select <b>Immediate</b> for the Oracle RightNow Cloud application to wait until a response is received from the integration. This is also known as the request and response message exchange pattern. This is the default selection.
Also Send faults	Select this checkbox if you want to send fault information to the Oracle RightNow Cloud application if any errors are encountered by the integration while processing the request. This is an optional checkbox only available with the <b>Immediate</b> response type.
Object Name Filter	Enter the initial letters to filter the display of business objects. You can also select a filter type: <ul style="list-style-type: none"> <li>• <b>All:</b> Displays all objects.</li> <li>• <b>Custom:</b> Displays objects you created. These business objects are identified by special icons. The naming convention is a combination of the package name and object name joined by a ".". For example, if there is a custom object package called</li> </ul>

Element	Description
	CO and an object named <code>PurchaseProduct</code> , the wizard displays the custom object as <code>CO.PurchaseProduct</code> .
	<ul style="list-style-type: none"> <li>• <b>Standard:</b> Displays business objects delivered as part of the standard Oracle RightNow Cloud application.</li> </ul>
<b>Select Business Object</b>	Select the business object for the integration to send as a response document to the Oracle RightNow Cloud application.

## Configuring Oracle RightNow Cloud Target Operation Properties

Enter the Oracle RightNow Cloud target operation values for your integration.

### Topics

- [What You Can Do from the Oracle RightNow Cloud Target Operations Page](#)
- [What You See on the Oracle RightNow Cloud Target Operations Page](#)

### What You Can Do from the Oracle RightNow Cloud Target Operations Page

You can configure the following values for Oracle RightNow Cloud:

- Select to create a single operation or multiple operations in a batch.
- Select the operation (CRUD, Miscellaneous, or RightNow Object Query Language (ROQL)).
- Select the business objects.
- Enable aspects of server-side processing.

### What You See on the Oracle RightNow Cloud Target Operations Page

The following table describes the key information on the Oracle RightNow Cloud target Operations page.

Element	Description
<b>Select an Operation Mode</b>	<p>Select the operation mode in which to define business objects:</p> <ul style="list-style-type: none"> <li>• <b>Single Operation:</b> Select to configure a single operation.</li> <li>• <b>Batch Operation:</b> Select to configure multiple operations in a batch. This enables you to run multiple operations in a defined sequence. Selecting this option refreshes the page to display options for the following: <ul style="list-style-type: none"> <li>• <b>Add an operation to the list link:</b> Click to create a list of batch operations and their business objects. The operations are performed</li> </ul> </li> </ul>

Element	Description
	<p>in the order in which they appear in the list (from top to bottom).</p> <ul style="list-style-type: none"> <li>• <b>Edit</b> icon: Click to edit an operations row in the table or change the order of batch operations.</li> <li>• <b>Delete</b> icon: Click to delete a selected operation row in the table.</li> </ul>
<p><b>Select an Operation Type</b></p>	<p>Select the type of operation to perform on the business objects in an Oracle RightNow application:</p> <ul style="list-style-type: none"> <li>• <b>CRUD</b>: Represents the create, read, update, delete, or destroy operations to perform on Oracle RightNow business objects. Each letter maps to a standard SQL statement, HTTP method, or DDS operation. Select the CRUD operation to perform on the business object: <b>Create</b>, <b>Destroy</b>, <b>Get</b>, or <b>Update</b>.</li> <li>• <b>MISC</b>: Represents the set of specialized tasks operations (such as sending emails to users) to perform in the Oracle RightNow application.</li> <li>• <b>ROQL</b>: (RightNow Object Query Language) enables you to define an ROQL-based query to send as a request to perform in the Oracle RightNow application. If you select this option, the page is refreshed to display a field for entering a query. <ul style="list-style-type: none"> <li>• <b>Enter an ROQL query statement</b>: Enter a valid ROQL query. For example: <pre data-bbox="876 1123 1242 1207">SELECT contacts FROM organization WHERE name = 'RightNow'</pre> <p>The query can include custom fields and parameters.</p> </li> <li>• <b>Parameter Bindings</b>: Displays any parameter bindings included in the specified query. For example, <code>orgId</code> is a parameter in the following query: <pre data-bbox="876 1459 1315 1512">SELECT Organization FROM Organization WHERE id = &amp;orgId</pre> <p>Enter a query with a parameter and reselect <b>QueryObjects</b> from the dropdown list. This displays a text box in which to enter a test value for the parameter.</p> </li> <li>• <b>Test My Query</b>: Click to validate the query against the Oracle RightNow application. Query results are displayed. If errors occur, you receive results about how to correct the query.</li> </ul> </li> </ul>
<p><b>Filter by object name</b></p>	<p>Enter the initial letters of an object name to display a range of objects. You can also select a filter type:</p> <ul style="list-style-type: none"> <li>• <b>All</b>: Displays all objects.</li> </ul>

Element	Description
	<ul style="list-style-type: none"> <li>• <b>Custom:</b> Displays objects you created. These business objects are identified by special icons. The naming convention is a combination of the package name and object name joined by a '.'. For example, if there is a custom object package called CO and an object named PurchaseProduct, the wizard displays the custom object as CO.PurchaseProduct.</li> <li>• <b>Standard:</b> Displays business objects delivered as part of the Oracle RightNow application.</li> </ul>
<b>Select Business Objects</b>	<p>Select a single business object or multiple business objects from the Oracle RightNow application. The selected operation acts upon these business objects. The RightNow version 1.2 API is supported. When you complete target operation configuration, the selected operation and business objects are defined in the integration-centric WSDL file.</p>
<b>Processing Options</b>	<p>Select to enable aspects of server-side processing. By default, no options are selected.</p> <ul style="list-style-type: none"> <li>• <b>Suppress External Events:</b> Select to prevent the Oracle RightNow application from processing any external events raised after the completion of create, update, or delete operations.</li> <li>• <b>Suppress Rules:</b> Select to prevent business rules from running after the completion of create, update, or delete operations. Business rules are tools for simplifying and automating common business tasks. See the RightNow documentation for more information.</li> <li>• <b>Suppress Response:</b> Select to prevent the CRUD <b>Create</b> operation from returning a response ID. If this check box is disabled, the <b>Create</b> operation returns an ID of the created object.</li> <li>• <b>Commit After:</b> Select to group multiple operations in a single transaction. At runtime, when a set of operations in a batch are defined as part of a single operation, the <b>Commit After</b> action is sent after the last operation in that transaction boundary. When an operation from the subset of the batch operation fails, it is handled by throwing a fault to the client. This option is only available with batch operations.</li> </ul>

## Reviewing Configuration Values on the Summary Page

You can review the specified source or target connector configuration values on the Summary page.

### Topics

- [What You Can Do from the Summary Page](#)

- [What You See on the Summary Page](#)

## What You Can Do from the Summary Page

You can review source or target configuration details from the Summary page. The Summary page is the final wizard page for each connection after you have completed your configuration.

- View the configuration details you defined for the source or target. For example, if you have defined an inbound Oracle RightNow Cloud source with a request business object and immediate response business object, specific details about this configuration are displayed on the Summary page.
- Click **Done** if you want to save your configuration details.
- Click a specific tab in the left panel to update your configuration definitions.

## What You See on the Summary Page

The following table describes the key information on the Summary page.

Element	Description
Summary	Displays a summary of the source or target configuration values you defined on previous pages of the wizard. To return to a previous page to update any values, click the appropriate tab in the left panel.