



Oracle Knowledge iConnect for CRM OnDemand Integration Guide

Using iConnect to Integrate CRM and Oracle Knowledge Applications

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About This Guide

This guide provides detailed instructions and supporting information for installing and configuring Oracle Knowledge iConnect for Oracle CRM On Demand Self-Service Portal for use with an Oracle Knowledge application. This guide is intended for application developers and systems administrators who need to plan for and perform integration of the On Demand Self-Service Portal with an Oracle Knowledge application and a supported Oracle CRM application.

This preface includes information on the general organization of this guide.

In This Guide

The Oracle Knowledge iConnect for CRM On Demand Integration Guide is divided into the following sections:

Chapter 1, CRM OnDemand Configuration	This chapter describes Oracle Knowledge CRM OnDemand configuration.
Chapter 2, CRM OnDemand Mapping Tool Setup	This chapter describes how to configure the CRM OnDemand mapping tool components that make Oracle Knowledge applications available to the CRM application.
Chapter 3, Self-Service CRM OnDemand Configuration	This chapter describes Oracle Knowledge On Demand Self-Service Portal configuration.
Chapter 4, SSP Mapping Tool Setup	This chapter describes how to configure the On Demand Self-Service Portal mapping tool components that make Oracle Knowledge applications available to the SSP application.
Chapter 5, Configuring Oracle Knowledge	This chapter describes how to configure the Oracle Knowledge System Manager and Information Manager components.
Chapter 6, Self-Service Portal User Administration	This chapter describes how to implement and administer the SSP.
Chapter 7, Reports Configuration	This chapter describes how to configure reporting tools.
Appendix A: Building Configuration Updates	This appendix provides a reference for configuration updates.
Appendix B: Troubleshooting	This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search.
Appendix C: Crawler Support for Multiple Web Applications	This appendix contains information on customizing the crawler URL Builder to support multiple web applications.

Examples of Product Screens and Text

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

Operating System Variations in Examples and Procedures

We generally use Linux screen displays and naming conventions in our examples and procedures. We include other operating system-specific procedures or steps as noted in section headings, or within topics, as appropriate.

We present command syntax, program output, and screen displays:

- in Linux format first
- in other Unix-specific variants only when necessary for proper operation or to clarify functional differences
- in Windows format only when necessary for clarity

References to Web Content

For your convenience, this guide refers to Uniform Resource Locators (URLs) for resources published on the World Wide Web, when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

CRM OnDemand Configuration

For iConnect functionality, you must configure the CRM OnDemand application to enable iConnect for CRMOD to run the following abilities:

- Embed the Oracle Knowledge answers page (An External Website) as a Web Applet in the Service Request Detail page.
- Pass a set of key information to the Oracle Knowledge Find Answers Portal.
- Link/Unlink/Get Linked Oracle Knowledge Answers for a Service Request (Oracle Knowledge Answers are stored in one of the Web Service 1.0 Custom Objects1 - 3).

Embedding Oracle Knowledge Search Site within CRM OnDemand

To embed the Search site within CRM OnDemand:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.
- 3 Click the **Application Customization** link.

The screenshot shows the CRM OnDemand Admin Homepage. At the top, there is a blue navigation bar with the text "CRM On Demand" on the left and "Training and support | Admin" on the right. Below this is a horizontal menu with icons and labels for "Home", "Calendar", "Leads", "Accounts", "Contacts", "Opportunities", "Service", and "In". The main content area is titled "Admin Homepage" with a link "Back to My Homepage". There are four main sections: "Company Administration" (Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.), "Application Customization" (Customize custom page layouts, homepage layout layouts; change field names, modify pi cascading picklists, define custom web and rename record types.), "User Management & Access Controls" (Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage), and "Business Process Management".

- 4 Under **Record Type Setup**, click the **Service Request** link.

Application Customization | [Back to Admin Homepage](#)

Record Type Setup		Application Setup
Account	Custom Object 09	Custom Web Tabs -
Activity	Custom Object 10	Global Web Applets and the Action Bar.
Assessment	Custom Object 11	My Homepage Layout
Asset	Custom Object 12	My Homepage Custom Homepage Layout.
Campaign	Custom Object 13	Customize Record Type record types. These
Contact	Custom Object 14	
Custom Object 01	Custom Object 15	
Custom Object 02	Lead	
Custom Object 03	Opportunity	
Custom Object 04	Product	
Custom Object 05	Revenue	
Custom Object 06	Service Request	
Custom Object 07	Service	

- 5 Under **Page Layout Management**, click the **Service Request Web Applet** link.

Training and Support | [A](#)

[Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opportunities](#) | [Service](#)

Service Request Application Customization | [Back to Application Customization](#)

Field Management	Page Layout Management
Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation. Service Request Field Setup	Create and manage page layout page layouts. Service Request Page Layout Service Request Related Inform Service Request Web Applet
Cascading Picklists	
Define and manage cascading picklists by specifying a parent and a related	

- 6 Click the **New** button. In the fields, enter the values listed in the following table:

Field	Value
Name	Find Answers
Location	Detail Page

Type	HTML
Web Applet HTML¹	<pre><iframe width=100% height=280 scrolling=auto frameborder= no name=myframesrc=https://staging.InQuira.com:8226/iconnect/ index?page=ccaMain&sr_key=%%%SR_Number%%%&question_box= %%%Abstract%%%&cca_types=solution_id,+resolution_id&ui_mode= question&cca_connected=true&cca_system=crmod&user= %%%User id%%%&fname=%%%User first name%%%&lname= %%%User last name%%%&email=%%%User email%%%&locale= %%%User locale code%%%&ssToken= %%%SSO Token%%%&CONTACT_ID=%%%Contact_Id%%%&CONTACT_EMAIL= %%%Contact_Email%%%&cca_case_desc=%%%Abstract%%%&url=https://secure- ausomxapa.crmondemand.comid=iconnect></iframe></pre>

1. Note:

- **src** is the Oracle Knowledge web application URL, it should be `http://<servername>:<port>/support/index?`
- **iconnect** is the iConnect web application name deployed. In this case, Application type iConnect has been deployed as iconnect
- **url** is the OnDemand CRM application access URL for customers. It is unique to each customer.
- Make certain to note where there are spaces and where there are none. = never has a space after it.

7 Click **Save**.

8 Go to any Service Request Detail page and click the **Edit Layout** link in the top right corner.

9 Move **Find Answers** from Available Related Information to Displayed Related Information.

About Symbolic Link

A *symbolic link* is a context-dependent link that has variables embedded in it. Variables embedded in a symbolic link may include user and or environment-specific information.

The URL specified in the src attribute of the iframe is the symbolic link to access the answers.

Parameter Key	Value
Main URL	<p><code>http://<server-name>:<port>/<iconnect application context-name>/index?page=ccaMain&<other_parameters></code> e.g. <code>http://staging:8226/ssp/index?page=ccaMain</code></p> <p>Note: <application context-name> is used to deploy the iConnect Web Application. Note this name and make certain that the iConnect web application is registered with the same name.</p>
sr_key	%%%SR_Number%%%
question_box	%%%Abstract%%%
cca_types	solution_id,+resolution_id
ui_mode	question
cca_connected	true
cca_system	crmod
user	%%%User id%%%
fname	%%%User first name%%%
lname	%%%User last name%%%

email	%%%User email%%%
locale	%%%User locale code%%%
ssoToken	%%%SSO Token%%%
SSP Authentication URL	&url=https://secure-ausomxapa.crmondemand.com
CONTACT_ID	%%%Contact_Id%%%
CONTACT_EMAIL	%%%Contact_Email%%%

About Single Sign-On

Oracle Knowledge accepts the user credentials (user id and password) that are passed and automatically signs in the user when the user initiates the first search request for a case, if the user is known. If the user is unknown, then the user appears as an anonymous user.

The user is mapped to a user role that dictates the user's privileges, which are displayed within the Oracle Knowledge application.

This password encryption or decryption only affects the autologin for system integration. It does not affect the normal login process, whether native Oracle Knowledge implementation, LDAP, or any custom-made implementation through IAuthenticate.

Using HTTPS communication between CCA and InfoCenter/iConnect further improves the security for sensitive data.

If using Single Sign-on products, such as Site Minder, a customized SSO can replace the AUTOLOGIN delivered.

Customizing Custom Objects

iConnect for CRMOD only supports Web Service 1.0 Objects. WS 1.0 supports the custom objects CustomObject1, CustomObject2, and CustomObject3.

Any Oracle Knowledge answers that are linked to a Service Request must be stored in one of the three custom objects. At any time, users must choose only one object to represent the Oracle Knowledge answer.

WARNING! After you associate answers to a particular custom object, and the custom object is associated to Service Request, choosing a different custom object may result in loss of data and data corruption.

Example: The following example demonstrates a configuration for Custom Object 2.

Create the following fields for custom objects in CRM OnDemand:

Field Display Name	CRM Data Type
IQTitle	Text (Long)
IQExcerpt	Text (Long)
IQIMDocId	Text (Short)
IQDocType	Text (Short)
IQDocGUID	Text (Long)
IQDocVersion	Text (Short)

IQLinkedDate	Text (Short)
IQDocUrl	Text (Long)

To customize the custom objects:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.
- 3 Click the **Application Customization** link.

Admin Homepage | [Back to My Homepage](#)

Company Administration
Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

User Management & Access Controls
User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

Application Customization
Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

Business Process Management

- 4 Under **Record Type Setup**, click **Custom Object 2**.

Application Customization | [Back to Admin Homepage](#)

Record Type Setup		Application Setup
Account	Custom Object 09	Custom Web Tabs - C
Activity	Custom Object 10	Global Web Applets - I and the Action Bar.
Assessment	Custom Object 11	My Homepage Layout
Asset	Custom Object 12	My Homepage Custom Homepage Layout.
Campaign	Custom Object 13	Customize Record Type record types. These c
Contact	Custom Object 14	
Custom Object 01	Custom Object 15	
Custom Object 02	Lead	
Custom Object 03	Opportunity	

- 5 Under **Field Management**, click **Custom Object 02 Field Setup**.

- 6 Click the **New Field** button.
- 7 Set **Display Name** to `IQTitle` and **Field Type** to `Text (Long)`.

Custom Object 02 Field Edit | [Back to Custom Object 02 Fields](#)

Save Cancel

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type cannot be changed. In addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key Information	
Display Name*	<input type="text" value="IQTitle"/>
Field Type*	<input type="text" value="Text (Long)"/>
Mark for Translation	<input type="checkbox"/>
Additional Information	
Required	<input type="checkbox"/>
Read Only	<input type="checkbox"/>
Default Value	<input type="text"/>

*= Required Field

Save Cancel

- 8 Click **Save**.
- 9 Repeat step 6 and step 7 for the remaining fields, as shown in the following figure:

Edit	IQDocGUID	Text (Long)	<input type="checkbox"/>
Edit	IQDocType	Text (Short)	<input type="checkbox"/>
Edit	IQDocURL	Text (Long)	<input type="checkbox"/>
Edit	IQDocVersion	Text (Short)	<input type="checkbox"/>
Edit	IQExcerpt	Text (Long)	<input type="checkbox"/>
Edit	IQIMDocId	Text (Short)	<input type="checkbox"/>
Edit	IQLinkedDate	Text (Short)	<input type="checkbox"/>
Edit	IQTitle	Text (Long)	<input type="checkbox"/>

Creating an Administrator User for SSP Integration


You should create a separate administrator user for the integration between CRMOD and Oracle Knowledge. This user ID is used wherever an administrator ID is required in the CRM integration with iConnect and SSP.

To create an administrator user:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.
- 3 Click **User Management and Access Controls**.
- 4 Click **User Management**.
- 5 Click the **New User** button to open the User Edit page.

User Edit | [Back to User List](#) H

User Edit Save Save & New User Cancel

 All personally identifiable information ("personal information") contained in the Personal Profile will be governed by the [Privacy Statement](#). Please keep this information up to date. Occasionally, we may want to send promotional information regarding other products or services that are available, or special events. In order to receive these promotional materials, please specify the preferences below.

Key User Information:

First Name*	<input type="text" value="SSP"/>	Job Title	<input type="text" value="SSP Admin"/>
Last Name*	<input type="text" value="Admin"/>	Region	<input type="text"/>
Middle Name	<input type="text"/>	Subregion	<input type="text"/>
Mr./Ms.	<input type="text" value=""/>	Role*	<input type="text" value="Administrator"/>
Status*	<input type="text" value="Active"/>	Primary Group	<input type="text"/>
Reports To	<input type="text"/>	Default Book	<input type="text" value="All +"/>
Supervisor	<input type="text"/>	Default Book for Analytics	<input type="text"/>

User Detail Information:

Alias*	<input type="text" value="SSP"/>	Company Sign In ID	<input type="text" value="INQUIRA-DEV"/>
User ID*	<input type="text" value="odcrm-ssp"/>	User Sign In ID*	<input type="text" value="INQUIRA-DEV/odcrm-ssp"/>
Email*	<input type="text" value="od_info@inquira.com"/>	Division	<input type="text"/>
Secondary Email	<input type="text"/>	Department	<input type="text"/>
Work Phone #*	<input type="text" value="6502465000"/>	Employee Number	<input type="text"/>
Cellular Phone #	<input type="text"/>	Business Unit	<input type="text"/>
Work Fax #	<input type="text"/>	Business Unit Level 1	<input type="text"/>

6 Use the following values to complete the required fields:

Field	Value
First Name	SSP
Last Name	Admin
Status	Active
User ID	odcrm-ssp
Email	As applicable
Job Title	SSP Admin
Role	Administrator
Alias	SSP
User Sign In ID	INQUIRA-DEV/odcrm-ssp (Keep default the value.)
Work phone	As applicable

7 Click **Save**.

CRM OnDemand Mapping Tool Setup

The Mapping Tool is a web-based configuration tool for establishing communication between Oracle Knowledge and CRM OnDemand. The Mapping Tool has the following abilities:

- Set up CRM OD Connection Properties.
- Set the CRM Objects to Use for mapping.
- View CRM Object Fields (Attributes).
- Map the individual attributes between Oracle Knowledge and CRMOD.

The Mapping Tool deploys as part of the Intelligent Search System Manager Advanced Configuration utility.

Accessing the Mapping Tool

To access the Mapping Tool:

- 1 Access the System Manager by opening a web browser and navigating to:
`http://<hostname>:<port>/inquirawb/`
- 2 Sign in with the appropriate user name and password.
- 3 Click **Tools** and **Advanced Config**.
- 4 In the **Advanced Config** pane, click **CRM Mapping Configuration**.

CRM OnDemand Connection Properties

This feature provides a mechanism for users to define the connection properties needed for Web Service Calls.

You must define the following required properties:

Property	Description
Enable Login	Select Yes to enable the object.
User Name	CRM OnDemand Administrator Login
Password	CRM OnDemand Administrator Password
URL	URL to access Oracle CRM OnDemand, For example, <code>https://secure-<server>.crmondemand.com/</code>

Max Active Collections	Enter the maximum number of active collections. The default is 5. If you use state-less connections, set this to 1 (see below).
Display Activity in SSP	Enter whether to display Contact Center activity in SSP. The default is Y.
Package Name for InQuira Objects	The package name of the Oracle Knowledge-specific Value Objects (including SSP) that are mapped to CRM Objects [Case, CaseAnswerLinkInfo and CaseActivity] are stored, typically <code>com.inquiracrm.vo</code>

Define the properties in the Configuration Properties: View/Edit page, as shown in the following figure.

Configuration Properties:View/Edit

Security and Login

Enable Login : On Off

User Name :

Password :

Basic Information

URL :

Max Active Connections :

Display Activity In SSP :

Package name for InQuira Objects :

State Management (state-full / state-less)

State-full connections : On Off

Disabling state-full sessions will reduce the number of web-service requests enhancing the performance of the application. However, additional parameters are required (below) and you may need to upgrade your CRMOD application to be compatible.

URN :

Client Name :

Important! Export the configuration properties and copy them to locations that the Self Service Portal can access at runtime (that is, `$(INQUIRA_ROOT)/appserverim/webapps/ssp/WEB-INF/classes`).

Configuring iConnect for CRMOD Session Management

If you plan to use state-less sessions, make the modifications explained in this section. Not setting these values allows the system to continue using state-full sessions.

Configure CRMOD session management for iConnect in the Call Center Advisor page.

Call Center Advisor

cca-request-handler : [Edit List](#)

cca-response-handler : [Edit List](#)

Base URL :

User Name :

Password :

Properties

Value :

Item Name ▶	<input type="text" value="CRMOD_STATEFUL_SESSIONS"/>	
Value :	<input type="text" value="FALSE"/>	
Item Name ▶	<input type="text" value="CRMOD_STATELESS_CLIENTNAME"/>	
Value :	<input type="text" value="Oracle Knowledge"/>	
Item Name ▶	<input type="text" value="CRMOD_STATELESS_URN"/>	
Value :	<input type="text" value="urn:crmondemand/ws"/>	

[Add New Item](#)

- 1 In the Properties fields, enter the following values in the scheduler:

Property	Value
CRMOD_STATEFUL_SESSIONS	If this value is set to null or TRUE or true, this indicates that iConnect for CRMOD should use Stateful sessions.
CRMOD_STATELESS_CLIENTNAME	Set this value to Oracle Knowledge if setting CRMOD_STATEFUL_SESSIONS to any value other than true.
CRMOD_STATELESS_URN	Set this value to urn : / crmondemand/ws .

- 2 Run a synchronization.
- 3 Restart the runtime.

Set CRM Object

This feature allows users to define the mapping at the Object level between CRM OnDemand installed Objects (Service Request, Custom Object 1, Custom Object 2, Activity) and Oracle Knowledge-Specific Value Objects (Case, CaseAnswerLinkInfo, CaseActivity).

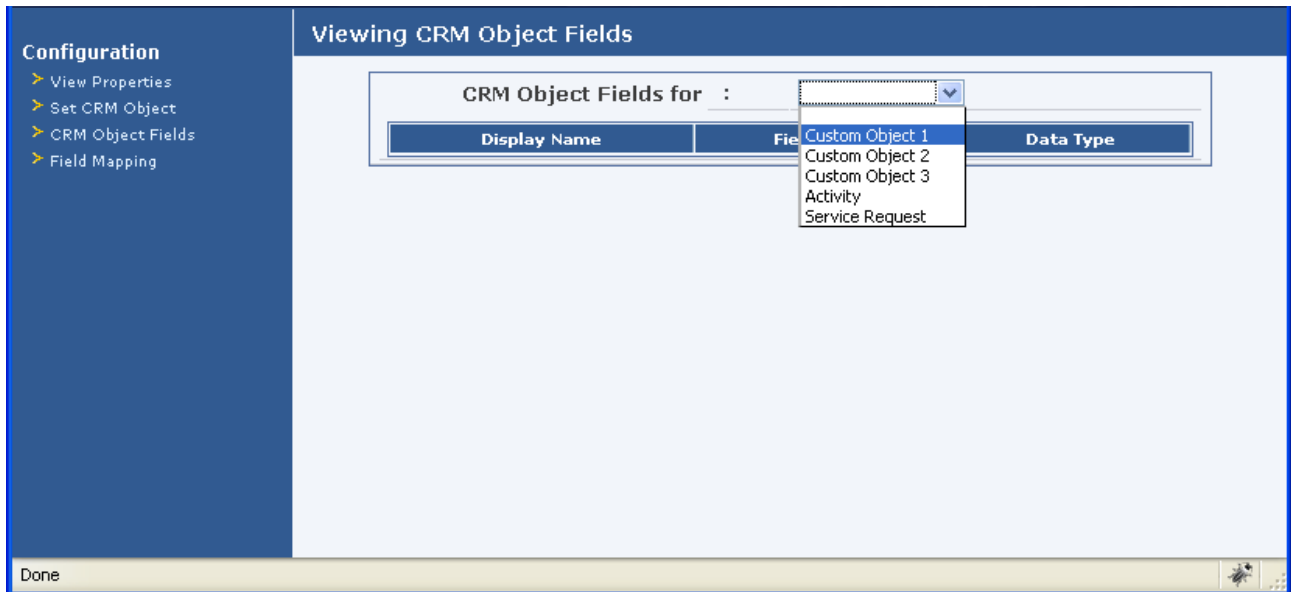
The package name of the Oracle Knowledge-Specific Value Objects must match the property Package Name for Oracle Knowledge Objects defined in “CRM OnDemand Connection Properties”.

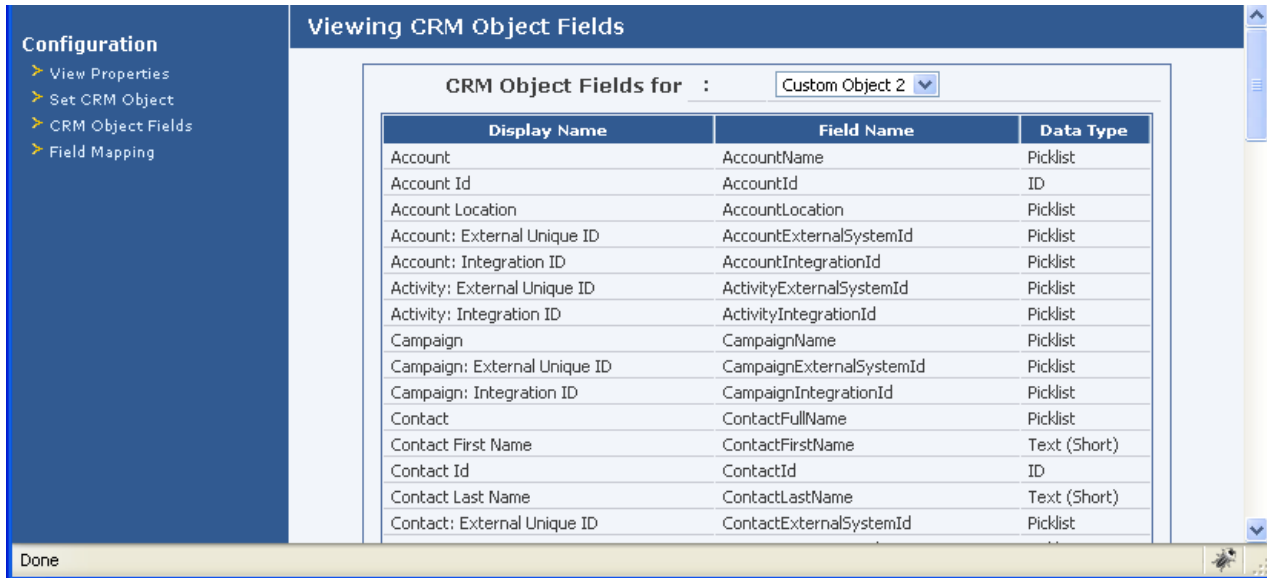
Note: The Oracle Knowledge objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

Oracle Knowledge Object	CRMOD Installed Object
Case	Service Request
CaseActivity	Activity
CaseAnswerLinkInfo	<Custom Objects>

View CRM Object Attributes

This functionality allows users to view all the configured attributes of a CRM OD Out-Of-Box Objects. The attributes shown are Display Name, Field Name, and Data Type.





Field Mapping

This is one of the most important feature allows users to define the mapping at the Field level between CRM OnDemand OOB Objects (Service Request, Custom Object 1, Custom Object 2, Activity) and Oracle Knowledge-Specific Value Objects (Case, CaseAnswerLinkInfo, CaseActivity).

The Oracle Knowledge objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

Note: CRMOD Customization of Custom Objects is the pre-requisite for Field Mapping.

Case	Service Request	
Attribute Name	Display Name	Field Name
caseNumber	Service Number	SRNumber
linkedAnswerFlag	IQAnswersLinkedFlag	<Determined during CRMOD customization>
Status	Status	Status

CaseAnswerLinkInfo	Custom Object 1 – 3	
Attribute Name	Display Name	Field Name
caseNumber	Service Request	serviceRequestNumber
key	External Unique Id	externalSystemId
title	IQTitle	<Determined during CRMOD customization>
excerpt	IQExcerpt	<Determined during CRMOD customization>
IMDocId	IQIMDocId	<Determined during CRMOD customization>
docType	IQDocType	<Determined during CRMOD customization>
docGUID	IQDocGUID	<Determined during CRMOD customization>
docVersion	IQDocVersion	<Determined during CRMOD customization>
linkedDate	IQLinkedDate	<Determined during CRMOD customization>

url	IQDocUrl	<Determined during CRMOD customization>
caseNumber	Name	name

CaseActivity	Activity	
Attribute Name	Display Name	Field Name
caseNumber	Service Request	serviceRequestNumber
contactId	Contact Id	primaryContactId
Subject	Subject	subject
description	Description	description
dueDate	Due Date	dueDate
status	Status	status
Type	Type	type

Example: Mapping of CaseAnswerLinkInfo and CustomObject1_Type

Mapping Configuration: Create

Help
Cancel
Add New

From Type	To Type
com.inquiracrm.vo.CaseAnswerLinkInfo	crmondemand.ws.customobject1.CustomObject1_Type
caseNumber << Must be mapped to Service Request Number	Service Request
key << Must be mapped to External Unique Id	External Unique ID
title << Title must be mapped to IQTitle	IQTitle
excerpt << Excerpt must be mapped to IQExcerpt	IQExcerpt
caseNumber << This is a dummy assignment to Name	Name << Name is a Mandatory Field
userName << May be optionally mapped to Created By	
IMDocId << Must be mapped to IQIMDocId	IQIMDocId
docType << Must be mapped to IQDocType	IQDocType
docGUID << Must be mapped to IQDocGUID	IQDocGUID
docVersion << Must be mapped to IQDocVersion	IQDocVersion
status << No Need to map Status field	
linkedDate << Must be mapped to IQLinkedDate	IQLinkedDate
url << Must be mapped to IQDocURL	IQDocURL

After Mapping is complete, you should see a page similar to the following figure:

Case Activity	Activity_Type	
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> serviceRequestNumber	X
<input checked="" type="checkbox"/> contactId	<input checked="" type="checkbox"/> primaryContactId	X
<input checked="" type="checkbox"/> subject	<input checked="" type="checkbox"/> subject	X
<input checked="" type="checkbox"/> description	<input checked="" type="checkbox"/> description	X
<input checked="" type="checkbox"/> dueDate	<input checked="" type="checkbox"/> dueDate	X
<input checked="" type="checkbox"/> status	<input checked="" type="checkbox"/> status	X
<input checked="" type="checkbox"/> type	<input checked="" type="checkbox"/> type	X

Case	ServiceRequest_Type	
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> SRNumber	X
<input checked="" type="checkbox"/> linkedAnswerFlag	<input checked="" type="checkbox"/> customBoolean0	X
<input checked="" type="checkbox"/> status	<input checked="" type="checkbox"/> status	X

Case AnswerLink Info	CustomObject1_Type	
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> serviceRequestNumber	X
<input checked="" type="checkbox"/> key	<input checked="" type="checkbox"/> externalSystemId	X
<input checked="" type="checkbox"/> title	<input checked="" type="checkbox"/> customText4	X
<input checked="" type="checkbox"/> excerpt	<input checked="" type="checkbox"/> customText3	X
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> name	X
<input checked="" type="checkbox"/> IMDocId	<input checked="" type="checkbox"/> customText32	X
<input checked="" type="checkbox"/> docType	<input checked="" type="checkbox"/> customText32	X
<input checked="" type="checkbox"/> docGUID	<input checked="" type="checkbox"/> customText1	X
<input checked="" type="checkbox"/> docVersion	<input checked="" type="checkbox"/> customText31	X
<input checked="" type="checkbox"/> linkedDate	<input checked="" type="checkbox"/> customText33	X
<input checked="" type="checkbox"/> url	<input checked="" type="checkbox"/> customText0	X

Self-Service CRM OnDemand Configuration

For Self Service functionality, you must configure the CRM OnDemand application with the following:

- Customize Contact
 - Add custom fields to Contact Object
 - Add a new section to display Self Service Portal information
 - Add a new web link Register New User for CRM agent to register on behalf of a new user
- Customize Activity
 - Add two new types for Task Activity (UserUpdate & UserTopic)
 - Add a new web link Topic Link for Task Activity
 - Enable the Topic Link web link only for Type UserTopic

Adding Custom Fields to Contact

You must create the following fields need for Custom Objects in CRM OnDemand:

Field Display Name	CRM Data Type
• IQAutoPassword	• Checkbox
• IQPassword	• Text (Long)
• IQRegistrationDate	• Date/Time
• IQResetReminder	• Text (Short)
• IQUserRole	• Picklist (Editable)
• IQUserStatus	• Picklist (Editable)
• IQUserType	• Picklist (Editable)

To add custom fields:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.

Message Center
0 New Messages

Search
Contacts
All +
Last Name
First Name
Email
Advanced Go

Welcome, Santosh!
Last Sign In Date - 2/2/2010 12:19:05 PM

Today's Calendar		My Open Tasks	
Start Time	Subject	Due Date	Priority
View Calendar		11/23/2009	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/7/2010	↓

- Click the **Application Customization** link.

CRM On Demand Training and Support | Admin

Home Calendar Leads Accounts Contacts Opportunities Service InQ

Admin Homepage | Back to My Homepage

Company Administration
Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

User Management & Access Controls
User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

Application Customization
Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

Business Process Management

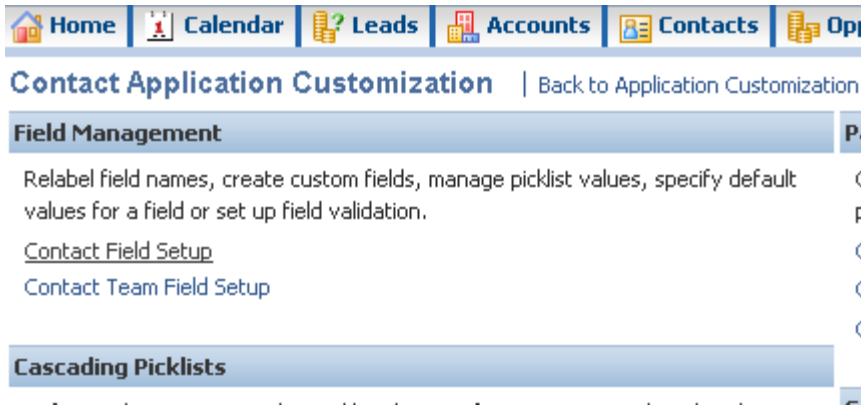
- Under **Record Type Setup**, click the **Contact** link.

Application Customization | Back to Admin Homepage

Record Type Setup

Account	Custom Object 09
Activity	Custom Object 10
Assessment	Custom Object 11
Asset	Custom Object 12
Campaign	Custom Object 13
Contact	Custom Object 14
Custom Object 01	Custom Object 15

- Under **Field Management**, click **Contact Field Setup**.



6 Click the **New Field** button.

Contact Fields | [Back to Contact Application Customization](#)

New Field		Rename Fields	
Display Name			
Edit		Account	
Edit		Account	
Edit		Account External Unique Id	
Edit		Account Id	
Edit		Account Integration Id	
Edit		Account Location	
Edit		...	

7 Set **Display Name** to IQAutoPassword, and **Field Type** to Checkbox.

8 Click **Save**.

Contact Field Edit | [Back to Contact Fields](#)



Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type can't be changed. In addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key Information

Display Name* Field Type*
 Mark for Translation

Additional Information

Required Default Value

Read Only

*= Required Field

9 Repeat step 6 through step 8 for rest of the fields.

Edit	IQAutoPassword	Checkbox	<input type="checkbox"/>
Edit	IQPassword	Text (Long)	<input type="checkbox"/>
Edit	IQRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	IQResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	IQUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserType	Picklist (Editable)	<input type="checkbox"/>

10 For Display Name **IQUserRole**, click **Edit Picklist**.

Edit	IQAutoPassword	Checkbox	<input type="checkbox"/>
Edit	IQPassword	Text (Long)	<input type="checkbox"/>
Edit	IQRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	IQResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	IQUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserType	Picklist (Editable)	<input type="checkbox"/>

11 In the **Picklist Values** column, enter values for Restricted, View My Cases, Update My Cases, and View Company Cases in the appropriate order

12 Click the **Save & New** button. Enter the **Picklist Values** for Update Company Cases in the appropriate order

13 Click the **Save & Close** button.

Order*	Id	Default Value	Picklist Values*	Mark for Translation	Disabled
2	Restricted	<Custom Value>	Restricted	<input type="checkbox"/>	<input type="checkbox"/>
3	View My Cases	<Custom Value>	View My Cases	<input type="checkbox"/>	<input type="checkbox"/>
4	Update My Cases	<Custom Value>	Update My Cases	<input type="checkbox"/>	<input type="checkbox"/>
5	View Company Cases	<Custom Value>	View Company Cases	<input type="checkbox"/>	<input type="checkbox"/>
6	Update Company Cases	<Custom Value>	Update Company Cases	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

IQUserRole	Save & Close	Save & Order Alphabetically	Save & New	Hide Disabled	Cancel
------------	--------------	-----------------------------	------------	---------------	--------

14 For Display Name **IQUserStatus**, click **Edit Picklist**.

Edit	IQAutoPassword	Checkbox	<input type="checkbox"/>
Edit	IQPassword	Text (Long)	<input type="checkbox"/>
Edit	IQRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	IQResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	IQUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserType	Picklist (Editable)	<input type="checkbox"/>

- 15 In the **Picklist Values** column, enter values for Needs Approval, Approved, and Registration in Process in the appropriate order.
- 16 Click the **Save & New** button. Enter the **Picklist Values** for Denied in the appropriate order.
- 17 Click the **Save & Close** button.

Order*	Id	Default Value	Picklist Values*	Mark for Translation	Disabled
<input type="text" value="1"/>	Needs Approval	<Custom Value>	Needs Approval	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="2"/>	Approved	<Custom Value>	Approved	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="3"/>	Denied	<Custom Value>	Denied	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="4"/>	Registration in process	<Custom Value>	Registration in process	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>				<input type="checkbox"/>	<input type="checkbox"/>

*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

Order*	Id	Default Value	Picklist Values*	Mark for Translation	Disabled
<input type="text" value="1"/>	Needs Approval	<Custom Value>	Needs Approval	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="2"/>	Approved	<Custom Value>	Approved	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="3"/>	Denied	<Custom Value>	Denied	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="4"/>	Registration in process	<Custom Value>	Registration in process	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>				<input type="checkbox"/>	<input type="checkbox"/>

- 18 For Display Name **IQUserType**, click **Edit Picklist**.

Edit	IQAutoPassword	Checkbox	<input type="checkbox"/>
Edit	IQPassword	Text (Long)	<input type="checkbox"/>
Edit	IQRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	IQResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	IQUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserType	Picklist (Editable)	<input type="checkbox"/>

- 19 In the **Picklist Values** column, enter values for Internal and click the **Save & New** button. Enter the **Picklist Values** for External and click the **Save & Close** button.

Order*	Id	Default Value	Picklist Values*
2	Internal	<Custom Value>	Internal
3	External	<Custom Value>	External

*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

Order*	Id	Default Value	Picklist Values*
2	Internal	<Custom Value>	Internal
3	External	<Custom Value>	External

20 Click the **New Field** button and set Display Name to **Register Self-Service User**, and Field Type to **Web Link**.

21 Click **Save**.

Contact Field Edit | [Back to Contact Fields](#)

Save	Cancel
------	--------

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type cannot be changed. In addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key Information

Display Name* Register Self-Service User

Field Type* Web Link

Mark for Translation

Additional Information

Required

Default Value

Read Only

22 Click **Edit Web Link** and update the properties with the following values:

Property	Value
Display Text	Register Self-Service User
Web Link Target	Open in New Window
Refresh Parent Window	Check
Display Options	Detail Page
Url	http://<server>:<port>/ssp/index?page=register&rp=home&contactId=%%Id%%&contactFirstName=%%First_Name%%&contactLastName=%%Last_Name%%&contactEmail=%%Email_Address%%

Edit Web Link Save Cancel

Field Display Name

User fields

Contact Fields

Mark for Translation

Window Properties

Display Text

Web Link Target

Refresh Parent Window

Display Options

Link Properties

Active Link Condition

Display Link Condition

Url

WARNING: Browsers have different maximum URL lengths. If you specify a URL that is too long, it may not work as intended. The UR change if you are using parameter substitution.

Save Cancel

Adding a New Section to Display Self Service Portal Information

To add a new section to display Self Service Portal information:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.

The screenshot shows the CRM On Demand user interface. The top navigation bar includes links for Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, and InQ. The main content area displays a welcome message for Santosh, his last sign-in date, and a 'Today's Calendar' section. To the right, the 'My Open Tasks' section is visible, showing a list of tasks with due dates and priorities.

Due Date	Priority
11/23/2009	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/7/2010	↓

- 3 Click the **Application Customization** link.

The screenshot shows the CRM On Demand Admin Homepage. The top navigation bar includes links for Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, and InQ. The main content area displays the 'Admin Homepage' and several sections: 'Company Administration', 'User Management & Access Controls', 'Application Customization', and 'Business Process Management'. The 'Application Customization' section is highlighted, showing a description of its features.

Application Customization
 Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

- 4 Under **Record Type Setup**, click the **Contact** link.

Application Customization | Back to Admin Homepage

Record Type Setup

Account	Custom Object 09
Activity	Custom Object 10
Assessment	Custom Object 11
Asset	Custom Object 12
Campaign	Custom Object 13
<u>Contact</u>	Custom Object 14
Custom Object 01	Custom Object 15

- 5 Click **Contact Page Layout** under Page Layout Management and then click the **Copy** button next to Contact Page Standard Layout.

Contact Application Customization | [Back to Application Customization](#)

Field Management

Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.

[Contact Field Setup](#)
[Contact Team Field Setup](#)

Page Layout Management

Create and manage page layouts and page layouts.

[Contact Page Layout](#)
[Contact Related Information Layout](#)
[Contact Web Applet](#)

Cascading Picklists

Name	Last Modified
Copy Contact Page Standard Layout	System Generated

- Enter `CustomContact` (set Layout Name however you want) for **Layout Name** and click the **Finish** button.

Page Layout Wizard: Contact: CustomContact | [Back to Contact Page Layout](#)

Step 1
Layout Name

Step 2
Field Setup

Step 3
Field Layout

Step 4
Related Information

Layout Name

Layout Name*

Description

Custom Contact Page for INQUIRA SSP

- Click **Edit Sections** under **Contact Page Layout**.

CRM On Demand Training and Support | A

Home Calendar Leads Accounts Contacts Opportunities Service

Contact Page Layout | Back to Contact Application Customization

New Layout

	Name	Last Modified
Copy	Contact Page Standard Layout	System Generated
Edit Copy Delete Edit Sections	CustomContact	Santosh Chakrapani,02/10/2010 14:53:55

- 8 For any unused Available Section, change the display name to Self Service Portal Information.
- 9 Click the **Save** button.

Section Names Setup | Back to Contact Page Layout

Edit Section Names [Save](#) [Cancel](#) Tra

Click the Mark for Translation checkbox in order to track Display Names that need to be translated into other languages. Use and the changes require translation into another language. Click the help link to learn more.

Display Name	Default Name
<input type="text" value="Key Contact Information:"/>	Key Contact Information:
<input type="text" value="Contact Detail Information:"/>	Contact Detail Information:
<input type="text" value="Additional Information:"/>	Additional Information:
<input type="text" value="Self Service Portal Information"/>	Available Section:
<input type="text" value="Available Section:"/>	Available Section:
<input type="text" value="Available Section:"/>	Available Section:


- 10 Click **Edit** under **Contact Page Layout**.

Home Calendar Leads Accounts Contacts Opportunities Service Ir

Contact Page Layout | Back to Contact Application Customization

New Layout

	Name	Last Modified
Copy	Contact Page Standard Layout	System Generated
Edit Copy Delete Edit Sections	CustomContact	Santosh Chakrapani,02/10/2010 14:53:55



- 11 Click **Field Layout** [Step 3] in the Page Layout Wizard.

Page Layout Wizard: Contact: CustomContactLa... | Back to Contact Page Layout

- Step 1
Layout Name
- Step 2
Field Setup
- Step 3
Field Layout
- Step 4
Related Information

Available Contact Fields | **Arrange Contact Page Layout**

From Available Fields, select additional fields you wish to display in the Contact Page Layout.

Use the up, down, left, and right directional buttons to move Contact fields to display. Certain Large Text Box fields cannot be moved in Field L

Available Fields: **Key Contact Information:** **Key Cont:**

12 Move **IUserRole**, **IUserStatus**, **IUserType**, and **IQRegistration Date** from Available fields to Self Service Portal Information.

Custom Object 02: External Unique ID

Custom Object 02: Integration ID

Custom Object 03

Custom Object 03: External Unique ID

Custom Object 03: Integration ID

Custom Object 04

Custom Object 04: External Unique ID

Custom Object 04: Integration ID

Custom Object 05

Custom Object 05: External Unique ID

Custom Object 05: Integration ID

Custom Object 06

Custom Object 06: External Unique ID

Custom Object 06: Integration ID

Self Service Portal Information

Register SelfService User

External Unique ID

Row Id

Available Section:

Self Service Portal Information

IUserRole

IUserStatus

IUserType

IQRegistrationDate

Available Section:

13 Click **Finish**.

Contact: CustomContact | Back to Contact Page Layout Help

- Step 2
Field Setup
 - Step 3
Field Layout
 - Step 4
Related Information
 - Step 5
Related Information Layout
-

Arrange Contact Page Layout

Use the up, down, left, and right directional buttons to move Contact fields to the section of the page you want the fields to display. Certain Large Text Box fields cannot be moved in Field Layout.

14 Go back to the Admin Home page and click **User Management & Access Controls**.

Admin Homepage | [Back to Contact Detail](#)

Company Administration

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

Application Customization

Application Customization - Customize app custom page layouts, homepage layouts, layouts; change field names, modify pickli cascading picklists, define custom web tab and rename record types.

User Management & Access Controls

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage public groups that are used implicitly to share records and calendar among multiple users. Define roles to control users access to data and various application

Business Process Management

Data Rules & Assignment - Define the dat automatic assignment of records. For more

15 Click **Role Management**.

User Management & Access Controls | [Back to Admin Homepage](#)

User and Group Management

User Management - Create new users and update profiles of existing users.
Public Sharing Groups - Define public groups to which users may implicitly share their records and calendar.

Role Management

[Role Management](#) - Create and update

Access Profile Management

16 Click the **Edit** link under **Administrator**.

Role List | [Back to User Management & Access Controls](#)

Role Management		New Role		Transla	
All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z <input type="text"/>					
	Role Name ^	Description	Created By	Modifi	
Copy	Edit	Administrator	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Santos
Copy	Edit Delete	Advanced User	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Chris B
Copy	Edit Delete	Executive	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Chris B
Copy	Edit Delete	Field Sales Rep	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Chris B

17 Click **Page Layout Assignment [Step 6]**.

Role Management Wizard: Administrator | [Back to Role List](#)

Step 1
Role Name

Step 2
Record Type
Access

Step 3
Access Profiles

Step 4
Privileges

Step 5
Tab Access &
Order

Step 6
Page Layout
Assignment

Page Layout Assignment		
Record Type	Page View Type*	Page Layout Name
Account	Static	Account Page Standard Layout
Account Call	Static	Call Page Standard Layout
Account Revenue	Static	Account Revenue Page Standard Layout
Appointment	Static	Appointment Page Standard Layout

- 18** Change the Contact Page Layout Name to **CustomContact** (or any name that was set in step 6) and click the **Finish** button.

Asset	Static	Asset Page Standard Layout
Call Product Detail	Static	Call Product Page Standard Layout
Call Sample Dropped	Static	Call Sample Dropped Page Standard Layout
Campaign	Static	Campaign Page Standard Layout
Contact	Static	Contact Page Standard Layout
Contact Call	Static	Contact Page Standard Layout
Contact Revenue	Static	CustomContact
Custom Object 01	Static	Custom Object 01 Page Standard Layout

- 19** Go to any Contact Details page.

The Self Service Portal Information Section should appear as in the following figure:

Self Service Portal Information

Register SelfService User [Register Self-Service User](#)
 External Unique ID **schakrapani**
 Row Id **AAPA-3WZ54B**

IQUserRole **Update Company Cases**
 IQUserStatus **Approved**
 IQUserType **External**
 IQRegistrationDate

Adding New Activity Types

You must create the following types for Activity in CRM OnDemand:

New Values for Type

UserTopic
 UserUpdate

To add a new activity type:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.

Message Center
0 New Messages

Search
Contacts
All +
Last Name
First Name
Email
Advanced Go

Home Calendar Leads Accounts Contacts Opportunities Service InQ

Welcome, Santosh!
Last Sign In Date - 2/2/2010 12:19:05 PM

Today's Calendar		My Open Tasks	
Start Time	Subject	Due Date	Priority
View Calendar		11/23/2009	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/7/2010	↓

- 3 Click the **Application Customization** link.

Home Calendar Leads Accounts Contacts Opportunities Service In

Admin Homepage | Back to My Homepage

Company Administration
Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

User Management & Access Controls
User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

Application Customization
Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify pi cascading picklists, define custom web and rename record types.

Business Process Management

- 4 Under **Record Type Setup**, click the **Activity** link and then select **Activity Field Setup** under **Field Management**.

CRM On Demand | Training and Support | Admin |

Home Calendar Leads Accounts Contacts Opportunities Service In

Activity Application Customization | Back to Application Customization

Field Management
Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.
[Activity Field Setup](#)

Page Layout Management
Create and manage page layouts and page layouts.
[Appointment Page Layout](#)
[Task Page Layout](#)

- 5 Click **Edit Picklist** for the Display Name Type.

CRM On Demand			
Training and Support Admin			
Home Calendar Leads Accounts Contacts Opportunities Service			
Activity Fields Back to Activity Application Customization			
New Field Rename Fields Tr			
	Display Name	Field Type	Required
Edit	Account	Picklist (Read-only)	<input type="checkbox"/>
Edit	Account External Unique Id	Picklist (Read-only)	<input type="checkbox"/>
Edit	Total Hold Time	Number	<input type="checkbox"/>
Edit Edit Picklist	Type	Picklist (Editable)	<input type="checkbox"/>
Edit	Users	Picklist (Read-only)	<input type="checkbox"/>
Edit	Wrap Up End Time	Date/Time	<input type="checkbox"/>

- 6 Enter the Picklist value as **UserTopic** in the appropriate order.
- 7 Click the **Save & New** button.
- 8 Enter the Picklist value as **UserUpdate** in the appropriate order.
- 9 Click the **Save & Close** button.

Type	Save & Close	Save & Order Alphabetically	Save & New	Hide Disabled	Cancel
Order*	Id	Default Value	Picklist Values*	Mark	
1	Answer	<Custom Value>	Answer		
2	Call	Call	Call		
3	Callback	Callback	Callback		
4	Correspondence	Correspondence	Correspondence		
5	Demonstration	Demonstration	Demonstration		
6	Email	Email	Email		
7	Event	Event	Event		
8	Fax	Fax	Fax		
9	Meeting	Meeting	Meeting		
10	Other	Other	Other		
11	Personal	Personal	Personal		
12	Presentation	Presentation	Presentation		
13	To Do	To Do	To Do		
14	Voicemail	Voicemail	Voicemail		
15	UserUpdate	<Custom Value>	UserUpdate		
16	UserTopic	<Custom Value>	UserTopic		

Adding a New Web Link Topic Link for a Task Activity

To add a new web link Topic Link for a task activity:

- 1 Sign in to the CRM OnDemand application.
- 2 Click the **Admin** link in the top right corner.

Start Time ^	Subject	Due Date ^	Priority
View Calendar			
		11/23/2009	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/7/2010	↓

- 3 Click the **Application Customization** link.

Company Administration
Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

Application Customization
Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify pi cascading picklists, define custom web and rename record types.

User Management & Access Controls
User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

Business Process Management

- 4 Under **Record Type Setup**, click the **Activity** link and then click **Activity Field Setup** under **Field Management**.

Field Management
Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.
Activity Field Setup

Page Layout Management
Create and manage page layouts and v page layouts.
Appointment Page Layout
Task Page Layout

- 5 Click **New Field**. In the **Enter Display Name** field, enter **Topic Link**. In the **Field Type** field, enter **Web Link**.

6 Click **Save**.**Activity Field Edit** | [Back to Activity Fields](#)

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key InformationDisplay Name* Field Type* Mark for Translation **Additional Information**Required Default Value Read Only 7 Click **Edit Web Link** and enter details.

Edit	Subject	Text	
Edit Edit Web Link	Topic Link	Web Link	<input type="checkbox"/> Santosh Chakrapani, 01/14/2010 18:11:25
Edit	Topic Link	Number	<input type="checkbox"/>

8 Click **Save**.Field Display Name User fields Activity Fields Mark for Translation **Window Properties**Display Text Web Link Target Refresh Parent Window Display Options **Link Properties**Active Link Condition Display Link Condition Url

Enabling Topic Link Web Link for Activity Type UserTopic Only

Enabling the topic link web link for the activity type UserTopic involves the following procedures:

- **Creating Page Layouts**
- **Creating Dynamic Layout**
- **Associating Dynamic Layout to Task**

Creating Page Layouts

Create a page layout with Topic Link visible on the UI and one with Topic Link not visible on the UI.

To create page layouts:

- 1 Go to **Activity Application Customization** and click **Task Page Layout**.

Activity Application Customization | [Back to Application Customization](#)

Field Management

Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.

[Activity Field Setup](#)

Page Layout Management

Create and manage page layouts layouts.

[Appointment Page Layout](#)

[Task Page Layout](#)

[Appointment Related Information](#)

Cascading Picklists

- 2 Copy **Task Page Layout**.

Task Page Layout | [Back to Activity Application Customization](#)

[Help](#) | [Printer Frie](#)

[New Layout](#)

[Previous](#)

	Name	Last Modified	Description
Copy	Task Page Standard Layout	System Generated	
Edit Copy Delete Edit Sections	NonUserTopicLayout	Santosh Chakrapani,02/10/2010 11:51:42	
Edit Copy Delete Edit Sections	UserTopicLayout	Santosh Chakrapani,02/10/2010 11:51:01	

- 3 Edit the copied Layout and Rename it to **NonUserTopicLayout**. Click **Finish**.

Page Layout Wizard: Task: NonUserTopicLayout | [Back to Task Page Layout](#)

[Help](#)

Step 1

Layout Name

Step 2

Field Setup

Step 3

Field Layout

Step 4

Related Information

Step 5

Related Information Layout

[Next](#) [Finish](#) [Cancel](#)

Layout Name

Layout Name*

Description

* = Required Field

[Next](#) [Finish](#) [Cancel](#)

4 Create another Layout named **UserTopicLayout**.

Page Layout Wizard: Task: UserTopicLayout | Back to Task Page Layout Help

Step 1 Step 2 Step 3 Step 4 Step 5
 Layout Name Field Setup Field Layout Related Information Related Information Layout

Next Finish Cancel

Layout Name

Layout Name* UserTopicLayout

Description

* = Required Field

Next Finish Cancel

5 Add the field **Topic Link** in the **Field Layout** Section [Step 3] of the new Layout and click **Finish**. The New Layout has the Topic Link field displayed on the UI.

Step 1 Step 2 Step 3 Step 4 Step 5
 Layout Name Field Setup Field Layout Related Information Related Information Layout

Previous Next Finish Cancel

Available Task Fields

From Available Fields, select additional fields you wish to display in the Tasks Page Layout.

Available Fields:

- Account External Unique Id
- Account Integration Id
- Account Location
- Activity Subtype
- Address
- Alias
- Assigned Queue
- Call Type
- Campaign External Unique Id
- Campaign Integration Id
- Completed
- Contact External Unique Id
- Contact Integration Id
- Contacts
- Cost
- Created
- Created By
- Created By: Email
- Created By: Email External
- Created By: External Unique ID
- Created By: First Name
- Created By: Integration ID
- Created By: Last Name
- Created By: Login Name

Arrange Task Page Layout

Use the up, down, left, and right directional buttons to move Tasks fields to the section of the page you want the fields to display. Certain Large Text Box fields cannot be moved in Field Layout.

Key Task Information:	Key Task Information:
Owner	Due Date
Subject	Completed Date
Type	Status
Priority	Private
Delegated By	Activity Currency

Related Items:	Related Items:
Account	Lead
Primary Contact	Campaign
Opportunity	Service Request

Additional Information:	Additional Information:
Created External	Modified External
Topic Link	

Creating Dynamic Layout

To create a dynamic layout:

- 1 Go to **Activity Application Customization** and click **Task Dynamic Layout**.

Dynamic Layout Management

Manage Dynamic Layouts by associating different page layouts with different values of the picklist that controls page display at runtime.

[Appointment Dynamic Layout](#)

[Task Dynamic Layout](#)

2 Click **New Layout** and set **Dynamic Layout Name** as **UserTopicDynLayout**.

Dynamic Layout Wizard: Task: UserTopicDynLay... | [Back to Task Dynamic Layout](#) [Help](#)

Step 1
Specify Name

Step 2
Assign Layouts

[Next](#) [Finish](#) [Cancel](#)

Specify Name

The Task Detail and Task Edit pages may require process driven layouts - i.e., the page layouts must change dynamically based on the values of a specific field.

Please specify a name for the Dynamic Layout and a picklist field whose values will determine which layout is seen by the users. Additionally, please specify a default Layout name.

Specify Name

Dynamic Layout Name*

Driving Picklist*

Default Layout*

Modified By **Santosh Chakrapani** 02/10/2010 11:52:44

Description

3 Assign **User Topic Layout** as the layout for Activity Type **UserTopic** and **NonUserTopicLayout** for the rest of the Activity Types. Click **Finish**.

Field Type	Layout Name*
Answer	NonUserTopicLayout
Call	NonUserTopicLayout
Callback	NonUserTopicLayout
Correspondence	NonUserTopicLayout
Demonstration	NonUserTopicLayout
Email	NonUserTopicLayout
Event	NonUserTopicLayout
Fax	NonUserTopicLayout
Meeting	NonUserTopicLayout
Other	NonUserTopicLayout
Personal	NonUserTopicLayout
Presentation	NonUserTopicLayout
To Do	NonUserTopicLayout
Voicemail	NonUserTopicLayout
UserUpdate	NonUserTopicLayout
UserTopic	UserTopicLayout

[Previous](#) [Finish](#) [Cancel](#)

Associating Dynamic Layout to Task

To associate Dynamic Layout to Task:

1 Go to **Admin Home page** and click **User Management & Access Controls**.

Admin Homepage | [Back to Task Detail](#)

Company Administration

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

User Management & Access Controls

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage public groups that are used implicitly to share records and calendar among multiple users. Define roles to control user's access to data and various application features, and define book hierarchies to manage levels of visibility users have into your company's data.

Territory Management - Define the hierarchy that makes up your company's

2 Click Role Management.

User Management & Access Controls | [Back to Admin Homepage](#)

User and Group Management

User Management - Create new users and update profiles of existing users.
Public Sharing Groups - Define public groups to which users may implicitly share their records and calendar.

Role Management

Role Management - Create and update roles for your company.

3 Click the Edit link under Administrator.

Role List | [Back to User Management & Access Controls](#)

[Help](#) | [Printer F](#)

Role Management		New Role		Translation Language: English-America	
All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z		<input type="text"/>		<input type="button" value="Go"/>	
				Previous	
	Role Name	Description	Created By	Modified By	
Copy	Edit	Administrator	Chris Brignone 10/2/2009 03:55 PM	Santosh Chakrapani 2/10/2010 05:38 PM	

4 Click Page Layout Assignment [Step 6].

Role Management Wizard: Administrator | [Back to Role List](#)

[Help](#)

Page Layout Assignment		
Record Type	Page View Type*	Page Layout Name*
Account	Static	Account Page Standard Layout
Account Call	Static	Call Page Standard Layout

5 Change the Task Page View Type as Dynamic and Page Layout Name to UserTopicDynLayout.

Task	Dynamic	UserTopicDynLayout
User	Static	User Page Standard Layout
User Admin	Static	User Admin Page Standard Layout
User Owner	Static	User Owner Page Standard Layout
Wrap Up	Static	Wrap Up Page Standard Layout

6 Click the Finish button.

- 7 Go to any Task Details page. For Type UserTopic, the field Topic Link should appear as shown in the following figure. For any other Type, the field Topic Link is not displayed.

Type=UserTopic: The Topic Link field is present.

Task Detail: Agent Response | [Back to My Homepage](#) [Edit Layout](#) | [Help](#) | [Printer Fri](#)

[Task Details](#) [New](#) [Edit](#) [Delete](#) [Mark as Completed](#) [Send Email](#)

Key Task Information:

Owner	Santosh Chakrapani	Due Date	2/1/2010
Subject	Agent Response	Completed Date	
Type	UserTopic	Status	
Priority	3-Low	Private	<input type="checkbox"/>
Delegated By		Activity Currency	USD

Related Items:

Account		Lead	
Primary Contact	Vinay Saini	Campaign	
Opportunity		Service Request	480430-235386389

Additional Information:

Created External	Santosh Chakrapani 2/1/2010 11:24 AM	Modified External	Santosh Chakrapani 2/12/2010 11:44 AM
Topic Link	Topic Link		
Description	We are looking into this		

Type=UserUpdate: The Topic Link field is absent.

Task Detail: Agent Response | [Back to My Homepage](#) [Edit Layout](#) | [Help](#) | [Printe](#)

[Task Details](#) [New](#) [Edit](#) [Delete](#) [Mark as Completed](#) [Send Email](#)

Key Task Information:

Owner	Santosh Chakrapani	Due Date	2/1/2010
Subject	Agent Response	Completed Date	
Type	UserUpdate	Status	
Priority	3-Low	Private	<input type="checkbox"/>
Delegated By		Activity Currency	USD

Related Items:

Account		Lead	
Primary Contact	Vinay Saini	Campaign	
Opportunity		Service Request	480430-235386389

Additional Information:

Created External	Santosh Chakrapani 2/1/2010 11:24 AM	Modified External	Santosh Chakrapani 2/12/2010 12:09 PM
Description	We are looking into this		

SSP Mapping Tool Setup

The Mapping Tool is a web-based configuration tool for setting up the communication between Oracle Knowledge and CRM OnDemand. The Mapping Tool provides the following abilities:

- Set up CRMOD Connection Properties.
- Set the CRM Objects to Use for mapping.
- View CRM Object Fields (Attributes).
- Map the individual attributes between Oracle Knowledge and CRMOD.

The Mapping Tool deploys as part of the Intelligent Search's System Manager Advanced Configuration utility. See "Accessing the Mapping Tool" on page 10 for access information.

About CRM OnDemand Connection Properties

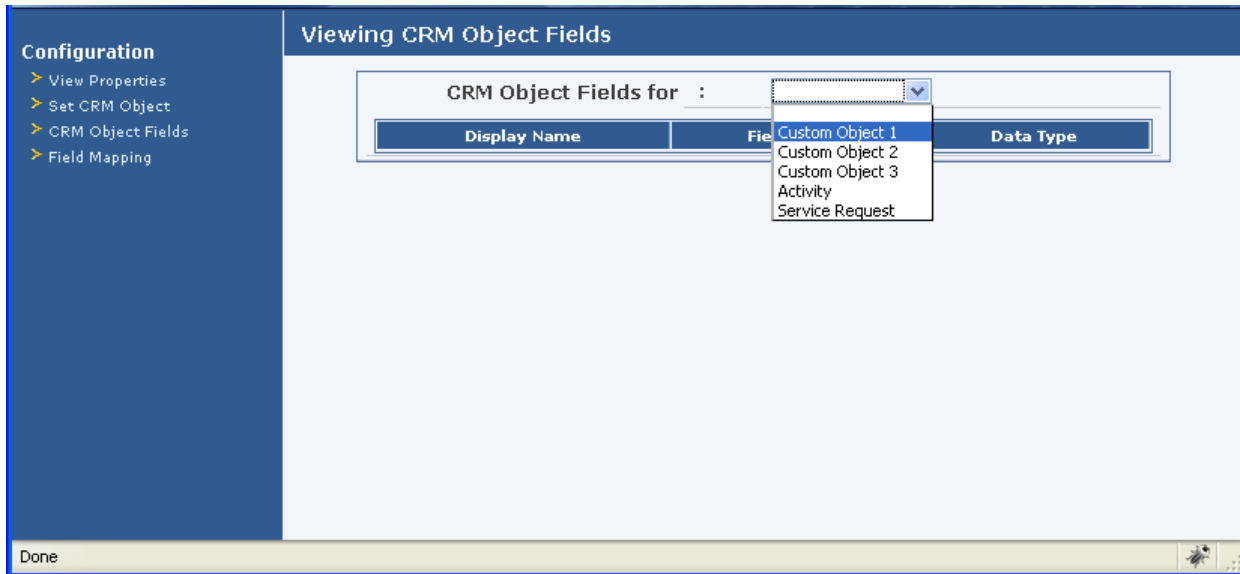
This feature provides a mechanism for users to define the connection properties needed for Web Service Calls. See "CRM OnDemand Connection Properties" on page 10 for further instructions.

Set CRM Object

You can use this feature to define the mapping at the object level between CRM OnDemand installed objects (Service Request, Contact, Activity, Custom Object X) and SSP-Specific Value Objects (SSPCase, SSPCase2, SSPActivity, SSPContact, SSPQueryCase2).

Note: The package name of the SSP-Specific Value Objects must match the property Package Name for SSP Objects defined in the CRM OnDemand Connection Properties section. The SSP objects and CRMOD objects discovered by the mapping tool must be present in the classpath of the mapping tool web application.

Oracle Knowledge Object	CRMOD Installed Object
Case	Service Request
CaseActivity	Activity
CaseAnswerLinkInfo	<Custom Objects>
SSPCase	Service Request
SSPContact	Contact
SSPActivity	Activity
SSPCase2	Service Request2
SSPQueryCase2	Service Request2 Query



Default Mapping Settings

[Help](#) [Save](#)

CRM Object Name for mapping "SSPCase" :	Service Request
CRM Object Name for mapping "SSPAttachment" :	- None -
CRM Object Name for mapping "Case" :	Service Request
CRM Object Name for mapping "CaseActivity" :	Activity
CRM Object Name for mapping "SSPCase2" :	Service Request2
CRM Object Name for mapping "CaseAnswerLinkInfo" :	Custom Object 1
CRM Object Name for mapping "SSPContact" :	Contact
CRM Object Name for mapping "SSPActivity" :	Activity
CRM Object Name for mapping "SSPQueryCase2" :	Service Request2 Query

View CRM Object Attributes

This functionality allows users to view all the configured attributes of CRM OnDemand objects: Display Name, Field Name, and Data Type.

About Field Mapping

This feature allows users to define the mapping at the Field level between CRM OnDemand installed objects (Service Request, Contact, Activity, Custom Object X) and SSP-Specific Value Objects (SSPCase, SSPCase2, SSPActivity, SSPContact, SSPQueryCase2).

Note: CRMOD customization of custom objects is a pre-requisite for field mapping.

The SSPContact attribute names map to the following field names:

SSPContact	
Attribute Name	Field Name
contactId	contactId
accountId	accountId
description	description
contactType	contactType
createdDate	createdDate
contactEmail	contactEmail
externalSystemId	externalSystemId
contactFirstName	contactFirstName
contactFullName	contactFullName
contactLastName	contactLastName
mrMrs	mrMrs
middleName	middleName
modifiedBy	modifiedBy
modifiedById	modifiedById
modifiedDate	modifiedDate
ownerId	ownerId
owner	owner
ownerFullName	ownerFullName
timeZoneName	timeZoneName
workPhone	workPhone
iqPassword	<Determined during CRMOD customization>
iqUserRole	<Determined during CRMOD customization>
iqStatus	<Determined during CRMOD customization>
iqUserType	<Determined during CRMOD customization>
iqRegistrationDate	<Determined during CRMOD customization>
iqAutoPassword	<Determined during CRMOD customization>

SSPCase		Service Request	
Attribute Name		Field Name	
serviceRequestId		serviceRequestId	
createdDate		createdDate	
modifiedDate			
accountName		accountName	
accountId		accountId	
accountLocation		accountLocation	
area		area	

SSPCase (<i>continued</i>)	Service Request
Attribute Name	Field Name
cause	cause
closedTime	closedTime
contactEmail	contactEmail
contactFirstName	contactFirstName
contactFullName	contactFullName
contactId	contactId
contactLastName	contactLastName
createdByName	createdByName
subject	subject
description	description
ownerId	ownerId
owner	owner
SRNumber	SRNumber
status	status
priority	priority
listOfAttachment	
listOfActivity	

To display linked answers (from iConnect) in Case Details, you must map the following required fields:

Case	Service Request
Attribute Name	Attribute Name
	Attribute Name
	Refer to "Field Mapping" on page 14

CaseAnswerLinkInfo	Custom Object 1 - 3
Attribute Name	Display Name
	Field Name
	Refer to "Field Mapping" on page 14

CaseActivity	Activity
Attribute Name	Display Name
	Field Name
	Refer to "Field Mapping" on page 14

Example: Mapping of Contact

After Contact mapping is complete, you should see a page similar to the following figure:

SSPContact	Contact_Type	
<input checked="" type="checkbox"/> contactId	<input checked="" type="checkbox"/> contactId	×
<input checked="" type="checkbox"/> accountId	<input checked="" type="checkbox"/> accountId	×
<input checked="" type="checkbox"/> description	<input checked="" type="checkbox"/> description	×
<input checked="" type="checkbox"/> contactType	<input checked="" type="checkbox"/> contactType	×
<input checked="" type="checkbox"/> createdDate	<input checked="" type="checkbox"/> createdDate	×
<input checked="" type="checkbox"/> contactEmail	<input checked="" type="checkbox"/> contactEmail	×
<input checked="" type="checkbox"/> externalSystemId	<input checked="" type="checkbox"/> externalSystemId	×
<input checked="" type="checkbox"/> contactFirstName	<input checked="" type="checkbox"/> contactFirstName	×
<input checked="" type="checkbox"/> contactFullName	<input checked="" type="checkbox"/> contactFullName	×
<input checked="" type="checkbox"/> contactLastName	<input checked="" type="checkbox"/> contactLastName	×
<input checked="" type="checkbox"/> mrMrs	<input checked="" type="checkbox"/> mrMrs	×
<input checked="" type="checkbox"/> middleName	<input checked="" type="checkbox"/> middleName	×
<input checked="" type="checkbox"/> modifiedBy	<input checked="" type="checkbox"/> modifiedBy	×
<input checked="" type="checkbox"/> modifiedById	<input checked="" type="checkbox"/> modifiedById	×
<input checked="" type="checkbox"/> modifiedDate	<input checked="" type="checkbox"/> modifiedDate	×
<input checked="" type="checkbox"/> ownerId	<input checked="" type="checkbox"/> ownerId	×
<input checked="" type="checkbox"/> owner	<input checked="" type="checkbox"/> owner	×
<input checked="" type="checkbox"/> ownerFullName	<input checked="" type="checkbox"/> ownerFullName	×
<input checked="" type="checkbox"/> timeZoneName	<input checked="" type="checkbox"/> timeZoneName	×
<input checked="" type="checkbox"/> workPhone	<input checked="" type="checkbox"/> workPhone	×
<input checked="" type="checkbox"/> iqPassword	<input checked="" type="checkbox"/> customText0	×
<input checked="" type="checkbox"/> iqUserRole	<input checked="" type="checkbox"/> customPickList2	×
<input checked="" type="checkbox"/> iqStatus	<input checked="" type="checkbox"/> customPickList1	×
<input checked="" type="checkbox"/> iqUserType	<input checked="" type="checkbox"/> customPickList3	×
<input checked="" type="checkbox"/> iqRegistrationDate	<input checked="" type="checkbox"/> customDate0	×
<input checked="" type="checkbox"/> iqAutoPassword	<input checked="" type="checkbox"/> customBoolean0	×
<input checked="" type="checkbox"/> iqResetReminder	<input checked="" type="checkbox"/> customText30	×

Example: Mapping of Service Request

After Service Request mapping is complete, you should see a page similar to the following figure:

SSPCase	ServiceRequest_Type
<input checked="" type="checkbox"/> serviceRequestId	<input checked="" type="checkbox"/> serviceRequestId
<input checked="" type="checkbox"/> createDate	<input checked="" type="checkbox"/> createDate
<input checked="" type="checkbox"/> modifiedDate	<input checked="" type="checkbox"/> modifiedDate
<input checked="" type="checkbox"/> accountName	<input checked="" type="checkbox"/> accountName
<input checked="" type="checkbox"/> accountId	<input checked="" type="checkbox"/> accountId
<input checked="" type="checkbox"/> accountLocation	<input checked="" type="checkbox"/> accountLocation
<input checked="" type="checkbox"/> area	<input checked="" type="checkbox"/> area
<input checked="" type="checkbox"/> cause	<input checked="" type="checkbox"/> cause
<input checked="" type="checkbox"/> closedTime	<input checked="" type="checkbox"/> closedTime
<input checked="" type="checkbox"/> contactEmail	<input checked="" type="checkbox"/> contactEmail
<input checked="" type="checkbox"/> contactFirstName	<input checked="" type="checkbox"/> contactFirstName
<input checked="" type="checkbox"/> contactFullName	<input checked="" type="checkbox"/> contactFullName
<input checked="" type="checkbox"/> contactId	<input checked="" type="checkbox"/> contactId
<input checked="" type="checkbox"/> contactLastName	<input checked="" type="checkbox"/> contactLastName
<input checked="" type="checkbox"/> createdByName	<input checked="" type="checkbox"/> createdByName
<input checked="" type="checkbox"/> subject	<input checked="" type="checkbox"/> subject
<input checked="" type="checkbox"/> description	<input checked="" type="checkbox"/> description
<input checked="" type="checkbox"/> ownerId	<input checked="" type="checkbox"/> ownerId
<input checked="" type="checkbox"/> owner	<input checked="" type="checkbox"/> owner
<input checked="" type="checkbox"/> SRNumber	<input checked="" type="checkbox"/> SRNumber
<input checked="" type="checkbox"/> status	<input checked="" type="checkbox"/> status
<input checked="" type="checkbox"/> priority	<input checked="" type="checkbox"/> priority
<input checked="" type="checkbox"/> listofAttachment	<input checked="" type="checkbox"/> listofAttachment
<input checked="" type="checkbox"/> listofActivity	<input checked="" type="checkbox"/> listofActivity

Mapping the Source Field for SSPCase and CRMOD Service Request

If you choose to use the default value of CRMOD Service Request field source as the value of the source field for SSPCase, then set the default value of CRMOD service Request field source in the CRMOD side. No additional configuration is necessary.

SSPCase	ServiceRequest_Type
<input checked="" type="checkbox"/> serviceRequestId	<input checked="" type="checkbox"/> serviceRequestId
<input checked="" type="checkbox"/> createDate	<input checked="" type="checkbox"/> createDate
<input checked="" type="checkbox"/> modifiedDate	<input checked="" type="checkbox"/> createDate
<input checked="" type="checkbox"/> accountName	<input checked="" type="checkbox"/> accountName
<input checked="" type="checkbox"/> accountId	<input checked="" type="checkbox"/> accountId
<input checked="" type="checkbox"/> accountLocation	<input checked="" type="checkbox"/> accountLocation
<input checked="" type="checkbox"/> area	<input checked="" type="checkbox"/> area
<input checked="" type="checkbox"/> cause	<input checked="" type="checkbox"/> cause
<input checked="" type="checkbox"/> source	<input checked="" type="checkbox"/> source
<input checked="" type="checkbox"/> closedTime	<input checked="" type="checkbox"/> closedTime
<input checked="" type="checkbox"/> contactEmail	<input checked="" type="checkbox"/> contactEmail
<input checked="" type="checkbox"/> contactFirstName	<input checked="" type="checkbox"/> contactFirstName

If you choose to set the value of the source field for SSPCase, not using the default value of CRM Service Request field source, complete the following additional configuration steps:

- 1 When configuring the field mapping, you must map the fields for the source of SSPCase and CRM Service Request on the System Manager side.
- 2 Set the value of the field source of SSPCase in infocenter.properties. The related key is DEFAULT_CASE_SOURCE and the configured value should be one valid value of the field source of CRM Service Request. For example, Portal is one valid value of the field source of CRM Service Request, so you can set it as DEFAULT_CASE_SOURCE=Portal, as shown in the following figure.

The field source of all CRM Service Request from SSP are set as Portal.

```

infocenter.properties
305 ERROR_MULTI_USER_EXISTS=Duplicate records found, please contact Customer Support for registrati
306 #Rules
307 #RULE_CREATENEW_ON_MULT_EMAIL: Create a new contact in CRM On Demand if there
308 #are existing contacts with the same email id
309 RULE_CREATENEW_ON_MULT_EMAIL=Y
310 #canUpdateClosedCases: User can update close cases, if value is Y only
311 #notes, summary and description can be updated, if the value is N notes,
312 #summary and description cannot be updated
313 canUpdateClosedCases=Y
314 #MANDATORY_INPUT_FIELDS:ApplicationResources.properties entries are referenced here
315 #if a specific field in View Case Detail and Edit Case Detail Page are flagged as
316 #mandatory. Note that additional javascript must be incorporated in View/Edit Case Details page
317 #to validate the mandatory fields
318 MANDATORY_INPUT_FIELDS=CaseDetail.summary:CaseDetail.description
319 #Messages
320 #MSG_REGISTER_BY_CCA:This message is updated in CRM Contact Description
321 #if an agent has registered on a users behalf
322 MSG_REGISTER_BY_CCA=Self Service enabled by CRM Agent
323 #DEFAULT_CONTACT_DESC:This message is updated in CRM Contact Description
324 #if a new user has registered via self service portal
325 DEFAULT_CONTACT_DESC=This contact has been created as part of the Self Service Registration
326 #Default time zone for crmod user
327 DEFAULT_TIMEZONE=(GMT-08:00) Pacific Time (US & Canada); Tijuana
328 #DEFAULT_CASE_SOURCE:This is the default value for field named "source" of SSPCase
329 #When its value is empty, that means customer wants to use the default vlaue from CRM as "sour
330 #When its value is not empty, its value should be valid value for the field named "source" (pick
331 DEFAULT_CASE_SOURCE=

```

Optional Additional Setup

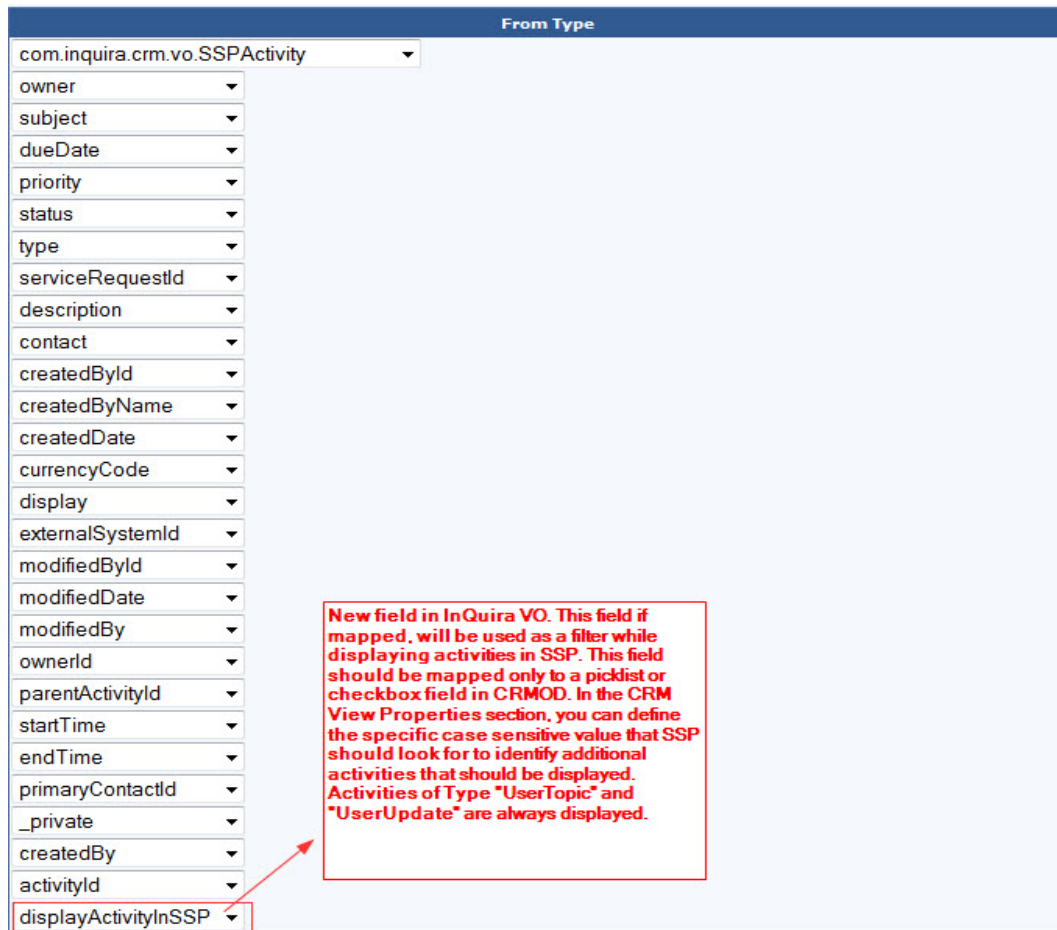
Depending on the functionality that needs to be enabled for your setup, use the following additional procedures:

- **Mapping Picklist Other than Type**
- **Support For Additional Mappings On Create Case**

Mapping Picklist Other than Type

To use picklist other than Type in CRM activity:

- 1 Identify a field or create a new field in CRM. This should be a checkbox or picklist field in CRM.
- 2 Determine the value for the field which indicates that the activity will be displayed in SSP.
- 3 Navigate to the mapping application and add a mapping for the `displayActivityInSSP` field (part of `SSPActivity`). Map this field to the field identified in step 1 above.
- 4 Navigate to the View Properties section in the mapping application.
- 5 In the Display Activity in SSP field, enter the value determined in step 2.



From Type

com.inquiria.crm.vo.SSPActivity

- owner
- subject
- dueDate
- priority
- status
- type
- serviceRequestId
- description
- contact
- createdById
- createdByName
- createdDate
- currencyCode
- display
- externalSystemId
- modifiedById
- modifiedDate
- modifiedBy
- ownerId
- parentActivityId
- startTime
- endTime
- primaryContactId
- _private
- createdBy
- activityId
- displayActivityInSSP**

New field in InQuira VO. This field if mapped, will be used as a filter while displaying activities in SSP. This field should be mapped only to a picklist or checkbox field in CRM. In the CRM View Properties section, you can define the specific case sensitive value that SSP should look for to identify additional activities that should be displayed. Activities of Type "UserTopic" and "UserUpdate" are always displayed.

Support For Additional Mappings On Create Case

`ViewCase` and `ViewCases` tags support an additional optional parameter called `useExtendedFunctionality`. If this parameter is set to true, SSP uses mappings that are defined for value objects `SSPCase2` and `SSPQueryCase2` while displaying cases. When submitting cases for create or update, submitting a parameter called `useExtendedFunctionality`, with the value set to true causes the mappings defined for `SSPCase2` to be used while creating and updating cases. Fields in the `HTTPRequest` object that have the same name as a `SSPCase2` field and also contain a defined mapping for `SSPCase2` go to CRM OnDemand for processing.

You must map `SSPCase2` to:

```
crmondemand.ws2.servicerequest.ServiceRequestData.
```

You must map `SSPQueryCase2` to:

```
crmondemand.ws2.servicerequest.ServiceRequestQuery.
```

Procedures for creating and editing these mappings are similar to creating mappings in general.

Calling the `ViewCases` tag with the `useExtendedFunctionality` parameter set to true causes the tag to return a collection of `SSPCase2` objects. Fields that are defined in the mapping for `SSPQueryCase2` are populated and returned to the UI, allowing presentation of additional fields in the case grid view (for both My Cases and My Company Cases)

Calling the `ViewCase` tag with the `useExtendedFunctionality` parameter set to true causes the tag to return a `SSPCase2` object. Defining fields in the mapping for `SSPCase2` results in populating the fields and returning them to the UI, allowing the presentation of additional fields in the case detail view.

Both the `ViewCase` tag and `ViewCases` tag contain an additional optional parameter called `searchspec`. Callers of the tag can pass filter values that conform to CRM OnDemand Syntax to this field, thereby imposing additional restrictions on data that these tags retrieve. This feature can restrict service request retrievals based on specific criteria. Callers of this tag are responsible for ensuring that using inappropriate values in this field does not adversely affect performance. To use this feature, add a field mapping for the `searchspec` field from `SSPQueryCase2` to `ServiceRequestQuery`.

Oracle Knowledge includes a packaged demonstration of how to use these new tags and features in JSP files, located in:

```
(Tomcat) $INQUIRA_ROOT/instances/<instance_name>/appserverim/webapps/  
<ssp_app_name>/apps/infocenter/system/components/crmssp/
```

```
(WebLogic) $INQUIRA_ROOT/instances/<instance_name>/webapps/<ssp_app_name>/app/  
apps/infocenter/system/components/crmssp
```

These file names end with the suffix `2.jsp`.

To see these new examples in action:

- 1 Edit `infocenter.properties` and modify the following entries to point to the new files:

```
caseDetailViewClass=/apps/infocenter/system/components/crmssp/  
c_case_detail_box2.jsp
```

```
caseDetailEditClass=/apps/infocenter/system/components/crmssp/  
c_case_detail_edit2.jsp
```

```
caseDetailNewClass=/apps/infocenter/system/components/crmssp/  
c_case_detail_new2.jsp
```

```
searchCasesClass=/apps/infocenter/system/components/crmssp/
```

```
c_search_cases_box2.jsp
```

```
viewCasesClass=/apps/infocenter/system/components/crmssp/  
c_view_cases_box2.jsp
```

```
viewCompanyCasesClass=/apps/infocenter/system/components/crmssp/  
c_view_company_cases_box2.jsp
```

- 2** Add additional mappings as described above for SSPCase2 and SSPQueryCase2.
 - a** SSPQueryCase2 mappings control the fields available for display in the grid view (My Company Cases, My cases). To avoid runtime exceptions, all fields that were mapped for the old SSPCase object should be mapped here as well.
 - b** SSPCase2 mappings control which fields are available for display, create, and update in the Case Create, Edit, and detail views. To avoid runtime exceptions, all fields that were mapped for the old SSPCase object should be mapped here as well.
- 3** Export the configuration properties to a location accessible to the Self Service portal at run time.
- 4** Restart the Oracle Knowledge Information Manager instance that contains the Self Service Portal deployment.

Configuring Oracle Knowledge

Use the procedures in this section to configure Oracle Knowledge with CRM OnDemand.

Exporting Configuration Files

Use the Export Properties feature to export the CRMOD configuration files for integrating Oracle Knowledge web applications with CRM OnDemand.

To export CRMOD configuration files:

- 1 Enter the full file path for the location of the CRMOD integration configuration properties files to be exported.

The exported files are `appconfig.properties`, `crmconfig.properties` and `mapping.properties`.

Note: If the specific directories do not exist, you must create them first. The exported files overwrite any existing files.

- 2 Click **Export**.

When completed, the system displays this message: “The properties files are exported successfully”.

Setting Up Contact Center Advisor in System Manager

You must complete the Contact Center Advisor setup in System Manager. For details on completing this setup, see *Oracle Knowledge iConnect Developers Guide*, Chapter 3, Deploying iConnect in a CRM Environment.

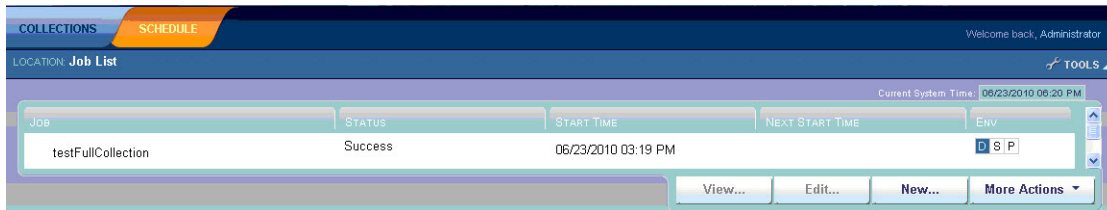
Use the following parameters:

Parameter	Description
cca-response-handler-impl	
Item name	cmrod
cca-response-handler-impl	com.InQuira.response.cca.CCACRMODLinkedAnswersResponseHandler
cca-request-handler-impl	
Item name	cmrod
cca-request-handler-impl	com.InQuira.request.cca.CCACRMODHandler
Call Center Adviser	
cca-request-handler	cmrod (select from picklist)
cca-response-handler-impl	cmrod (select from picklist)
Base URL	This is the cmrod URL provided to the customer.
User Name	User name with admin privilege created on CRMOD.
Password	Password of above user.

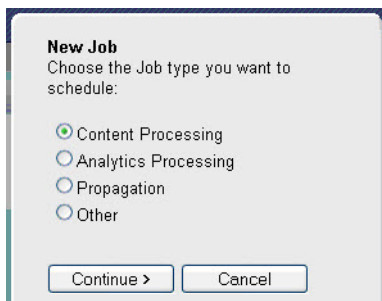
Synchronizing the number.xml File with Runtime

To synchronize the number.xml spreadsheet file with runtime:

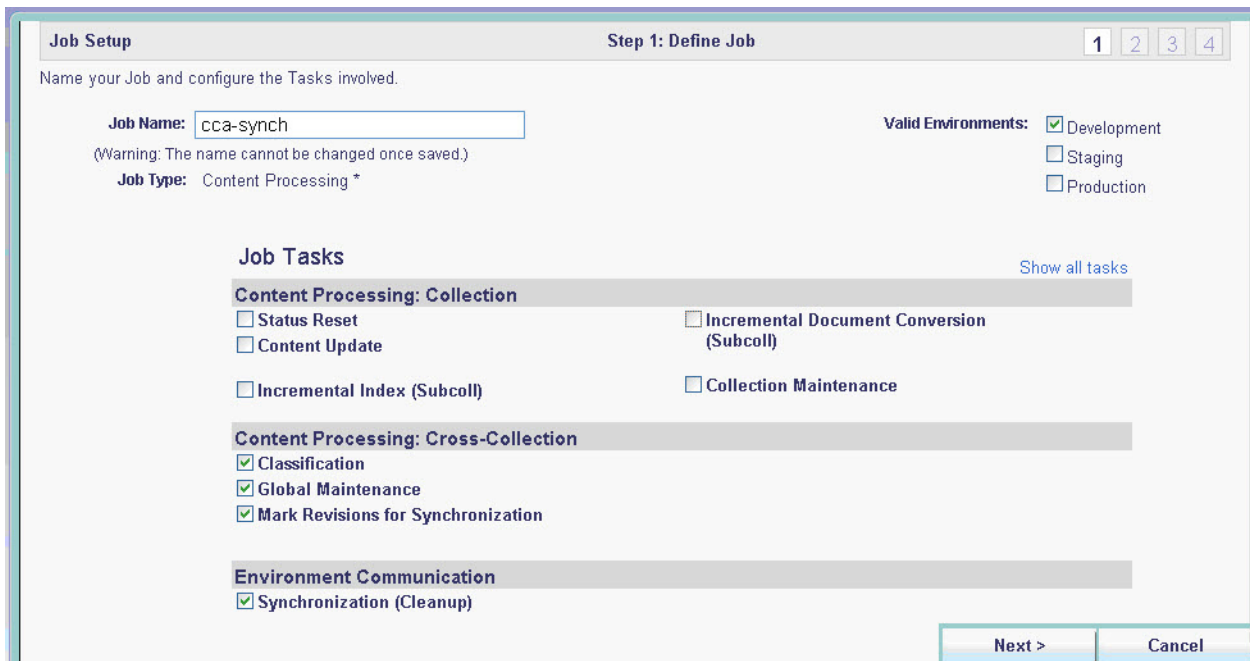
- 1 Sign in to Oracle Knowledge System Manager at `http://<server-name>:<port>` (if required) `>/InQuirawb/app`
- 2 Create the schedule job to synch. Go to **Schedule, New**.



- 3 Select **Content Processing** and click **Continue**.



The Job Setup page appears.



4 Enter the following parameters:

Parameter	Entry
Job Name:	cca-synch
Valid Environments:	Select Development .
Job Tasks	
Content Processing: Collection	Leave all fields clear
Content Processing: Cross-Collection	Select all.
Environment Communication	Select Synchronization (cleanup) .

5 Click **Next**.

Job Setup: cca-synch Step 3: Schedule Run Times

Determine when the Job will run and how often it will repeat.

How often do you want to run this Job?
Repeat: On Demand

< Back Next > Cancel

6 Click **Save**.

Job Setup: cca-synch Step 4: Configure Notifications

Configure who will be notified of Job processing events.

Send e-mail notification to:
Administrators

When the Job...
 starts
 succeeds
 fails

< Back Save Cancel

7 Select the job and click **More Actions**, then click **Start Job Now**.

8 Click **Continue**.

Allow the job to run to completion.

Updating the System Configuration

To update the system configuration:

- 1 Sign in to Information Manager Console from the Web Application server. (<http://<servername>:<port>/InfoManager>).
- 2 Go to **Tools, System:Configure**, and then **Go to Expert Mode**.
- 3 To modify or configure the value, click a parameter link. The following table lists the parameters that you should change and their corresponding values:

Parameter Name	Description
LDAP_SINGLE_SIGN_ON	
Parameter Value	Set to true if you wish to enable single sign-on for repositories with LDAP authentication; otherwise set to false.
Allow administrators to edit value	Select . Specifies whether repository administrators can edit the value of this parameter. If FALSE, only the SUPER admin or designated SUPPORT person can change this value.
Encrypt Value	Clear . Used to encrypt the value stored in the <code>config.properties</code> file. It is not necessary to encrypt this parameter.
Save to default value	Select . If this is selected, this value replaces the default value for subsequent new repositories and any existing repository that has not overridden the value.
REMOTE_AUTHENTICATION_CLASS	
Parameter Value	<code>com.inquiraservices.ldapservices.CRMODSSOAuthenticator</code> , for example.
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
REMOTE_AUTHENTICATION_ENABLED	
Parameter Value	True
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
REMOTE_CRM_CHECKEMAILFORUSER_ENABLED	
Parameter Value	True
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
REMOTE_CRM_CHECKROLEANDVIEW_ENABLED	
Parameter Value	False
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select

Self-Service Portal User Administration

Oracle Knowledge Self Service Portal is an online case (Service Request) management system that enables businesses to implement web self-service. Self Service integrates Intelligent Search, Discussion Forums, and Information Manager together with Case Management capabilities into a comprehensive knowledge portal that reduces the cost of implementation and ensures consistency of information across all user constituencies, including customer, employees, and partners.

Important! The portal user is represented as a Contact on CRM OnDemand with additional custom fields specific to Self Service Portal.

Self Service Portal supports escalation processes where users can submit a case (Service Request) themselves through the knowledge portal. It uses Intelligent Search to attempt to deflect the case or email by providing potential answers to a user's question. Customers can open and track cases online. Employees of a company (Customer) can open and track company cases. They can create topics in discussion forums from their specific case context. They can create notes and upload attachments for a case.

Portal has Time Zone Support for end-users. Users can specify the time zone they belong to when they register. They can also modify their time zone settings.

Self Service portal supports new user registration and user account activation triggered by email notification. A newly-registered user is created as a contact in CRM OnDemand with default status and roles needed to access the portal.

When a user completes registration, CRM agents may need to update the user's self-service status and roles, and sometimes perform new user registration on behalf of the user if users are unable to do so by themselves.

After a Self Service User creates a case (Service Request), CRM Agents can assign the case (Service Request) to appropriate owners, they can communicate with end-users (CRM OnDemand Contacts) by special a type of notes. Apart from these exceptions, CRM agents work on Service Requests as they would normally.

CRM agents can also view the topics that the self-service end-users post from the context of a case. Further, agents can view the search history and document history of a case that an end-user created, giving some insight to what the user was searching for and what documents they viewed before submitting the case (Service Request).

Self-Registration

Self-Service portal allows new users to register themselves. However, there are times when users may not be able to perform self-registration. For example, if the user already exists as a contact in CRM On- Demand or if there are multiple contacts matching their email id. There could also be multiple contacts in the CRM OnDemand with matching email ids. It is the CRM agent's responsibility to determine if the user, requesting to register, already exists as a contact in CRM OnDemand, and if there are multiple contacts for the same user,

to identify the correct user. Verify whether the users already have an Infocenter account (by asking the users). If so, then they need not go through the registration process, as the portal automatically creates a contact in CRM OnDemand when the users logs in to Self Service Portal using an Infocenter login and password.

External user registration allows users to enter an email address as the user ID. The field accepts a maximum of 50 characters. If the user does not select the option **Display Name to Public?**, the registration page prompts for an alias. Information Manager creates the web user record with First Name, Last Name, User ID, and the CRM OD contact ID. If the user selected "Use my user ID as my email address", Information Manager stores the email address as the User ID. The contact ID is used when creating or updating activities in CRM OD.

SSP user registration requires the following CRM OD contact record fields and Oracle Knowledge web user record fields.

CRM OD Contact Record Required Fields

First Name	
Last Name	
Email Address	
IQAutoPassword	Defaults to Yes to initiate password reset upon login.
IQRegistrationDate	import date
IQUserRole	DEFAULT_CRMOD_USER_ROLE from infocenter.properties file
IQUserStatus	DEFAULT_CRMOD_USER_STATUS from the infocenter.properties file
IQUserType	DEFAULT_CRMOD_USER_TYPE from the infocenter.properties file

Oracle Knowledge Web User Record Required Fields

First Name	
Last Name	
User ID	
Password	Set to default password.
Email Address	
showName	Display Name to Public? option. When enabled, SSP displays the users name.
Alias	Required ONLY if the user <i>does not</i> select the Display Name to Public? option.

Configuring Remote Authentication

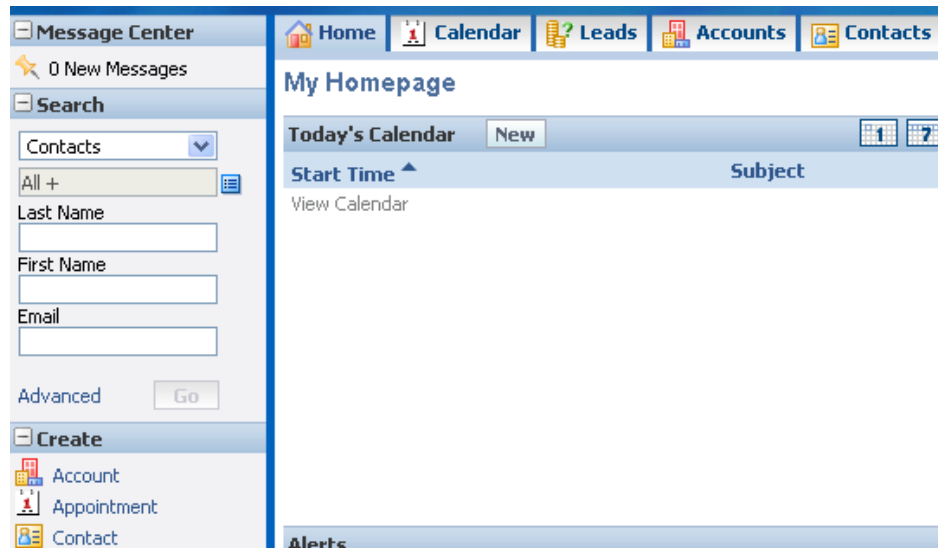
To complete the required remote authentication configuration:

- 1 Sign in to Information Manager System Manager.
- 2 Click **Tools, System(Configure), ExpertMode**.
- 3 Select **REMOTE_FIELD_BUILDER_CLASS** from the list.
- 4 Enter `com.inquiraservices.ldapservices.CRMODFieldBuilder` as the input value.
- 5 Save changes.

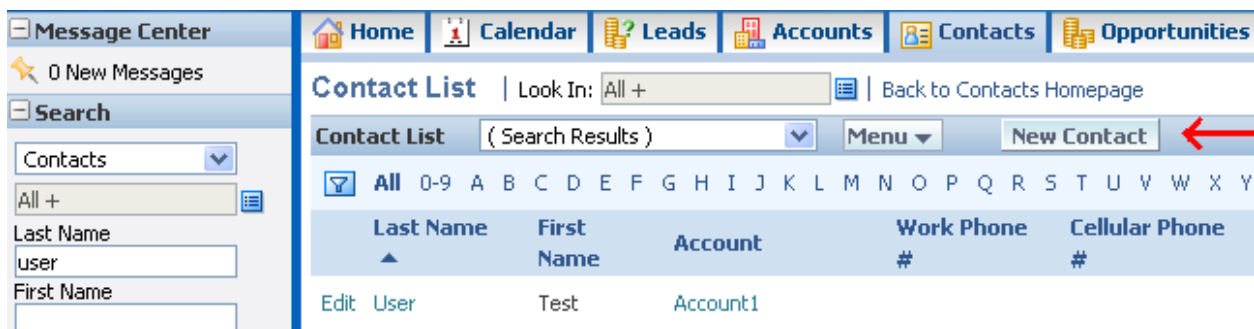
Registering New Users

To register a new user:

- 1 Sign in to the CRM OnDemand application and click the **Contacts** tab.



- 2 If the contact does not already exist, create a contact (First Name, Last Name, and Email required). If the contact already exists and is not an existing SSP user, click the **Register Self-Service User** link.



Self Service Portal Information

Register SelfService User	Register Self-Service User	IQUserRole
External Unique ID		IQUserStatus
Row Id	AAPA-40QNRE	IQUserType
IQPassword		IQRegistrationDate
Description		

The New User Registration page opens in a new browser window. First Name, Last Name, and Email Id are pre-populated automatically.

Home > Registration

New User Registration

Use the form below to edit your profile and settings. All fields are required.

Account Information	
User ID:	<input type="text"/> <input type="checkbox"/> Use my user id as my email address
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Display Name to Public:	<input type="checkbox"/>
Email:	<input type="text"/>
Display Email Address to public:	<input type="checkbox"/> (Checking box enables other users to view your email address)
My Time Zone	(GMT-07:00) Arizona <input type="button" value="v"/>
Additional Requests (Optional)	
	<input type="checkbox"/> (I would like to manage cases online)

- 3 Enter the **User ID** of the caller's choice.
- 4 Click **Register**.
The following message appears on the SSP Home page.

Welcome



Registration Request Received

An activation email has been sent

Note: In case registration fails because the User Email id is already taken, the following error message appears. Notify the user that this email id is already taken and ask if they recall creating a self-service portal or an existing Infocenter account.

New User Registration

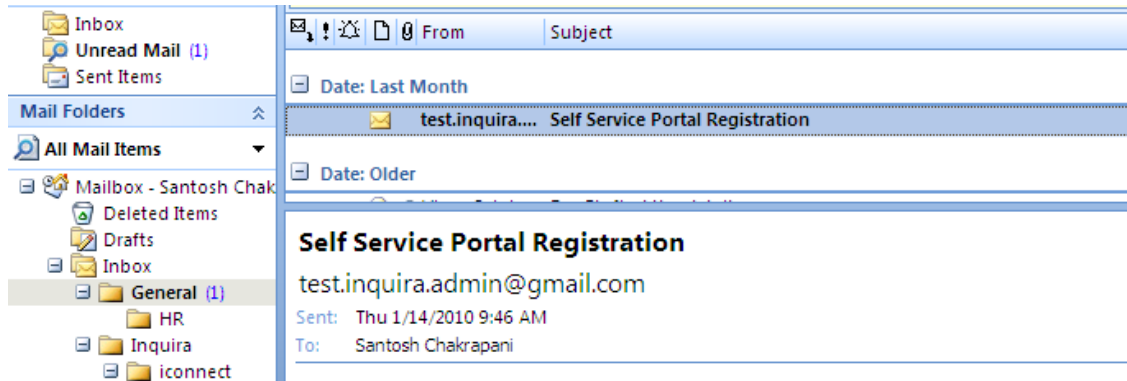


Sorry, that email address is already taken. Although you indicated you're a new user, an account already exists for the Email address you entered. Please [Sign in](#) or if you forgot your password [click here](#) for assistance.

Activating Accounts

To activate an account:

- 1 If the registration process was successful, notify the user (if still on the phone) that an activation email will be sent to the user. Users will receive an email similar to the one in the following figure:



The email contains instructions to activate the newly registered user.

Self Service Portal Registration

test.inquiradmin@gmail.com

Sent: Thu 1/14/2010 9:46 AM

To: Santosh Chakrapani

Hi Santosh,

Thanks for registering with Self Service Portal.

1. Click the following link to complete your activation process:-

[Click here to complete registration](#)

2. After successful activation, you may login with following credentials :-
Login: schakrapani
Password: 22fdc

Note: You may not be able to access case management if you login without activating your account!

- 2 To activate the user account, the Self-Service portal user should follow the steps provided in the email and complete the registration process.
- 3 When activated by email, the following statuses are possible depending upon portal configuration:

Note: You must manually synchronize user passwords between Information Manager and CRMOD.

(1)

IUserRole **View My Cases**
IUserStatus **Approved**
IUserType **External**

(2)

IUserRole **View My Cases**
IUserStatus **Needs Approval**
IUserType **External**

(3)

IUserRole **Restricted**
IUserStatus **Approved**
IUserType **External**

(4)

IUserRole **Restricted**
IUserStatus **Needs Approval**
IUserType **External**

- 4 By default, all contacts created through the new user registration process are considered as External User Type. External User types are Web Users in Infocenter. Internal User types are Console Users in Infocenter. The current version of the portal does not support Case Management for Internal users.

Self-Service User Privileges

The Self-Service Portal uses the following parameters to determine access to various functions:

- User Type
- User Status
- User Role

User Type

A user type represents the level of security a user is assigned within the portal. Every portal user is assigned a user type. The assigned user type determines the functions a user can perform when logged in to Self-Service Portal. A user type is assigned on approval of the registration request or by a CRM OnDemand Agent or Administrator.

The allowed values for Portal User are:

User Type	Definition
External	An end-user who has issues with the products, searches the Infocenter to look for solutions to issues, creates cases via web self-service and has limited access to advanced Infocenter capabilities.
Internal	Internal users are typically employees of a company who have administrative capabilities of Infocenter. Internal users have no access to case management.

User Status

User status is an indication of the state of the user within the Self-Service Portal.

The following User Statuses are supported:

User Status	Definition
Approved	This is the normal state for a fully functional portal user after a user has activated and completed the registration process. External Users can access case management only if their User Status is Approved .
Needs Approval	Alternative initial state after the user has activated and completed the registration process. The CRM Agent manually updates the status to Approved after reviewing the request.
Registration in Process	A user has registered but must complete the process by clicking the link in the verification email sent by the portal to confirm that the user is at the email address given upon registration. In this state, users can sign-in but external users cannot access Case Management capabilities.
Denied	A denied user cannot access case management capabilities ever. A denied user can still access limited Infocenter capabilities if the user is an external user and an internal user can access advanced Infocenter capabilities.

User Role

User Role describes the type of actions a user is allowed to perform in the context of Case Management. Upon registration, a default role is assigned to the user based on portal configuration. If users want to modify their assigned role, they must contact the assigned organization.

The following user roles are supported:

User Role	Definition
Restricted	Restricts all access to case management. The internal user is assigned this role. Depending on portal configuration, an external user could be assigned this role upon registration.
View My Cases	Valid only for External user type and allows read-only access to cases that the users own. A user with View My Cases can submit a case, but does not have sufficient privileges to update the case when it has been submitted, or to view others' cases.
Update My Cases	Valid only for External users and allows update access to all cases that a user owns. A user with Update My Cases can submit a case, and update users own cases, however they cannot delete a case or view others' cases.
View Company Cases	Valid only for External users and allows update access to all cases that a user owns and read-only access to the cases of users that this user manages. Users with View Company Cases can submit cases, update their own, and view company cases, however they cannot delete any cases.
Update Company Cases	Valid only for External users and allows update access to all cases that a user owns and the cases of users that this user manages. Users with Update Company Cases can submit cases and update their own or company cases, however they cannot delete a case.

Setting Up Role Change Notification Workflow

To set up role change notification workflow:

- 1 Go to the **Admin Home page**.

Admin Homepage | [Back to Contact List](#) [Help](#) | [Printer Friendly](#)

<p>Company Administration</p> <p>Company Administration - Manage your company profile and global information, including currencies and active languages. Monitor usage and set password policies. Define company Fiscal Calendars. Create Homepage alerts.</p>	<p>Application Customization</p> <p>Application Customization - Customize application specific to your company; create custom page layouts, homepage layouts, search result layouts, and dynamic layouts; change field names, modify picklist values, create custom fields, specify cascading picklists, define custom web tabs and applets, set up custom audit trail and rename record types.</p>
<p>User Management and Access Controls</p> <p>User Management and Access Controls - Create and manage user profiles and relationships. Set up user roles that define data access levels, privileges to various application features and presentation of information. Manage groups of users to share data and calendar entries.</p> <p>Territory Management - Define the hierarchy that makes up your company's Territory.</p>	<p>Business Process Management</p> <p>Workflow Configuration - Extend business processes with workflow rules to send emails, create, update or delete information, wait for a time period and enable outbound integration requests. Workflow rules and actions will not be processed unless the "Enable Workflow" checkbox is checked on the Company Profile Page.</p> <p>Workflow Monitor - Monitor and manage active instances of waiting workflows, and review workflow error messages.</p> <p>Data Rules & Assignment - Define the data rules for your company, including automatic assignment of records, forecasting, and sales methodologies.</p>
<p>Data Management Tools</p> <p>Import and Export Tools - Import your company data, export your company data, or view the import and export queues.</p> <p>Batch Delete Queue - View the batch delete requests (active and completed).</p>	<p>Content Management</p> <p>Content Management - Define your company Product list and hierarchy. View, delete and replace all of your company's Attachments. Manage access to Reports Folders and define visibility to shared custom analyses folders. Define your company's assessments templates.</p>
<p>Web Services Integration</p> <p>Web Services Administration - View and download web services.</p> <p>Web Services Utilization - Review a summary of services used by your company.</p>	

- 2 Click **Workflow Configuration** in the **Business Process Management** pane.

- 3 Click **New**.

Workflow Rule New | [Back to Workflow Rules List](#)

Workflow Rule New

Key Workflow Rule Details

Workflow Name* Record Type*

Active Trigger Event*

Order

Created By **Vinay Saini** Modified By **Vinay Saini**

Workflow Rule Condition


Workflow Rule Condition

*= Required Field

Workflow rules will not be processed unless the "Enable Workflow" flag is selected on the Company Profile page.
 If the Workflow Rule Condition is blank or undefined, any selected trigger event will execute the workflow actions.
 If a Workflow Rule Condition is defined, only records meeting the condition will execute the workflow actions.

- 4 Complete the following fields:

Field	Value
Workflow Name	Send Email on Role Change
Record Type	Contact
Trigger Event	When modified record saved
Active	Select to activate this configuration; clear to inactivate.
Workflow Rule Condition	PRE('<plIQUserRole_ITAG>')<>[<plIQUserRole_ITAG>] ¹

Click  to complete this field.

1. i.Previous IQUserRole does not match current IQUserRole when saved.

Note: The workflow condition must reflect the correct field name.

Workflow Rule New | [Back to Workflow Rules List](#)

Workflow Rule New Save Save & New Workflow Cancel

Key Workflow Rule Details

Workflow Name* Send Email on Role Change Record Type* Contact

Active Trigger Event* When modified record saved

Order

Created By Vinay Saini Modified By Vinay Saini

Workflow Rule Condition

Workflow Rule Condition PRE('<ContactRole>') <> [<ContactRole>]

*= Required Field

Workflow rules will not be processed unless the "Enable Workflow" flag is selected on the Company Profile page.
If the Workflow Rule Condition is blank or undefined, any selected trigger event will execute the workflow actions.
If a Workflow Rule Condition is defined, only records meeting the condition will execute the workflow actions.

Save Save & New Workflow Cancel

5 Click **Save**.

- 6 On the Workflow Rule Detail page, **Actions** section, select **Menu, Send Email**.

The screenshot shows the 'Workflow Rule Detail' page for a rule named 'Email when role changes'. The 'Actions' section is expanded, and a dropdown menu is visible with the following options: 'Send Email', 'Create Task', and 'Wait'. The 'Send Email' option is highlighted.

The Workflow Action Edit page appears.

The screenshot shows the 'Workflow Action Edit' page for the 'Send Email' action. The 'Key Action Details' section includes 'Action Name' (Send Email) and 'Active' (checked). The 'Email Message' section includes 'From' (Default Email Address), 'To' (Specific Email Address / [<ContactEmail>]), 'Subject' (Self-service role changed), and 'Message Body' (Your self-service role has changed to %%%[<UserRole_ITAG>]%%%).

- 7 Complete the following fields:

Field	Value
Key Action Details	
Action Name	Send Email
Active	Select to activate this configuration; clear to inactivate
Email Message	
From	Default Email Address
To	Specific Email Address / [<ContactEmail>]

Field	Value
Subject	Self-Service Role Change
Message Body	Your Self-Service Role has been changed to %%%[<plIQUserRole_ITAG>]%%%

- 8 Click **Save**.

Managing User Activities






During the course of case management, users may update their cases by adding notes, creating topics in the context of the case. Note that Notes created by the user in the portal are not directly related to the term Notes in CRM OnDemand. In fact when a user adds notes to a case, an activity of the type UserUpdate is created against the Service Request in CRM OnDemand. Similarly when a user posts a topic to the community in the context of a case, an activity of the type UserTopic is created against the Service Request in CRM OnDemand.

CRM Agents can utilize the feature of user notes to communicate with a portal user by creating an activity of the type UserUpdate in a service request, with relevant information for the end-user to view. CRM Agents can view the topics posted to the community by the user in order to get a better understanding of the issue faced by the users and in-turn provide better case handling.

Activities are also created within CRM OnDemand that indicates the recent searches and documents viewed by the user within the Oracle Knowledge portal before submitting a case. These could provide significant insight to what the user was searching for before he/she decided to create a case online.

Managing Activity with Self-Service Context Information

- 1 [Self-Service Portal] User performs some searches and views some documents in Self-Service portal. Recent searches and documents viewed are stored in infocenter profiles.

Personal Profile	
Recent Search Questions:	<ul style="list-style-type: none">  How is iconnect configured in CRM On Demand  How do i connect to CRMOD  Dev4 SSO Training  Test
Recently Viewed Articles:	<ul style="list-style-type: none">  FAQ4 - Serene Implements CRM On Demand

- 2 [Self-Service Portal] User then creates a case online.

Submit Consumer Support Case

Step 3: Complete Support Request Form

User Information	
Contact Email Id	<input type="text" value="schakrapani@serenecorp.com"/>
Contact First Name	<input type="text" value="Test"/>
Contact Last Name	<input type="text" value="User"/>
Case Information (* required field)	
Area	<input type="text" value="Training"/>
Cause	<input type="text" value="User Needs Training"/>
Priority	<input type="text" value="1-ASAP"/>
Case Summary *	<input type="text" value="Updating notes for a closed case"/>
Description *	<input type="text" value="I would like to add some notes to a closed case. How can i do that?"/>

View Case Details



A case has been successfully created

Case Information	
Case Number	480430-243526023
Status	Open
Last Updated	03-09-2010 07:40 PM
Case Owner	
More Information	
Priority	1-ASAP
Contact Name	Test User

- [CRM OnDemand] A Service Request is created in CRM OnDemand.

Service Request Detail: Updating notes for a... | [Back to Service Request List](#) [Edit Layout](#) |

Service Request Details New Edit Delete Merge

Contact Information:

Service Number 480430-243526023	Contact Test User
Account ACME Computer Parts	Work Phone #
	Email schakrapani@serenecorp.com

Service Detail Information:

Area Training	Priority 1-ASAP
Cause User Needs Training	Status Open
Type	Opened Time 3/9/2010 07:40 PM
Source	Closed Time
Modified External Dariush Mojahed 3/9/2010 07:40 PM	Owner
Created External Dariush Mojahed 3/9/2010 07:40 PM	Reassign Owner <input type="checkbox"/>
SR Currency USD	

Additional Information:

Subject **Updating notes for a closed case**
 Description **I would like to add some notes to a closed case. How can i do that?**

Solutions Add

Open Activities New Appt New Task

Completed Activities Log A Call

	Priority	Subject	Activity	Type	Due Date	Completed Date	Status
Edit		Service Request Context	Task	Other	3/9/2010	3/9/2010 07:40 PM	Completed

[Show Full List](#)

- 4 [CRM OnDemand] Activity of type Other is created with a subject Service Request Context.

	Priority	Subject	Activity	Type	Due Date	Completed Date	Status
Edit		Service Request Context	Task	Other	3/9/2010	3/9/2010 07:40 PM	Completed

[Show Full List](#)

Task Detail | [Back to Service Request Detail](#)

Task Details New Edit Delete Mark as Completed Send Email

Key Task Information:

Owner Dariush Mojahed	
Subject Service Request Context	
Type Other	
Priority	
Delegated By	

Related Items:

Account	
Primary Contact	
Opportunity	

Additional Information:

Created External **Dariush Mojahed 3/9/2010 07:40 PM**
 Description **Search History**

- 1) How is iconnect configured in CRM On Demand
- 2) How do i connect to CRMOD
- 3) Dev4 SSO Training
- 4) Test

Documents Viewed

- 1) FAQ4-Serene Implements CRM On Demand

Configuring User Notes as an Activity

To configure user notes as an activity:

- 1 [Self-Service Portal] Portal users can create notes in the application as shown in the following figure:

Edit Case Details

- 2 [CRM OnDemand] Activity of the type UserUpdate gets created in the Service Request.

Additional Information:

Subject **Updating notes for a closed case**

Description **I would like to add some notes to a closed case. How can i do that?**

Solutions Add

Open Activities		New Appt	New Task	Priority	Subject	Activity	Type	Due Date	Status
Edit	Done				New Notes	Task	UserUpdate	3/9/2010	In Progress
Edit	Done				Some More notes	Task	UserUpdate	3/9/2010	In Progress

Show Full List

- 3 [CRM OnDemand] If the CRM Agent chooses to communicate to the end-user using these notes, a new activity of the type UserUpdate can be created within the Service Request.

Task Edit | [Back to Service Request Detail](#)

Task Details		Save	Save & New Task	Cancel
Key Task Information:				
Owner*	<input type="text" value="Dariush Mojahed"/>	Due Date*	<input type="text" value="3/9/2010"/>	
Subject*	<input type="text" value="Notes can be updated"/>	Completed Date	<input type="text"/>	
Type	<input type="text" value="UserUpdate"/>	Status	<input type="text" value="Not Started"/>	
Priority*	<input type="text" value="3-Low"/>	Private	<input type="checkbox"/>	
Delegated By	<input type="text"/>	Activity Currency	<input type="text" value="USD"/>	
Related Items:				
Account	<input type="text" value="ACME Computer Parts"/>	Lead	<input type="text"/>	
Primary Contact	<input type="text" value="Test User"/>	Campaign	<input type="text"/>	
Opportunity	<input type="text"/>	Service Request	<input type="text" value="480430-243526023"/>	
Additional Information:				
Created External	Dariush Mojahed	Modified External	Dariush Mojahed	
Description	<input type="text" value="Based on your configuration, you may be able to create notes for closed cases."/>			

*= Required Field

Open Activities		New Appt	New Task				
	Priority	Subject	Activity	Type	Due Date	Status	
Edit Done		New Notes	Task	UserUpdate	3/9/2010	In Progress	
Edit Done		Some More notes	Task	UserUpdate	3/9/2010	In Progress	
Edit Done	3-Low	Notes can be updated	Task	UserUpdate	3/9/2010	Not Started	

An end-user can view your notes in the portal as shown in the following figure:

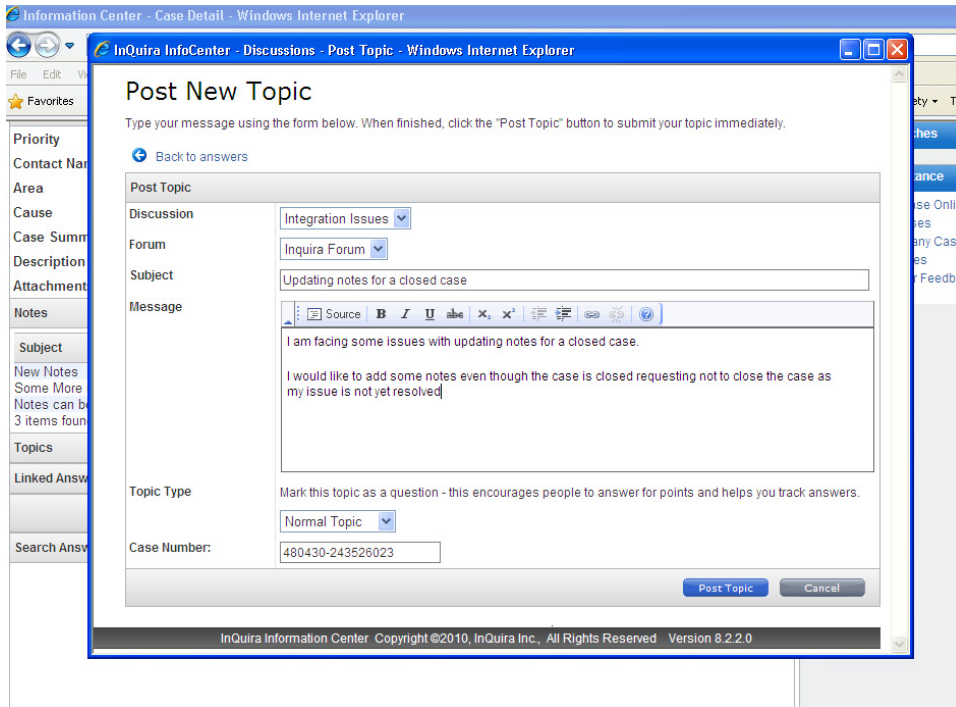
Notes	
Subject	Description
New Notes	New Notes Description
Some More notes	Some more notes description
Notes can be updated	Based on your configuration, you may be able to create notes for closed cases

3 items found, displaying all items.

Posting User Topics as Activities

Self-Service portal has discussion forums where users can post topics, recommend solutions based on their privileges. Portal supports posting topics from the context of a Case.

- 1 [Self-Service Portal] Users can post topics from the context of their cases.



2 [CRM OnDemand] An activity of the type UserTopic gets created for the Service Request.

Service Detail Information:

Area	Training	Priority	1-ASAP
Cause	User Needs Training	Status	Open
Type		Opened Time	3/9/2010 07:40 PM
Source		Closed Time	
Modified External	Dariush Mojahed 3/9/2010 07:40 PM	Owner	
Created External	Dariush Mojahed 3/9/2010 07:40 PM	Reassign Owner	<input type="checkbox"/>
SR Currency	USD		

Additional Information:

Subject: Updating notes for a closed case
 Description: I would like to add some notes to a closed case. How can i do that?

Solutions

Open Activities

	Priority	Subject	Activity	Type	Due Date	Status
Edit Done		New Notes	Task	UserUpdate	3/9/2010	In Progress
Edit Done		Some More notes	Task	UserUpdate	3/9/2010	In Progress
Edit Done	3-Low	Notes can be updated	Task	UserUpdate	3/9/2010	Not Started
Edit Done		Updating notes for a closed case	Task	UserTopic	3/10/2010	In Progress

3 [CRM OnDemand] CRM Agents can view the topic posted in the context of a case [SR].

Task Detail | [Back to Service Request Detail](#) [Edit Layout](#) | [Help](#) | [Print](#)

Task Details [New](#) [Edit](#) [Delete](#) [Mark as Completed](#) [Send Email](#)

Key Task Information:

Owner: Dariush Mojahed	Due Date: 3/10/2010
Subject: Updating notes for a closed case	Completed Date:
Type: User Topic	Status: In Progress
Priority:	Private: <input type="checkbox"/>
Delegated By:	Activity Currency: USD

Related Items:

Account:	Lead:
Primary Contact:	Campaign:
Opportunity:	Service Request: 480430-243526023

Additional Information:

Created External: Dariush Mojahed 3/10/2010 10:04 AM Modified External: Dariush Mojahed 3/10/2010 10:04 AM

[Topic Link](#) [Topic Link](#)

Description: 801690372f6280e7012745ce29d4007ed1

Users [Add](#)

Last Name	First Name	Email	Job Title
Mojahed	Dariush	dmojahed@inquira.com	

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[Attachments](#) [Add Attachment](#) [Add URL](#)

4 [CRM OnDemand] Agents can view the topic details by clicking on the Topic Link.

The screenshot shows a web browser window with the URL <http://psv2:9226/ssp4/index?page=forums&topic=801690372f6280e7012745ce29d4007eb6>. The browser tabs include 'Inqura InfoCenter', 'Information Center - Case Detail', and 'InQ'. The page header reads 'INQUIRA | Information Center' with navigation links for 'Home', 'FAQS', and 'Discussions'. The breadcrumb trail is 'Home > Discussions > Integration Issues > Hardware > Inqura Forum > Topic Details'. The main heading is 'Discussions' followed by the topic title 'Topic Updating notes for a closed case'. Below the title are navigation links: 'Back', 'View Category', and 'Reply to this Topic'. A 'Comments: 0' section is visible, with a 'Topic [Next]' link. A user profile for 'Santosh Chakra' is shown, with a comment: 'Updating notes for a closed case' posted '1 minute ago'. The comment text reads: 'How do i resolve this issue? Please help.' There are 'Reply' and 'Email' icons next to the comment. The user's profile shows 'Posts: 0', 'Registered: 6 days ago', and 'Pages: 1'.

Reports Configuration

This chapter describes configuration for the following reports:

- **Participation Rate Report**
- **Creating Participation Rate Report by User**
- **Adding to the Service Home Page: Participation Report (optional)**

Participation Rate Report

The following Oracle CRM OnDemand analytics report is a calculated metric to provide management guidance for measuring effectiveness of knowledge articles in solving ALL service cases.

- 1 Sign in as an Oracle CRM OnDemand user with the Administrator role.
- 2 Click the **Report** tab, then the **Design Analyses** link.
- 3 Click the **Service Requests** subject area in the Reporting column.
- 4 Add columns from left hand pane to the right pane as follows:

Note: To add columns in the following steps, click and drag your choices to populate the column on the right of the screen to begin building the formula.

- **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.
- **SR Number** from Service Request section from left hand pane to the right pane.
- **# of Closed SRs** from the Service Request Metrics from the left pane to the right. We will be using this column to store some calculated values.

Tip: Repeat this step three times so that you have a template to work from for subsequent steps.

Build and View Analysis Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Next Save Finish Cancel

Participation Rate Report Preview Analysis

Columns

Add columns to your analysis by selecting them from the selection pane. You can re-order the columns below by dragging and dropping them. Define the column sorting and other properties of the columns by clicking on the action icons. (?)

Date Closed	Service Request	Service Request Metrics		
Fiscal Week/Year	SR Number	# of Closed SRs	# of Closed SRs	# of Closed SRs

Filters Open Saved Filter

Add a filter by either clicking the New Filter button in the columns above or hold the Ctrl key while clicking a column in the selection pane. (?)

No filters have been added.

Advanced

- 5 Rename one of the **# of Closed SRs** columns to **Participation Rate**. Check the Custom Headings check box and then type the new name.
- 6 Create the following formula in the **Column Formula** field:

$$\frac{((\text{CASE WHEN } (- \text{Service Request Custom Attributes.BOOL_0} = 'Y') \text{ THEN } 1 \text{ ELSE } 0 \text{ END}) / \text{CASE WHEN } (\text{Service Request.SR Num} = \text{NULL}) \text{ THEN } 0 \text{ ELSE } 1 \text{ END}) * 100}$$
- 7 Set the Aggregation Rule value as **default** and set Table Heading to **Service Request Custom Fields**.

The screenshot shows the 'Build and View Analysis' window in Oracle CRM On Demand. A dialog box titled 'Edit Column Formula' is open. The 'Table Heading' is 'Service Request Custom Fields' and the 'Column Heading' is 'Participation Rate'. The 'Column Formula' field contains the following formula: `((CASE WHEN ("Service Request Custom Attributes"."BOOL_0" = "Y") THEN 1 ELSE 0 END)/CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0 ELSE 1 END)/100`. The 'Aggregation Rule' is set to 'Default'. The 'Custom Headings' checkbox is checked.

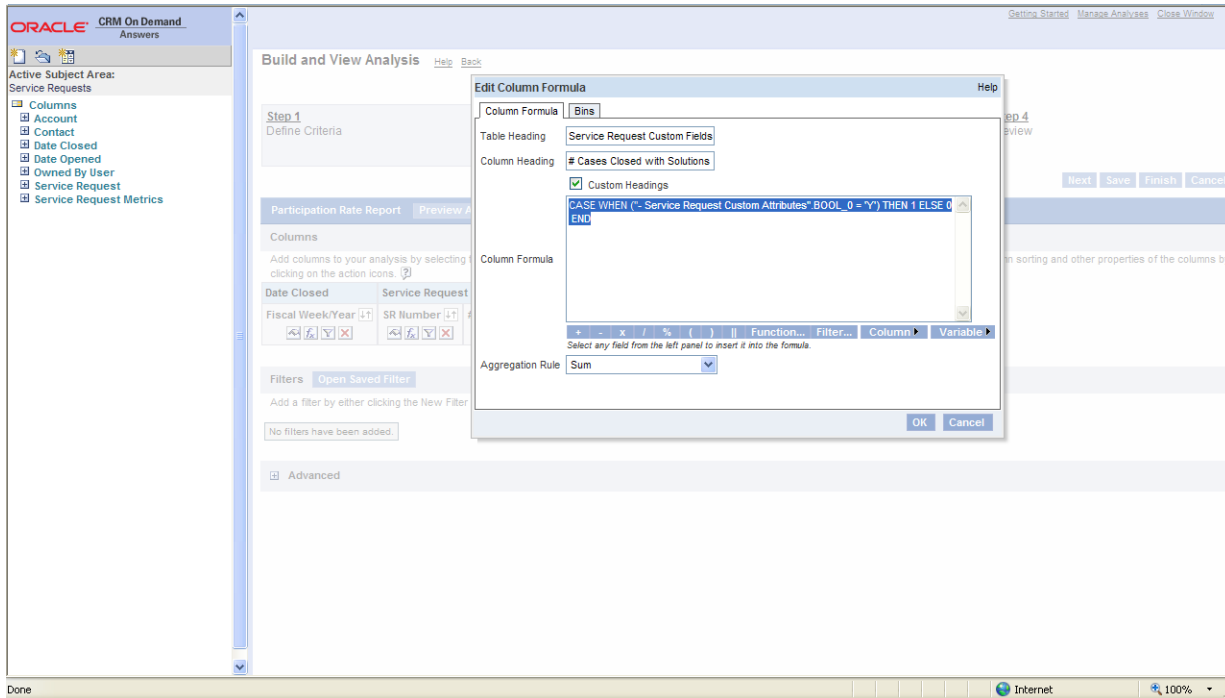
- 8 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the Custom Headings check box and then type the new name.
- 9 Create the following formula in the Column Formula field. Set the Aggregation Rule value as **Sum** and set Table Heading as **Service Request**.

`CASE WHEN (Service Request.SR Num=NULL) THEN 0 ELSE 1 END.`

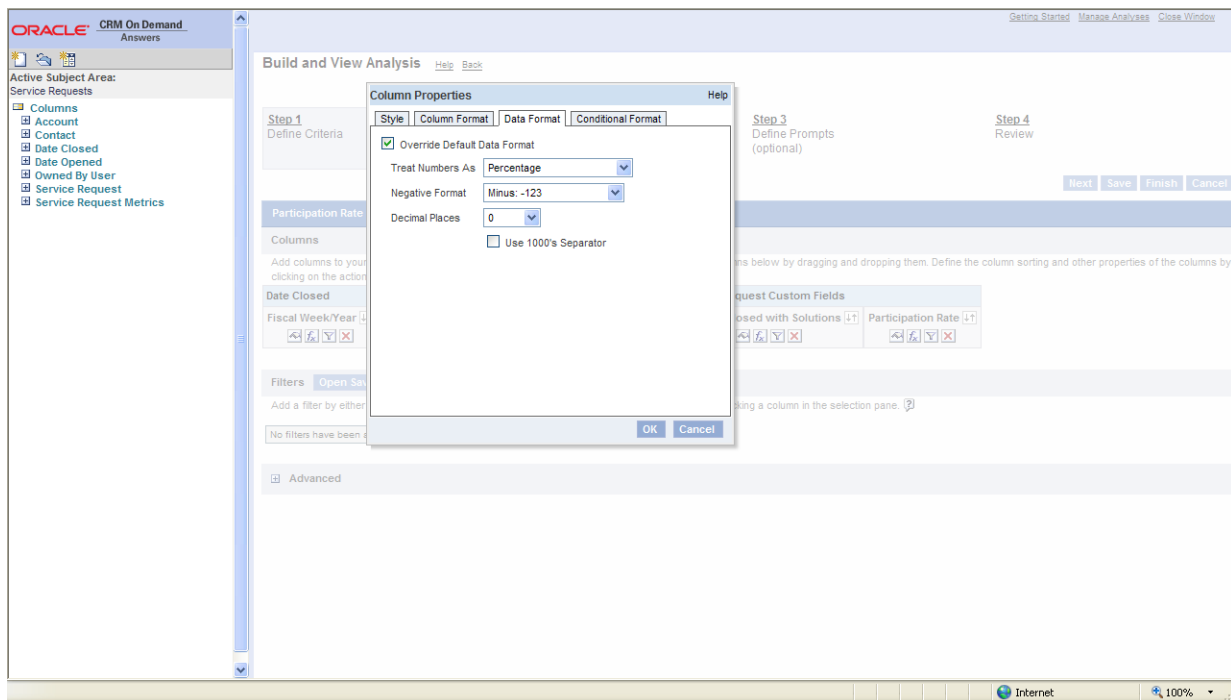
The screenshot shows the 'Build and View Analysis' window in Oracle CRM On Demand. A dialog box titled 'Edit Column Formula' is open. The 'Table Heading' is 'Service Request' and the 'Column Heading' is '# of Closed Cases'. The 'Column Formula' field contains the following formula: `CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0 ELSE 1 END`. The 'Aggregation Rule' is set to 'Sum'. The 'Custom Headings' checkbox is checked.

- 10 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the **Custom Headings** check box and then type the new name.
- 11 Create the following formula in the Column Formula field. Set Aggregation Rule's value as **Sum**, set Table Heading's value as **Service Request Custom Fields**.

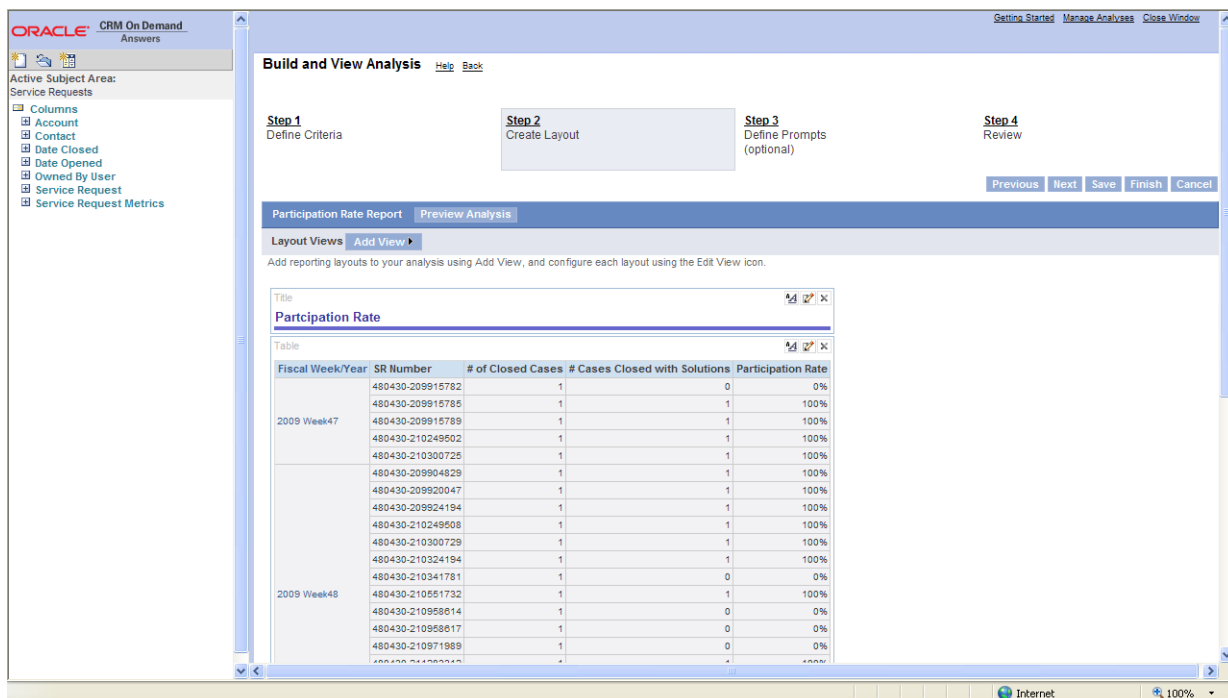
```
CASE WHEN (- Service Request Custom Attributes.BOOL_0='Y') THEN 1 ELSE 0
END
```



- 12 From the column Participation Rate, click the **Column Properties** icon (hand icon). Check the box **Override Default Data Type**, and change the **Treat Numbers As** drop-down to **Percentage**.



13 Click **Next** to go to Create Layout.



14 Click **Add View** and select **Pivot Table** from the list.

Build and View Analysis Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Previous Next Save Finish Cancel

Participation Rate Report Preview Analysis

Layout Views Add View

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Title Participation Rate

Table

Fiscal Week/Year	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	480430-209915782	1	0	0%
	480430-209915785	1	1	100%
	480430-209916789	1	1	100%
	480430-210249502	1	1	100%
	480430-210300725	1	1	100%
	480430-209904829	1	1	100%
	480430-209920047	1	1	100%
	480430-209924194	1	1	100%
	480430-210249508	1	1	100%
	480430-210300729	1	1	100%
2009 Week48	480430-210324194	1	1	100%
	480430-210341781	1	0	0%
	480430-210551732	1	1	100%
	480430-210958614	1	0	0%
	480430-210958617	1	0	0%
	480430-210971989	1	0	0%
	480430-210971989	1	0	0%
	480430-210971989	1	0	0%

15 Move the following three (3) columns to the Measures pane on the right.

- # of Closed Cases
- # of Closed Cases with Solutions
- Participation Rate

16 Move the **Service Request** column to the **Excluded** pane, to the right of the Measures pane.

Step 1 Define Criteria

Step 2 Create Layout

Step 3 Define Prompts (optional)

Step 4 Review

Edit View: Pivot Table:2

Participation Rate Report

Show Controls Chart Pivoted Results

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages

Sections

Columns

Measure Labels

Rows

Date Closed

Fiscal Week/Year

Measures

Service Request Custom Fields

Service Request

Participation Rate

Cases Closed with Solutions

of Closed Cases

Display Results

Fiscal Week/Year	Participation Rate	# Cases Closed with Solutions	# of Closed Cases
2009 Week47		4	5
2009 Week48		9	15
2009 Week52		0	1
2010 Week02		0	5
2010 Week03		0	2
2010 Week04		0	1
2010 Week07		1	2
2010 Week10		0	1

17 Click the **More Options** box next to the **# of Closed Cases** column, then go to the **Aggregation Rule** option and select **Sum**.

Step 1 Define Criteria

Step 2 Create Layout

Step 3 Define Prompts (optional)

Step 4 Review

Edit View: Pivot Table:2

Participation Rate Report

Show Controls Chart Pivoted Results

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages

Sections

Columns

Measure Labels

Rows

Date Closed

Fiscal Week/Year

Measures

Service Request

Service Request Custom Fields

of Closed Cases

Cases Closed with Solutions

Participation Rate

Display Results

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%

Aggregation Rule

- Default
- Sum
- Min
- Max
- Average
- First
- Last
- Count
- Count Distinct
- None
- Server Complex Aggregate
- Report-Based Total (when applicable)

18 Click the **More Options** box next to the **# of Closed Cases with Solutions** column, go to the **Aggregation Rule** option and select **Sum**.

The screenshot shows the Oracle CRM On Demand interface for configuring a Participation Rate Report. The report is titled "Participation Rate Report" and is displayed in a Pivot Table view. The columns are "Fiscal Week/Year", "# of Closed Cases", "# Cases Closed with Solutions", and "Participation Rate". The "Participation Rate" column is selected, and the "Aggregation Rule" dropdown menu is open, showing options like "Sum", "Min", "Max", "Average", "First", "Last", "Count", "Count Distinct", "None", "Server Complex Aggregate", and "Report-Based Total (when applicable)". The "Average" option is highlighted.

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%

19 Click the **More Options** box next to the **Participation Rate** column, go to the **Aggregation Rule** option and select **Average**.

The screenshot shows the Oracle CRM On Demand interface for configuring a Participation Rate Report. The report is titled "Participation Rate Report" and is displayed in a Pivot Table view. The columns are "Fiscal Week/Year", "# of Closed Cases", "# Cases Closed with Solutions", and "Participation Rate". The "Participation Rate" column is selected, and the "Aggregation Rule" dropdown menu is open, showing options like "Sum", "Min", "Max", "Average", "First", "Last", "Count", "Count Distinct", "None", "Server Complex Aggregate", and "Report-Based Total (when applicable)". The "Sum" option is highlighted.

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%

20 Click the **Sum** sign next to Rows and select **After**.

Step 1 Define Criteria

Step 2 Create Layout

Step 3 Define Prompts (optional)

Step 4 Review

Previous Next Save Finish Cancel

Edit View: Pivot Table

Participation Rate Report by User

Show Controls Chart Pivoted Results OK Cancel

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages

Sections

Columns

Measure Labels

Rows

Date

Totals After

Before

Fiscal

After

Format Labels...

Format Values...

Measures

Service Request # of Closed Cases

Service Request Custom Fields # Cases Closed with Solutions

Participation Rate

Display Results

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%
Grand Total	32	14	43%

- 21** Select **Pivot Table View Properties** (hand icon) to open the Edit View window as shown in the following figure. Check the box **Enable alternative row green bar styling**. From the **Alternate** drop-down, choose **All Columns**.

The screenshot shows the Oracle CRM On Demand interface for building and viewing an analysis. The main window is titled 'Build and View Analysis' and is in Step 1: Define Criteria. An 'Edit View' dialog box is open, allowing the user to configure the report's appearance. The dialog has the following options:

- Enable alternating row "green bar" styling
- Alternate: All Columns
- Set alternate format

Below the dialog, the main report view is visible. It shows a table with the following data:

Fiscal Week/Year	# of Closed Cases	# of Closed Cases with Solutions	Participation Rate
2010 Week12	46	9	19%
2010 Week13	1	1	100%
2010 Week14	6	3	50%
Grand Total	53	13	24%

22 Click **OK** to go back to the main view of the pivot table for Participation Rate Report.

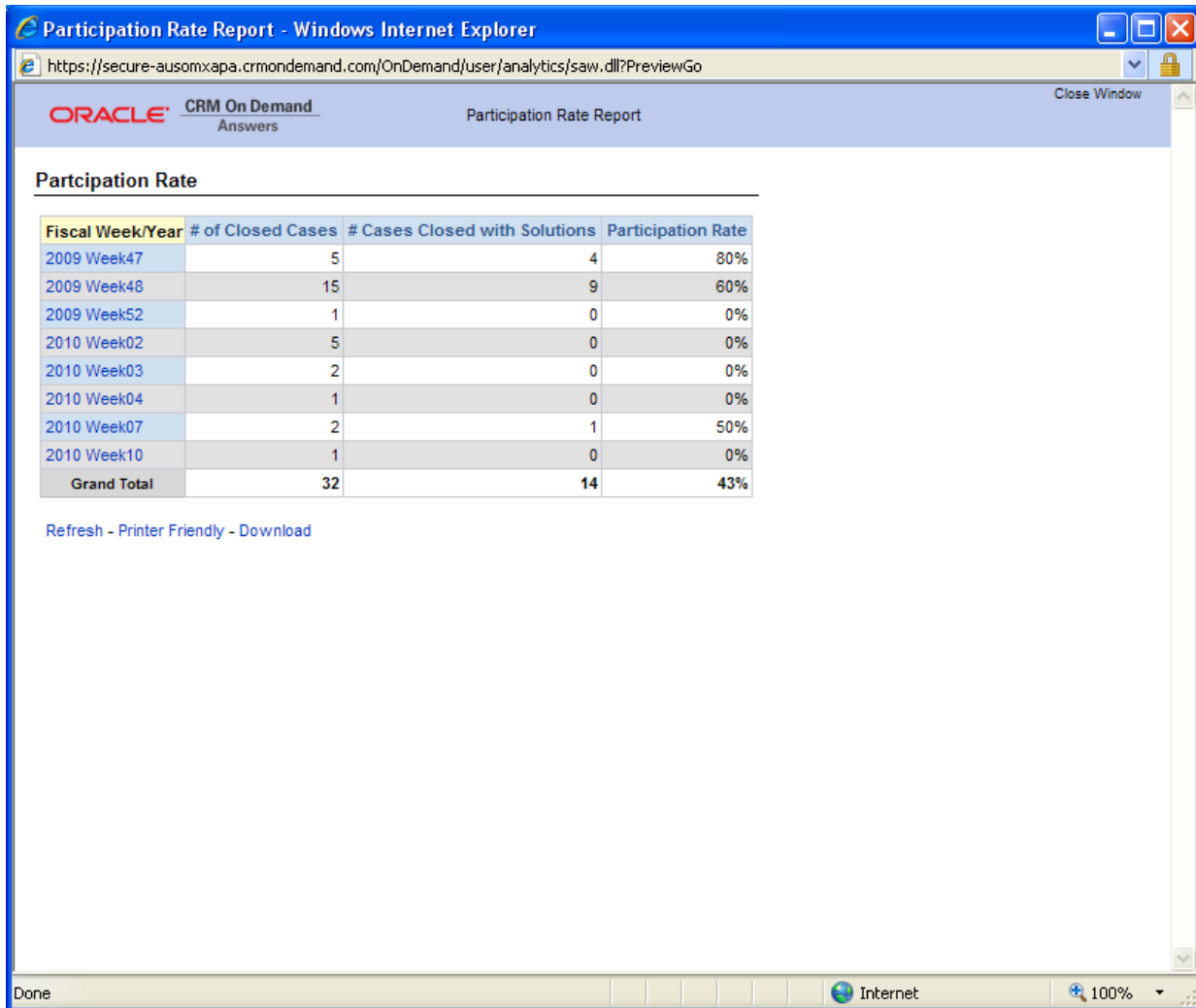
23 Delete the **Table View** by selecting the **X** icon on the table view. Confirm the deletion.

The screenshot shows the Oracle BI Answers interface in Internet Explorer. The browser address bar displays a URL for a Participation Rate Report. The interface is titled "Build and View Analysis" and includes a progress bar with four steps: Step 1 (Define Criteria), Step 2 (Create Layout), Step 3 (Define Prompts (optional)), and Step 4 (Review). The "Preview Analysis" step is currently active. Below the progress bar, there are buttons for "Previous", "Next", "Save", "Finish", and "Cancel".

The main content area shows a "Participation Rate Report" with a "Preview Analysis" tab selected. Below this, there is a "Layout Views" section with an "Add View" button. A message states: "Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon." Below this message, there is a table titled "Participation Rate" with the following data:

Fiscal Week/Year	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	480430-209915782	1	0	0%
	480430-209915785	1	1	100%
	480430-209915789	1	1	100%
	480430-210249502	1	1	100%
	480430-210300725	1	1	100%
	480430-209904829	1	1	100%
	480430-209920047	1	1	100%
	480430-209924194	1	1	100%
	480430-210249508	1	1	100%
	480430-210300729	1	1	100%
2009 Week48	480430-210324194	1	1	100%
	480430-210341781	1	0	0%
	480430-210551732	1	1	100%
	480430-210958014	1	0	0%
	480430-210958017	1	0	0%
	480430-210971989	1	0	0%

24 Select **Preview Analysis** and validate that the report looks according to requirements.



Participation Rate Report - Windows Internet Explorer

https://secure-ausomxapa.crmondemand.com/OnDemand/user/analytics/saw.dll?PreviewGo

ORACLE CRM On Demand Answers Participation Rate Report

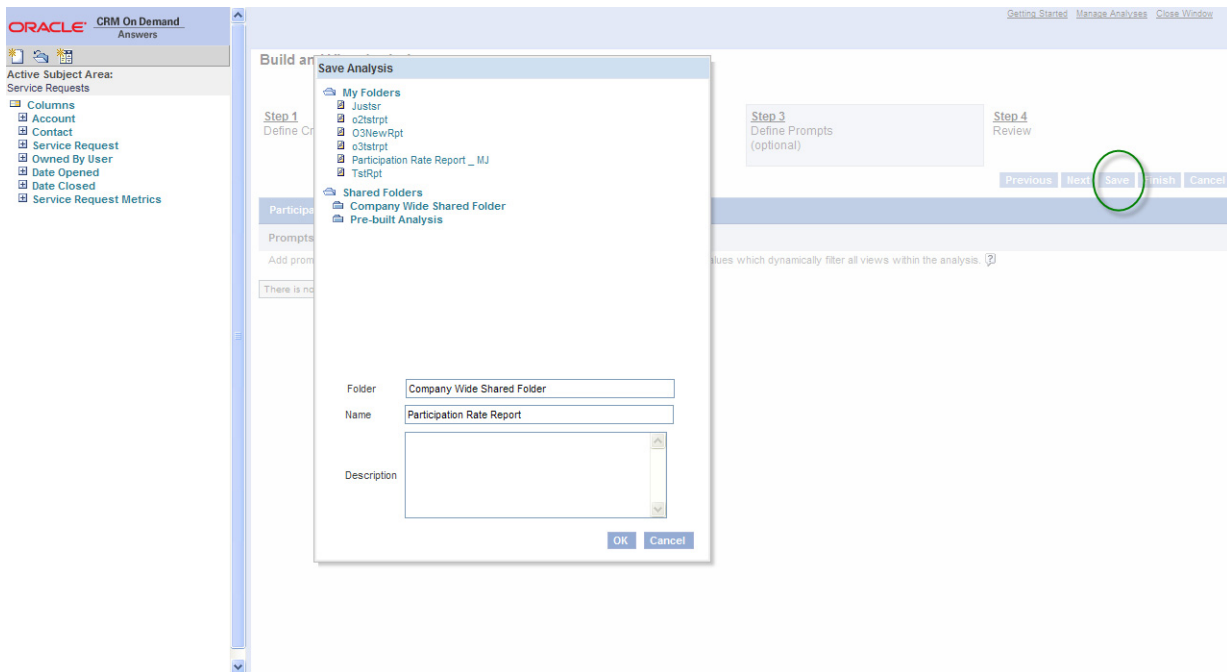
Participation Rate

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%
Grand Total	32	14	43%

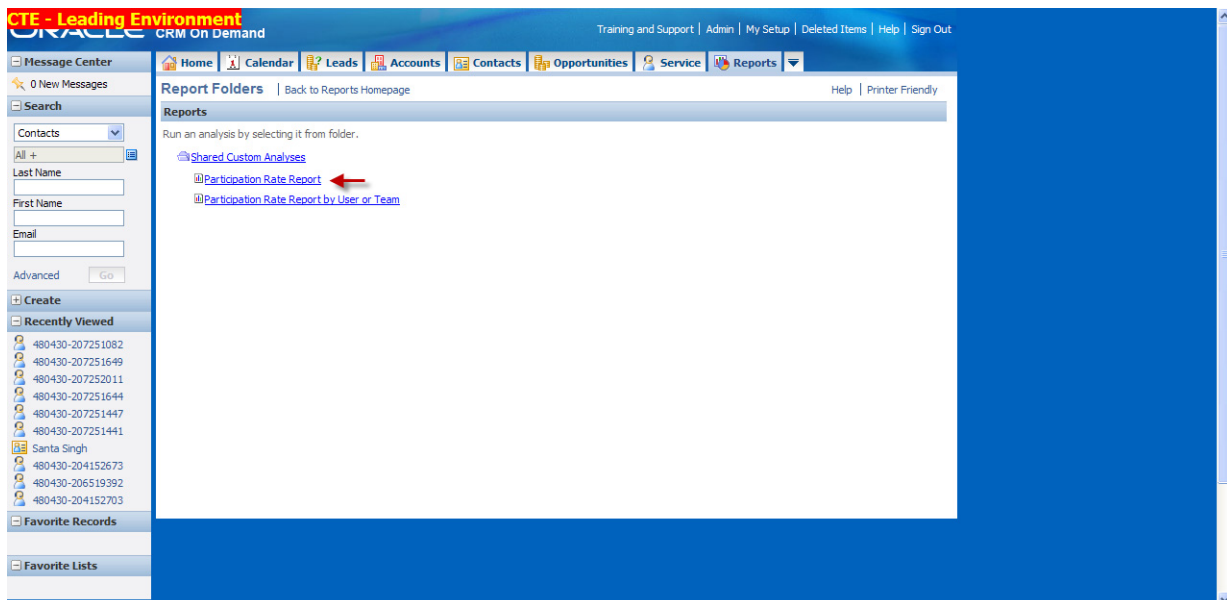
[Refresh](#) - [Printer Friendly](#) - [Download](#)

Done Internet 100%

25 Save the Report in the Company Wide Shared Folder by clicking the **Save** button.



26 Run the report from the Saved location to check that it has saved correctly.



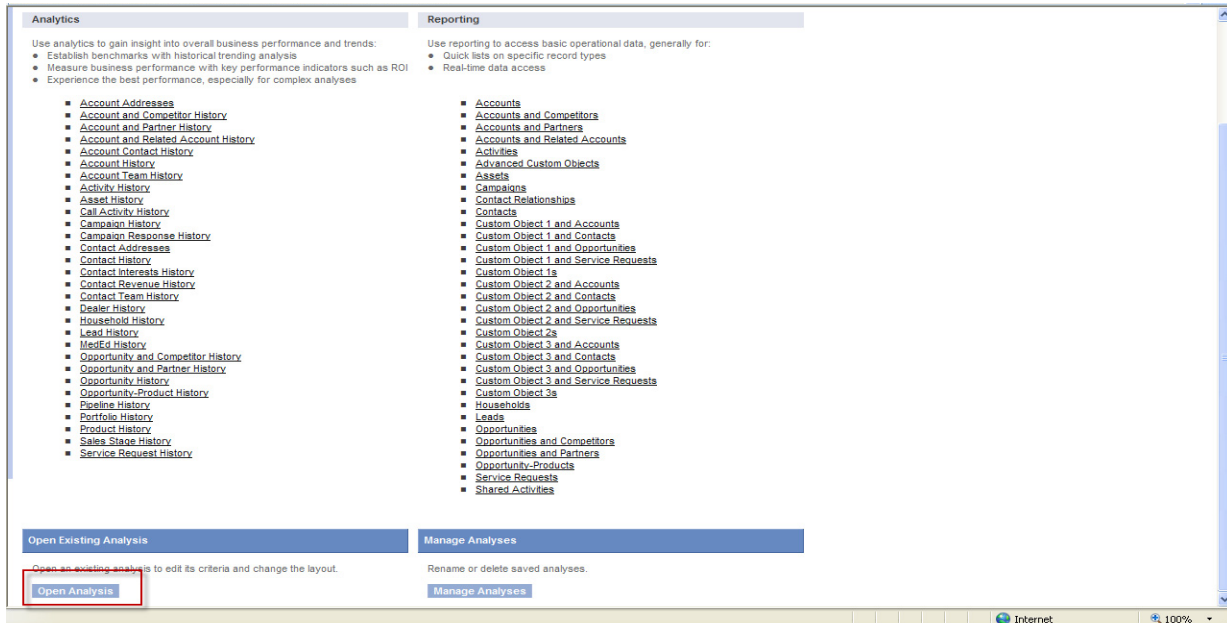
This completes the setup of the Participation Rate Report. See “Adding to the Service Home Page: Participation Report (optional)” on page 98.

Creating Participation Rate Report by User

The following Oracle CRM OnDemand analytics report is a calculated metric to provide management guidance for measuring effectiveness of the users' ability to close cases by using knowledge articles.

The steps below detail creating the Participation Rate report from scratch for Users.

- 1 Sign in as an Oracle CRM OnDemand user with the Administrator role.
- 2 Click the **Report** tab, the **Design Analyses** link, and then click the **Service Requests** subject area in the Reporting Column.



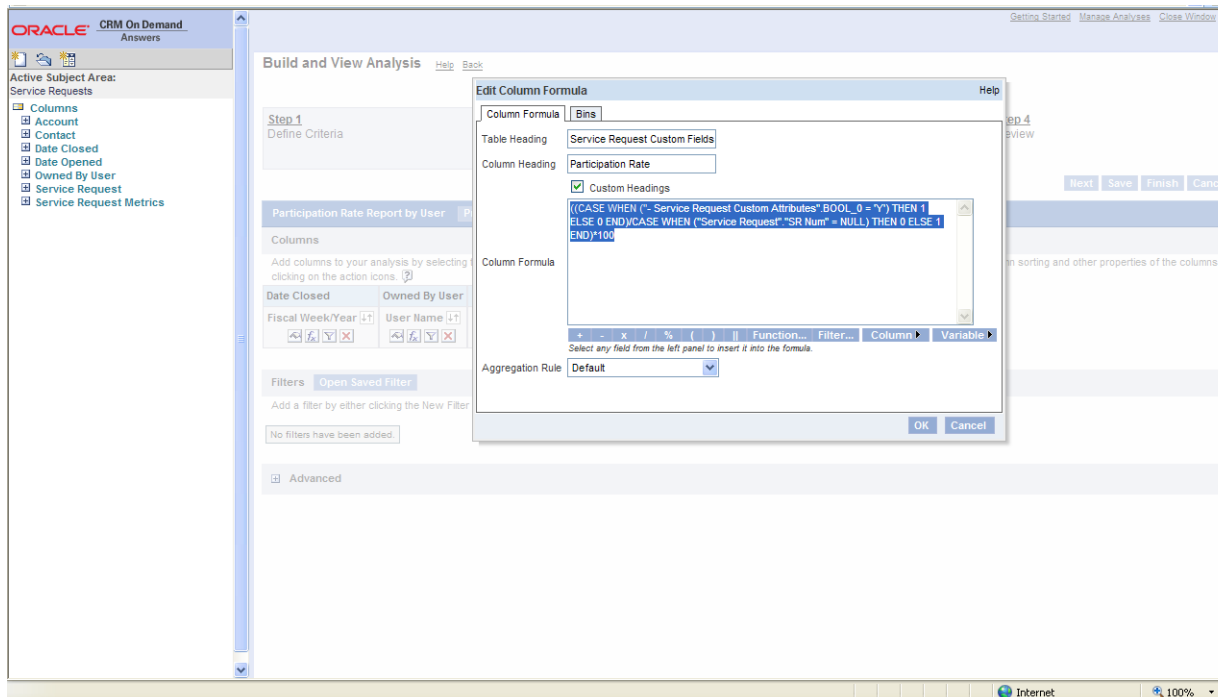
- 3 Move columns from the left pane to the right pane as follows:

Note: To add columns in the following steps, click and drag your choice to populate the column in the pane on the right to begin building the formula.

- a **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.
 - b **SR Number** from Service Request section from left hand pane to the right pane.
 - c **User Name** from the Owned by User section from the left hand pane to the right pane. This new variable, when added to report created in "Participation Rate Report", creates Participation Rate Report by User.
 - d **# of Closed SRs** from the Service Request Metrics from the left pane to the right. Repeat this step three times so that you have the same column three times. We will be using this column to store some calculated values.
- 4 Rename one of the **# of Closed SRs** columns to **Participation Rate**. Check the **Custom Headings** check box and then type the new name.
 - 5 Create the following formula in the **Column Formula** field. You can cut and paste the following formula:

```
((CASE WHEN (- Service Request Custom Attributes.BOOL_0 = 'Y') THEN 1 ELSE 0
```

```
END)/CASE WHEN (Service Request.SR Num = NULL) THEN 0 ELSE 1 END)*100
```



- 6 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the **Custom Headings** check box and then type the new name.

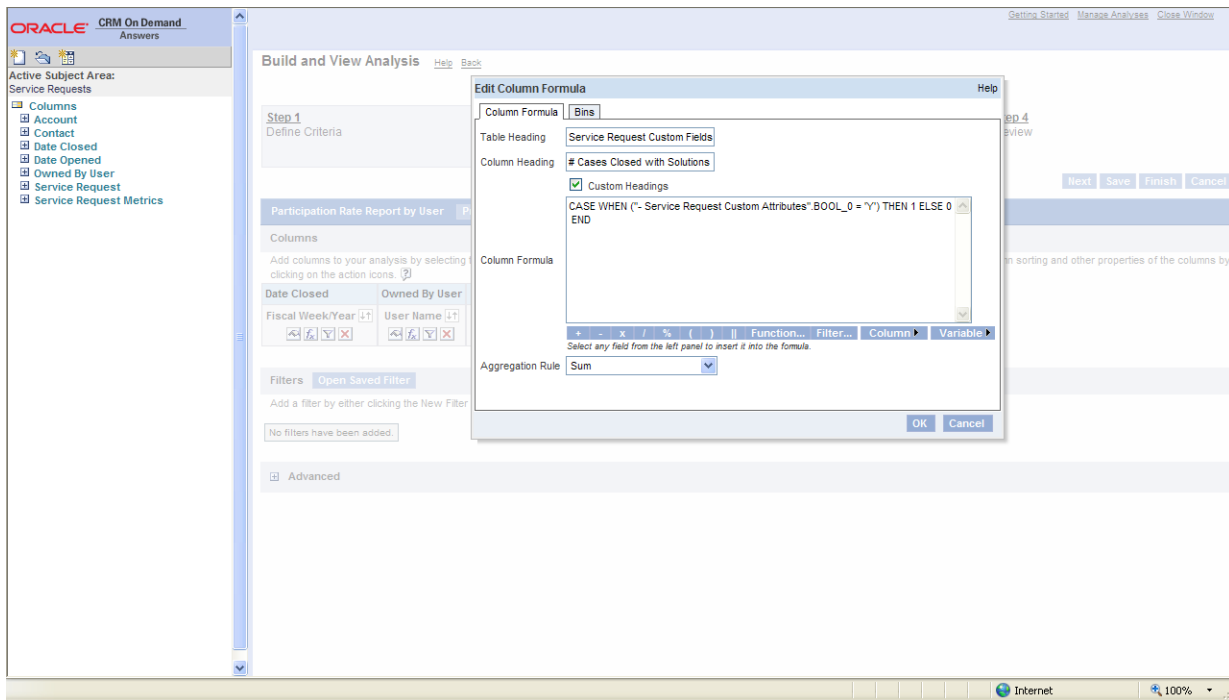
- 7 Create the following formula in the **Column Formula** field.

```
CASE WHEN (ServiceRequest.SR Num=NULL) THEN 0 ELSE 1 END
```

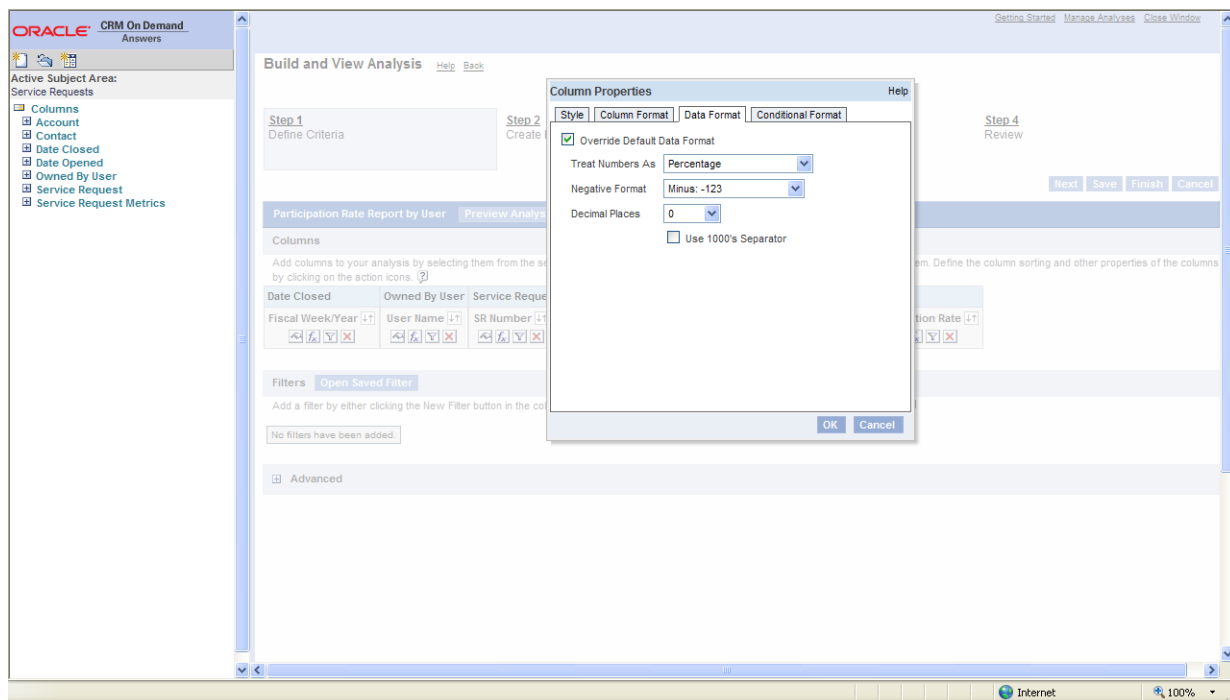
- 8 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the **Custom Headings** check box and then type the new name.

- 9 Create the following formula in the **Column Formula** field:

```
CASE WHEN (- Service Request Custom Attributes.BOOL_0 = 'Y') THEN 1 ELSE 0 END
```



- 10 From the column **Participation Rate**, click the **Column Properties** icon (hand icon). Check the box **Override Default Data Type**, and change the **Treat Numbers As** drop-down to **Percentage**.



- 11 Click **Next** to go to Create Layout.

Build and View Analysis Help Back

Step 1 Define Criteria **Step 2** Create Layout **Step 3** Define Prompts (optional) **Step 4** Review

Previous Next Save Finish Cancel

Participation Rate Report by User Preview Analysis

Layout Views Add View

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Title Participation Rate Report by User

Fiscal Week/Year	User Name	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate	
2009 Week47	Chakrapani, Santosh	480430-209915782	1	0	0%	
		480430-209915789	1	1	100%	
		480430-210249502	1	1	100%	
		480430-210300725	1	1	100%	
		480430-209915785	1	1	100%	
	Kumar, Atul	480430-209904829	1	1	100%	
		480430-210341781	1	0	0%	
		Chakrapani, Santosh	480430-210551732	1	1	100%
			480430-210958614	1	0	0%
			480430-210958617	1	0	0%
2009 Week48	Kumar, Atul	480430-209920047	1	1	100%	
		480430-210971989	1	0	0%	
		480430-211283312	1	1	100%	
		480430-211283756	1	0	0%	
	Chakrapani, Santosh	480430-212893565	1	0	0%	
		480430-209924194	1	1	100%	

12 Click **Add View** and select **Pivot Table** from the list.

Build and View Analysis Help Back

Step 1 Define Criteria **Step 2** Create Layout **Step 3** Define Prompts (optional) **Step 4** Review

Previous Next Save Finish Cancel

Participation Rate Report by User Preview Analysis

Layout Views Add View

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Title Participation Rate Report by User

Fiscal Week/Year	User Name	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate	
2009 Week47	Chakrapani, Santosh	480430-209915782	1	0	0%	
		480430-209915789	1	1	100%	
		480430-210249502	1	1	100%	
		480430-210300725	1	1	100%	
		480430-209915785	1	1	100%	
	Kumar, Atul	480430-209904829	1	1	100%	
		480430-210341781	1	0	0%	
		Chakrapani, Santosh	480430-210551732	1	1	100%
			480430-210958614	1	0	0%
			480430-210958617	1	0	0%
2009 Week48	Kumar, Atul	480430-209920047	1	1	100%	
		480430-210971989	1	0	0%	
		480430-211283312	1	1	100%	
		480430-211283756	1	0	0%	
	Chakrapani, Santosh	480430-212893565	1	0	0%	
		480430-209924194	1	1	100%	

13 Move the following columns to the **Measures** pane on the right.

- # of Closed Cases
- # of Closed Cases with Solutions
- Participation Rate

14 Move the **Service Request** column to the **Excluded** pane, to the right of the Measures pane.

The screenshot shows the 'Build and View Analysis' window for a 'Participation Rate Report by User'. The 'Measures' pane contains 'Service Request', '# of Closed Cases', '# Cases Closed with Solutions', and 'Participation Rate'. The 'Excluded' pane on the right contains 'Service Request' and 'SR Number'. The 'Display Results' section shows a table with the following data:

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

15 Click the **More Options** box next to the **# of Closed Cases** column, then go to the **Aggregation Rule** option and select **Sum**.

The screenshot shows the same 'Build and View Analysis' window. A context menu is open over the '# of Closed Cases' column in the 'Measures' pane. The 'Aggregation Rule' option is selected, and a sub-menu is open showing 'Sum' as the selected option. The data table remains the same as in the previous screenshot.

- 16 Click the **More Options** box next to the **# of Closed Cases with Solutions** column, then go to the Aggregation Rule option and select **Sum**.

The screenshot shows the 'Build and View Analysis' interface for a 'Participation Rate Report by User'. The 'Display Results' table is as follows:

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Sani, Vinay	4	4	100%

- 17 Click the **More Options** box next to the Participation Rate column, then go to the Aggregation Rule option and select **Average**.

The screenshot shows the 'Build and View Analysis' interface for the same report. The 'Display Results' table is identical to the previous one. A context menu is open over the 'Participation Rate' column, with 'Aggregation Rule' selected and 'Average' chosen from the sub-menu.

18 Click the **Sum** sign next to Rows and select **After**.

Build and View Analysis Help Back

Step 1 Define Criteria **Step 2** Create Layout **Step 3** Define Prompts (optional) **Step 4** Review

Edit View: Pivot Table Previous Next Save Finish Cancel

Participation Rate Report by User

Show Controls Chart Pivoted Results OK Cancel

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages [v]

Sections [v]

Columns [v]

Measure Labels [v]

Rows [v]

Date Closed Owned By User

Fiscal Week/Year [v] [d] [l] [t] User Name [v] [l] [t]

Measures

Service Request # of Closed Cases [v]

Service Request Custom Fields # Cases Closed with Solutions [v]

Participation Rate [v]

Display Results

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

19 Select the **Pivot Table View Properties** (hand icon) to open the Edit View window as shown in the following figure. Check the box **Enable alternative row green bar styling**. From the Alternate drop-down, choose **All Columns**.

Build and View Analysis Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Edit View: Pivot Table Previous Next Save Finish

Participation Rate Report

Show Controls Chart Pivoted Results

Add report Edit View Figure each layout using the Edit View icon.

Pages Excluded

Sections Service Request SR Number

Rows Measures

Date Closed # of Closed Cases

Fiscal Week/Year (+) Service Request Metrics # of Closed Cases with Solu... Participation Rate

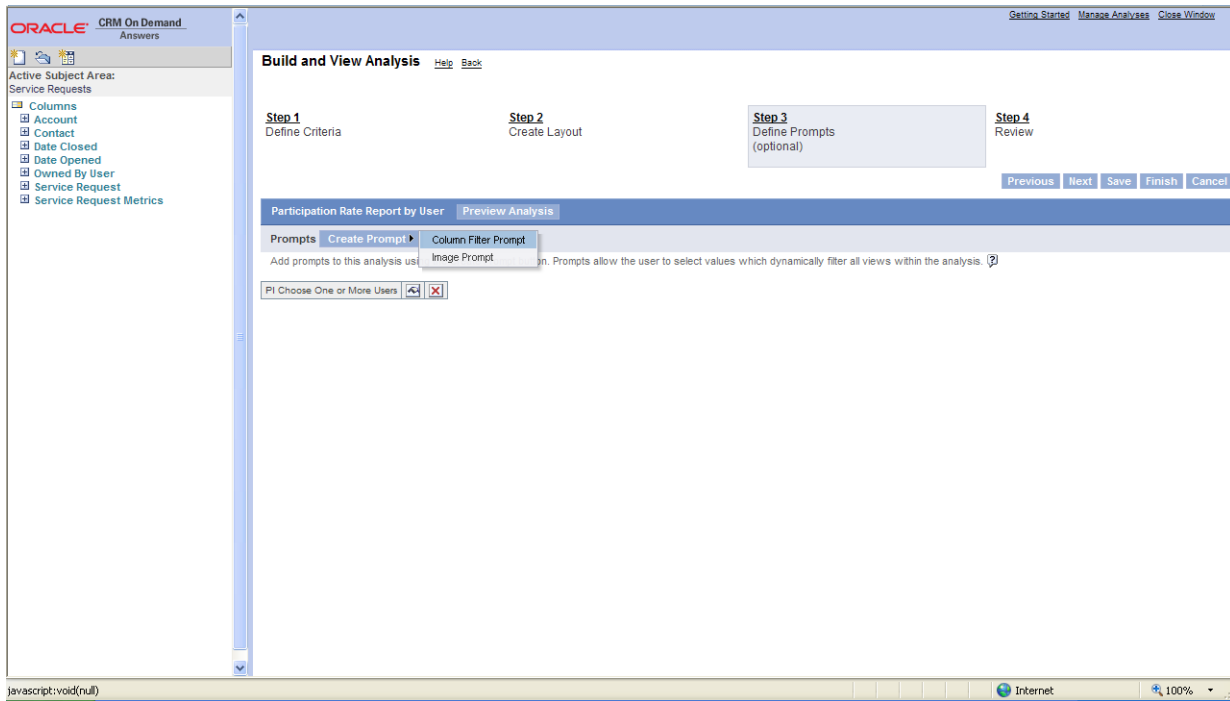
Display Results

Fiscal Week/Year	# of Closed Cases	# of Closed Cases with Solutions	Participation Rate
2010 Week12	46	9	19%
2010 Week13	1	1	100%
2010 Week14	6	3	50%
Grand Total	53	13	24%

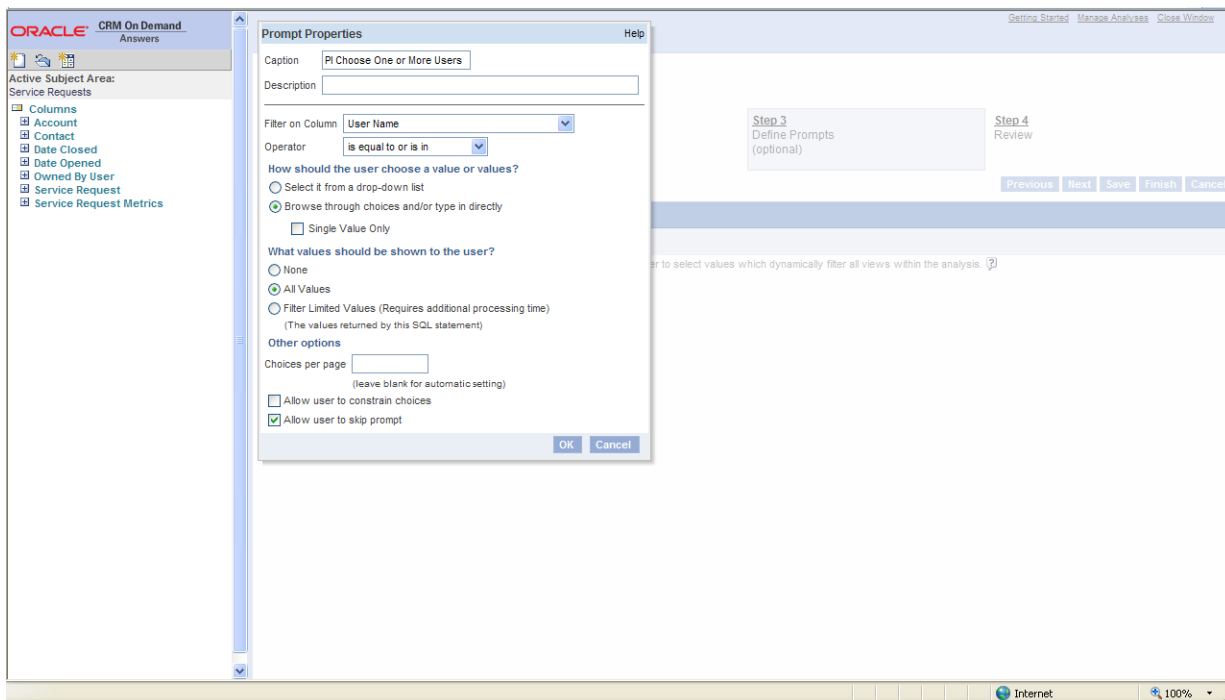
20 Click **OK** to reach the main view of the pivot table for Participation Rate Report.

21 Click **Next** to access the Prompts section.

22 Click **Create Prompt** and select **Column Filter Prompt**.



- 23 In the pop up box that follows, make the selections as shown in the following figure. Click **OK** to confirm when you have made the selections. Type **PI Choose One or More Users** in the **Caption** field.



- 24 Click **Previous** to return to Create Layout.

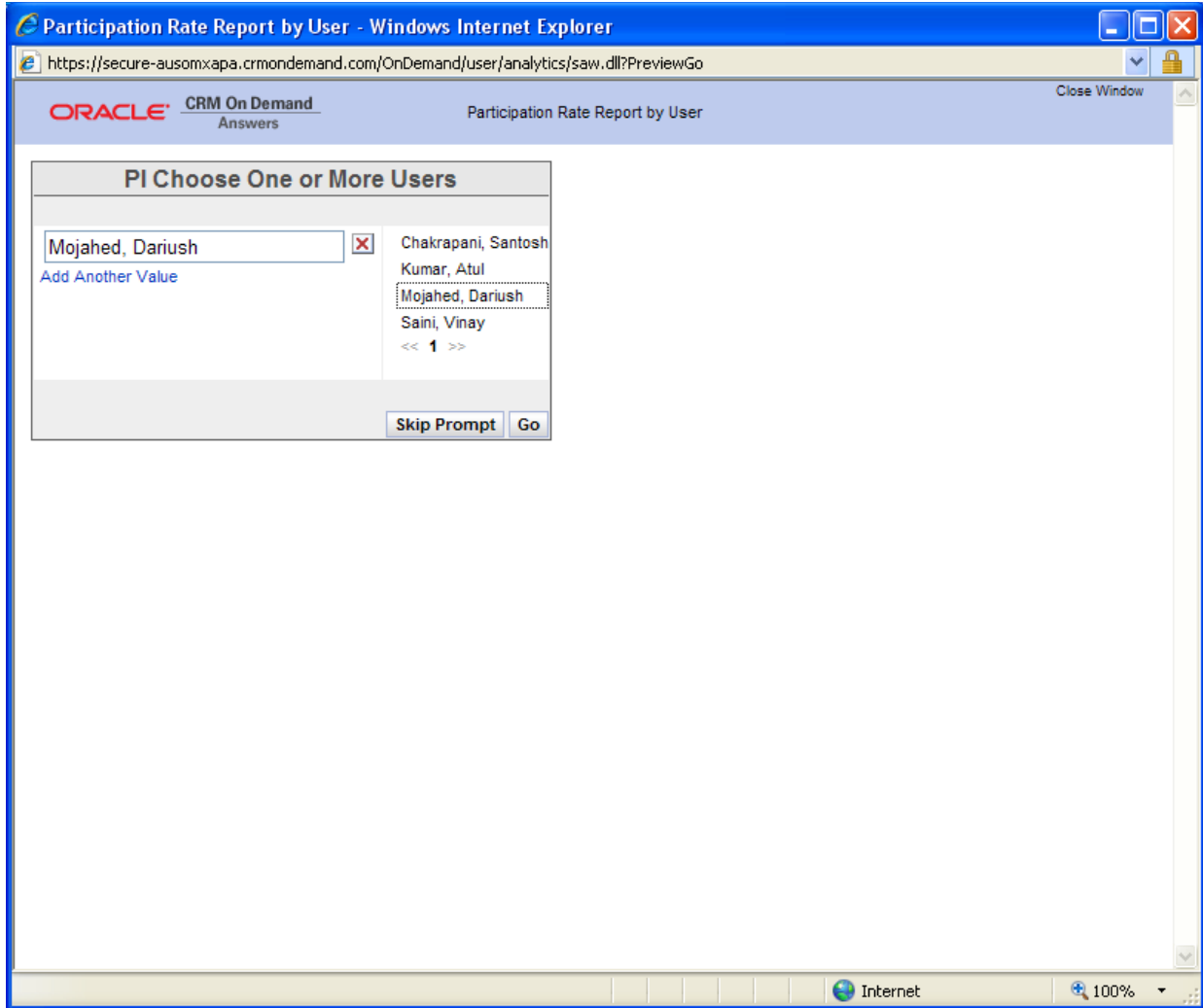
- 25 Delete the Table View by selecting the X icon on the table view, then confirm the deletion.

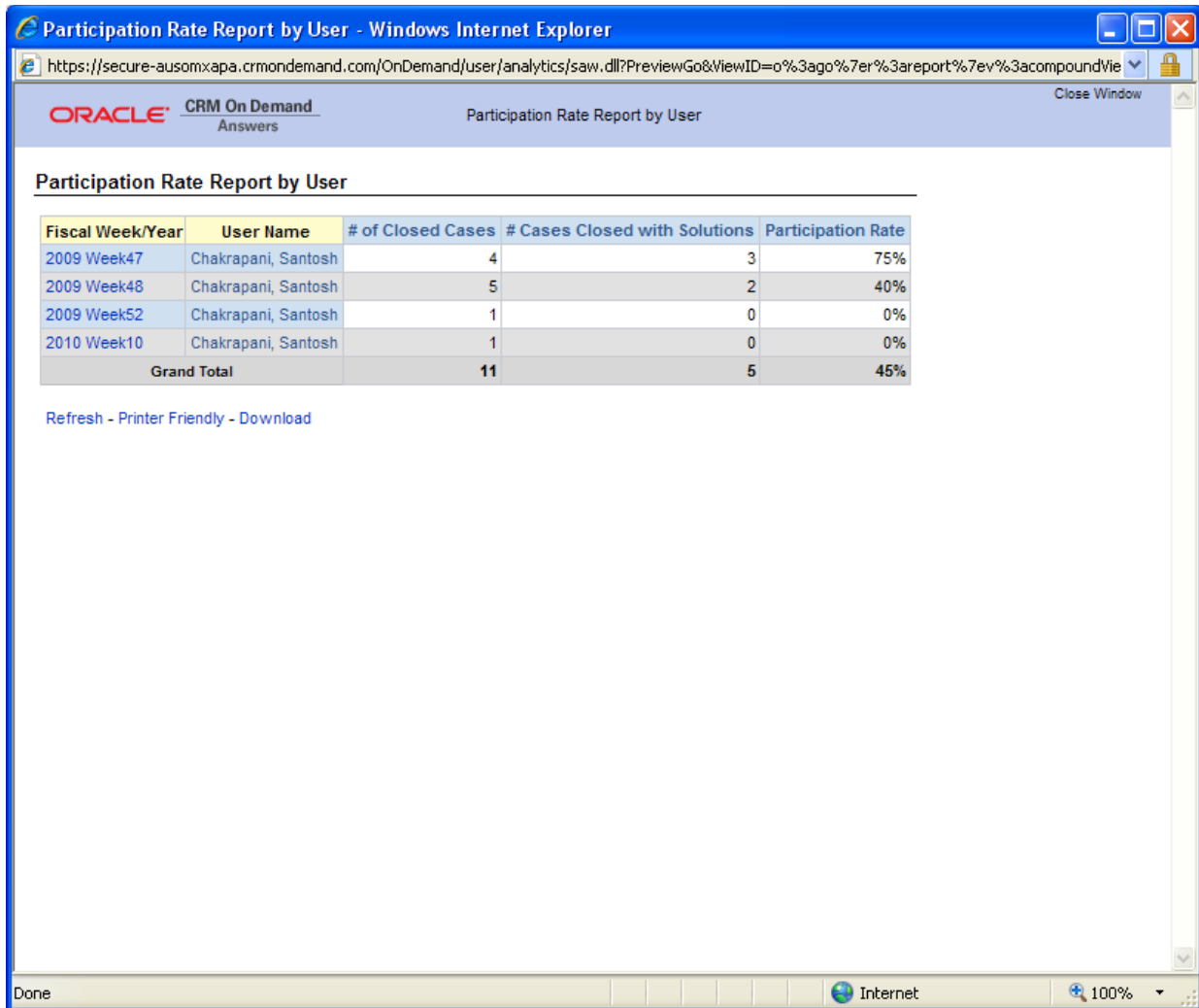
The screenshot displays the Oracle BI Answers 'Build and View Analysis' interface. The main workspace shows four steps: Step 1 (Define Criteria), Step 2 (Create Layout), Step 3 (Define Prompts (optional)), and Step 4 (Review). The 'Preview Analysis' button is highlighted, and a table titled 'Participation Rate Report by User' is displayed below.

The table data is as follows:

Fiscal Week/Year	User Name	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	480430-209915782	1	0	0%
		480430-209915789	1	1	100%
		480430-210249502	1	1	100%
	Kumar, Atul	480430-210300725	1	1	100%
		480430-209915785	1	1	100%
		480430-209904829	1	1	100%
2009 Week48	Chakrapani, Santosh	480430-210341781	1	0	0%
		480430-210551732	1	1	100%
		480430-210958614	1	0	0%
	Kumar, Atul	480430-210958617	1	0	0%
		480430-209920047	1	1	100%
		480430-210971989	1	0	0%
		480430-211283312	1	1	100%
		480430-211283756	1	0	0%
		480430-212893565	1	0	0%
		480430-209924194	1	1	100%

26 Select **Preview Analysis** and validate that the report is according to requirements.





Participation Rate Report by User - Windows Internet Explorer

https://secure-ausomxapa.crmondemand.com/OnDemand/user/analytics/saw.dll?PreviewGo&ViewID=o%3ago%7er%3areport%7ev%3acompoundVie

ORACLE CRM On Demand Answers Participation Rate Report by User Close Window

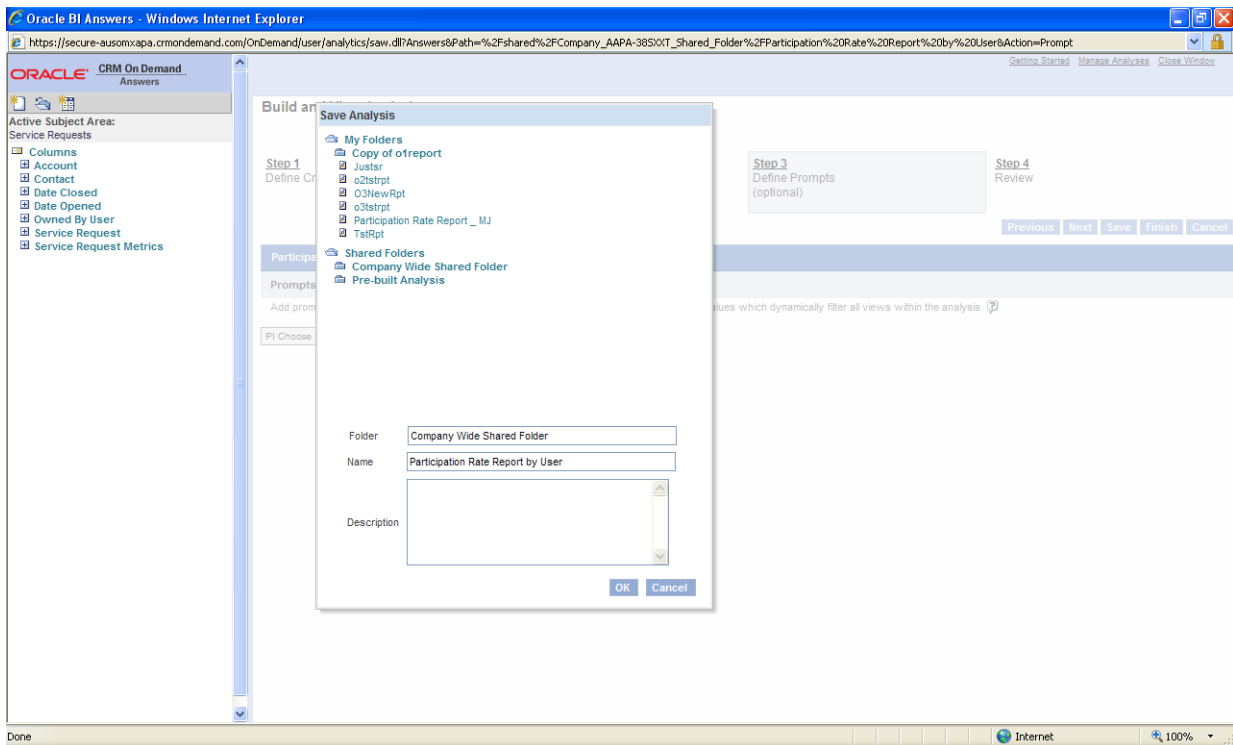
Participation Rate Report by User

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
2009 Week48	Chakrapani, Santosh	5	2	40%
2009 Week52	Chakrapani, Santosh	1	0	0%
2010 Week10	Chakrapani, Santosh	1	0	0%
Grand Total		11	5	45%

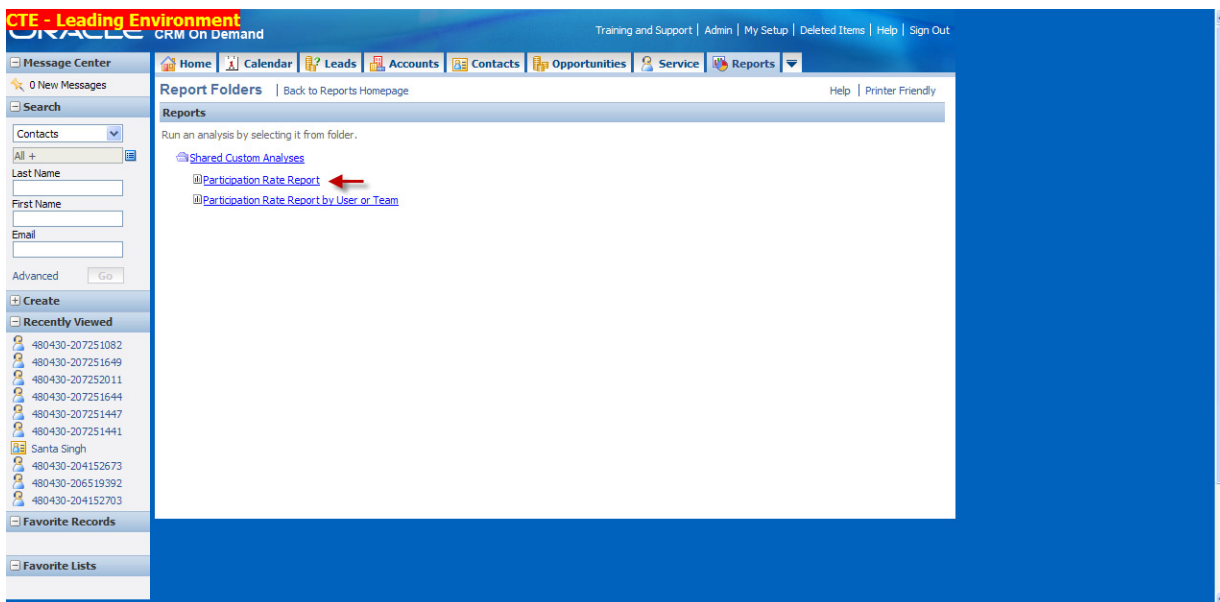
Refresh - Printer Friendly - Download

Done Internet 100%

27 Save the Report in the Company Wide Shared folder by clicking the **Save** button.



28 Run the report from the Saved location to verify that it saved correctly.

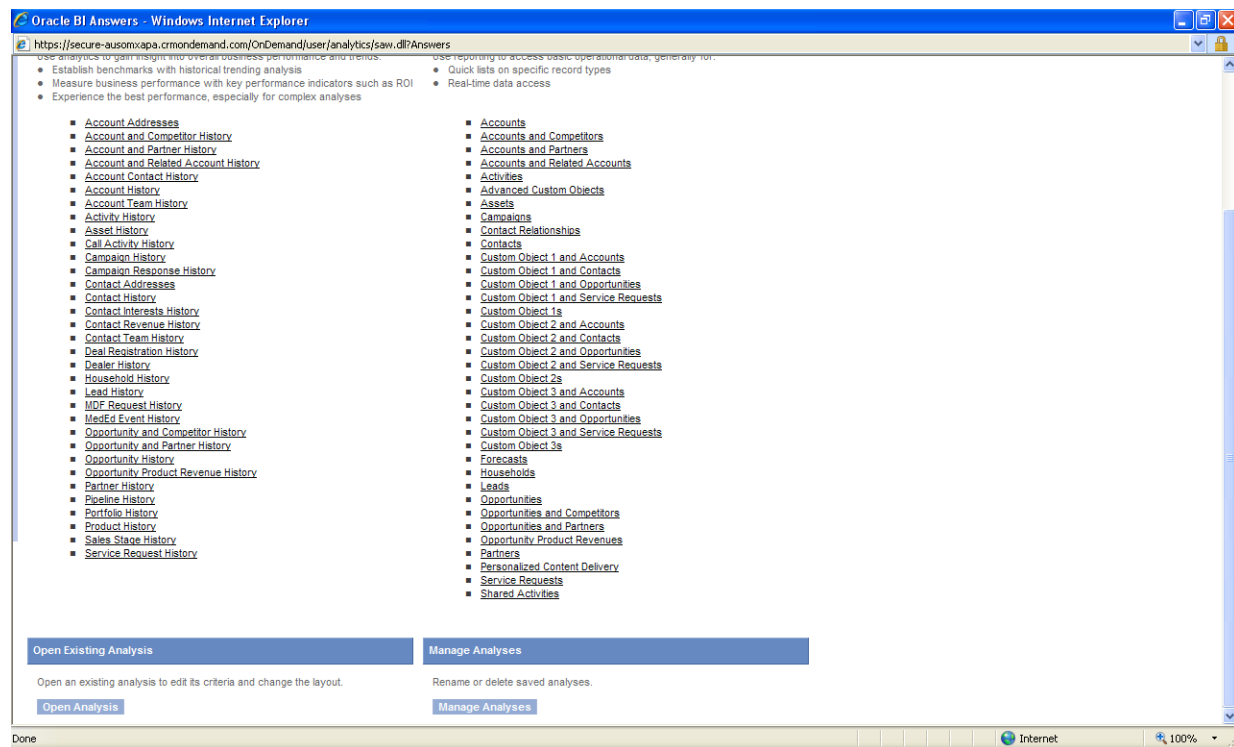


Adding to the Service Home Page: Participation Report *(optional)*

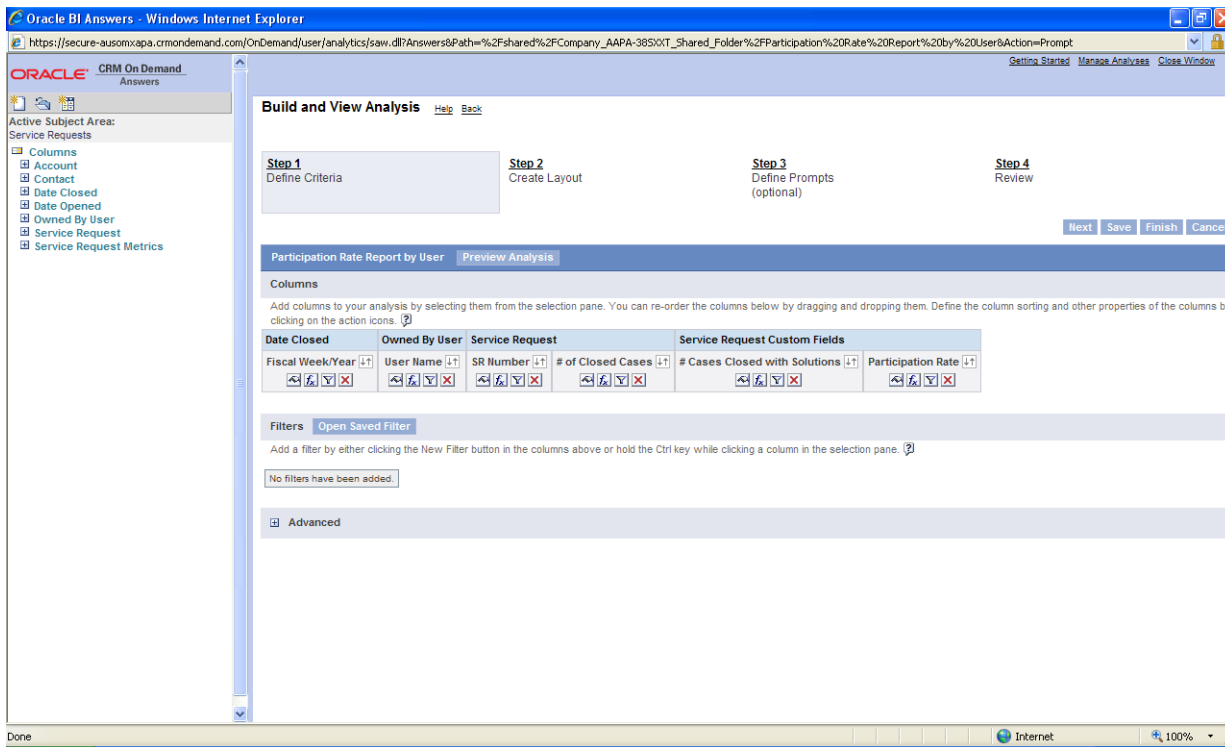
This optional procedure is provided as an example for a Service Manager, typically, who wants to see the participation report metric when signing in to Oracle CRM OnDemand. This procedure saves clicks one would otherwise have to navigate to the Reports screen and drill into to see the results.

Following is an example of but one way to incorporate with other CRM OnDemand analytics.

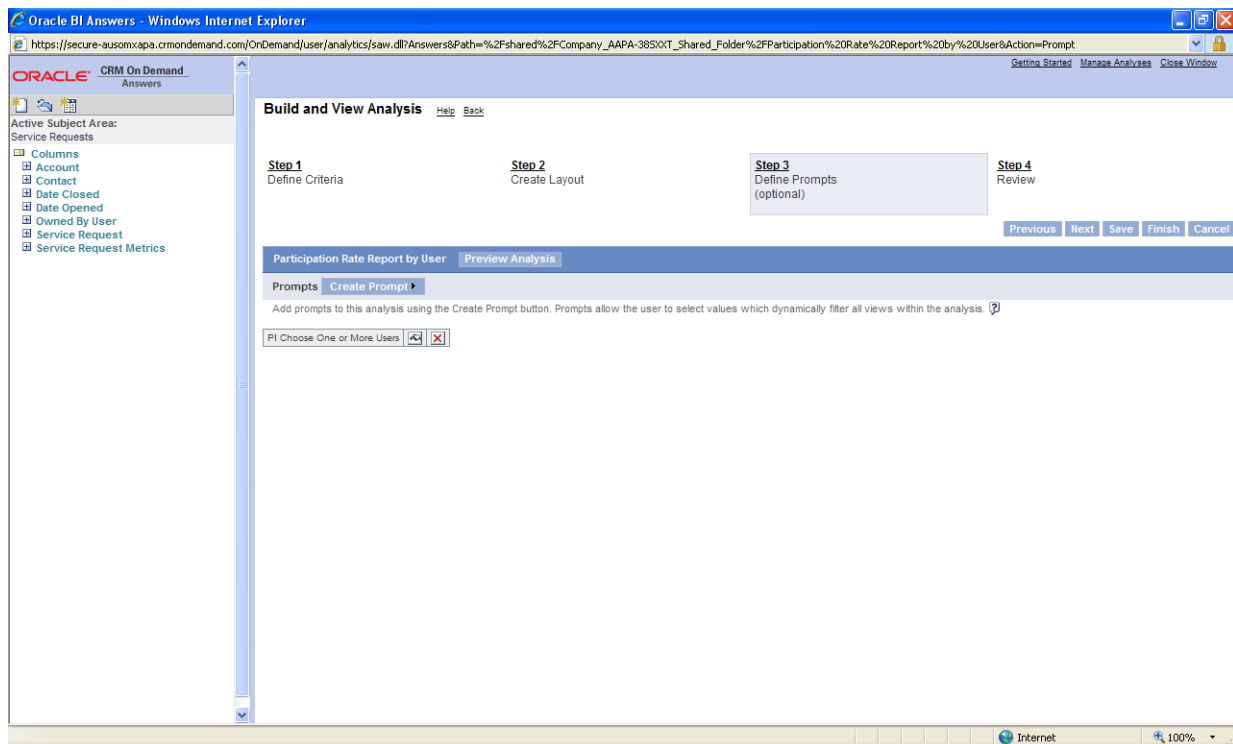
- 1 Sign in as an Oracle CRM OnDemand user with the Administrator role.
- 2 Click the **Design Analysis** link on the Reports Home. Choose **Open Analysis** from the Open Existing Analysis pane on the lower left of the window.



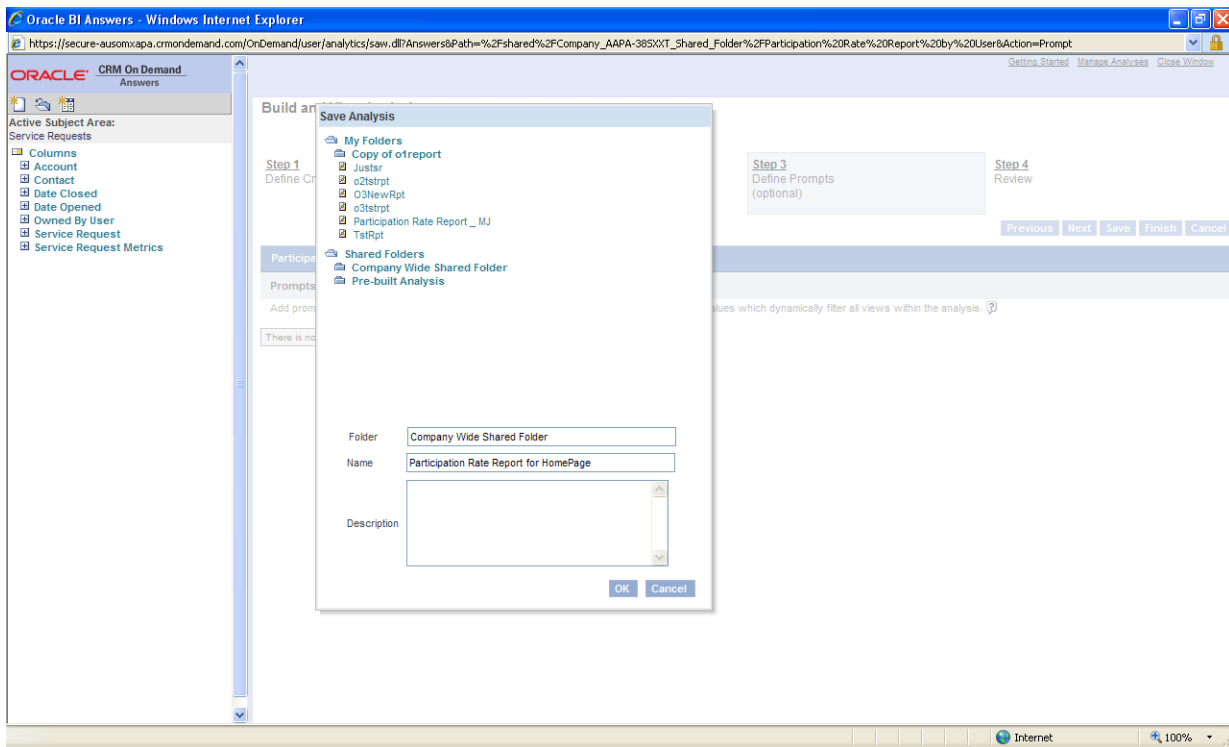
- 3 Open the **Participation Rate Report**. Navigate to the same folder where the reports were saved previously.



- Go to the **Prompts** pane and delete the previously created prompt. If this was not defined previously, then you can skip this step.



- 5 Save this report under a different name, for example, **Participation Rate Report for Home Page**. You can close the window after Saving.



- 6 Click the **Admin** link in the top right of your screen.

The screenshot shows the Oracle CRM On Demand Admin interface in Internet Explorer. The browser address bar displays <https://secure-ausomxapa.crmondemand.com/OnDemand/user/AdminHome>. The page title is "Admin - Oracle CRM On Demand". The navigation menu includes Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, InQuira Answers, Reports, Dashboard, and Campaigns. The main content area is titled "Admin Homepage" and contains several sections:

- Company Administration**: Manage your company profile and global information, including currencies and active languages. Monitor usage and set password policies. Define company Fiscal Calendars. Create Homepage alerts.
- User Management and Access Controls**: Create and manage user profiles and relationships. Set up user roles that define data access levels, privileges to various application features and presentation of information. Manage groups of users to share data and calendar entries.
- Territory Management**: Define the hierarchy that makes up your company's Territory.
- Data Management Tools**: Import and Export Tools - Import your company data, export your company data, or view the import and export queues. Batch Delete Queue - View the batch delete requests (active and completed).
- Web Services Integration**: Web Services Administration - View and download web services. Web Services Utilization - Review a summary of services used by your company.
- Application Customization**: Customize application specific to your company; create custom page layouts, homepage layouts, search result layouts, and dynamic layouts; change field names, modify picklist values, create custom fields, specify cascading picklists, define custom web tabs and applets, set up custom audit trail and rename record types.
- Business Process Management**: Data Rules & Assignment - Define the data rules for your company, including automatic assignment of records, forecasting, and sales methodologies.
- Content Management**: Content Management - Define your company Product list and hierarchy. View, delete and replace all of your company's Attachments. Manage access to Reports Folders and define visibility to shared custom analyses folders. Define your company's assessments templates.

The footer of the page includes a navigation bar with links to Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, InQuira Answers, Reports, Dashboard, Campaigns, Solutions, Forecasts, and various Custom Object links (01 through 15), along with Deleted Items.

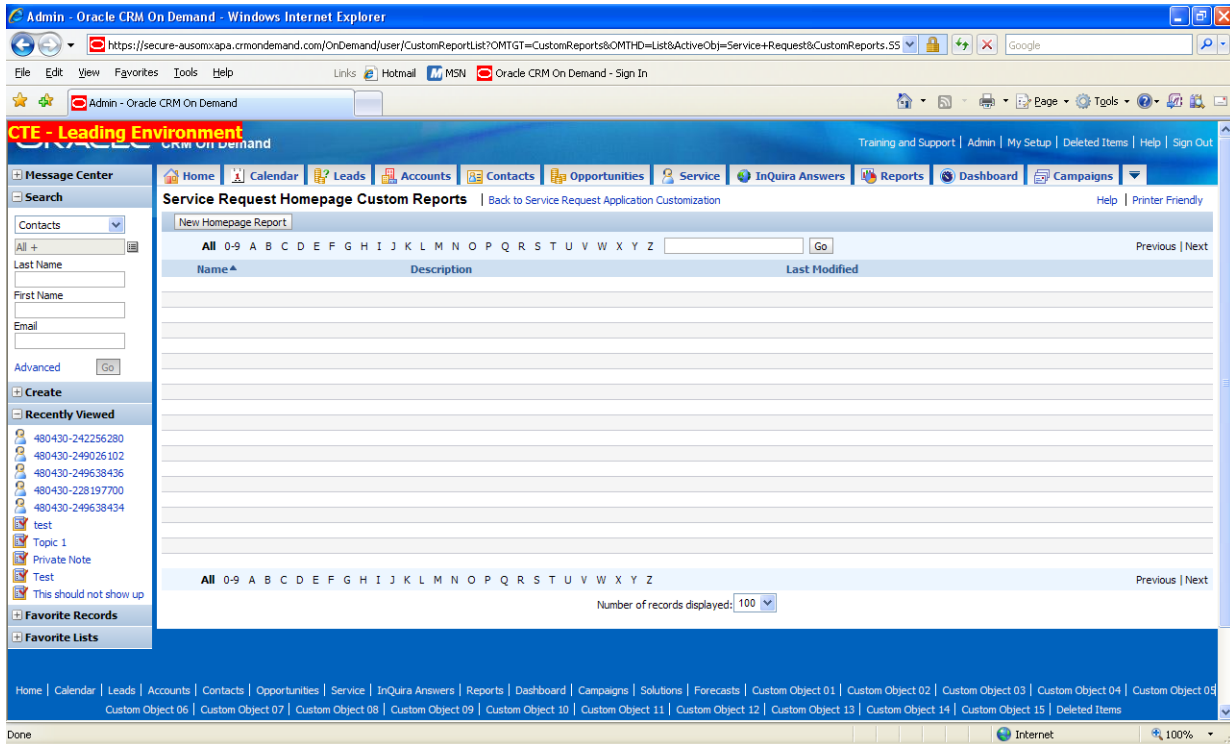
7 Click **Application Customization** and then the **Service Request** link. Then select the **Service Request Home page Custom Report**.

The screenshot shows the Oracle CRM On Demand Admin interface in Internet Explorer. The browser address bar displays <https://secure-ausomxapa.crmondemand.com/OnDemand/user/AdminRecordTypeNav?ActiveObj=Service%20Request>. The page title is "Admin - Oracle CRM On Demand". The navigation menu is the same as in the previous screenshot. The main content area is titled "Service Request Application Customization" and contains several sections:

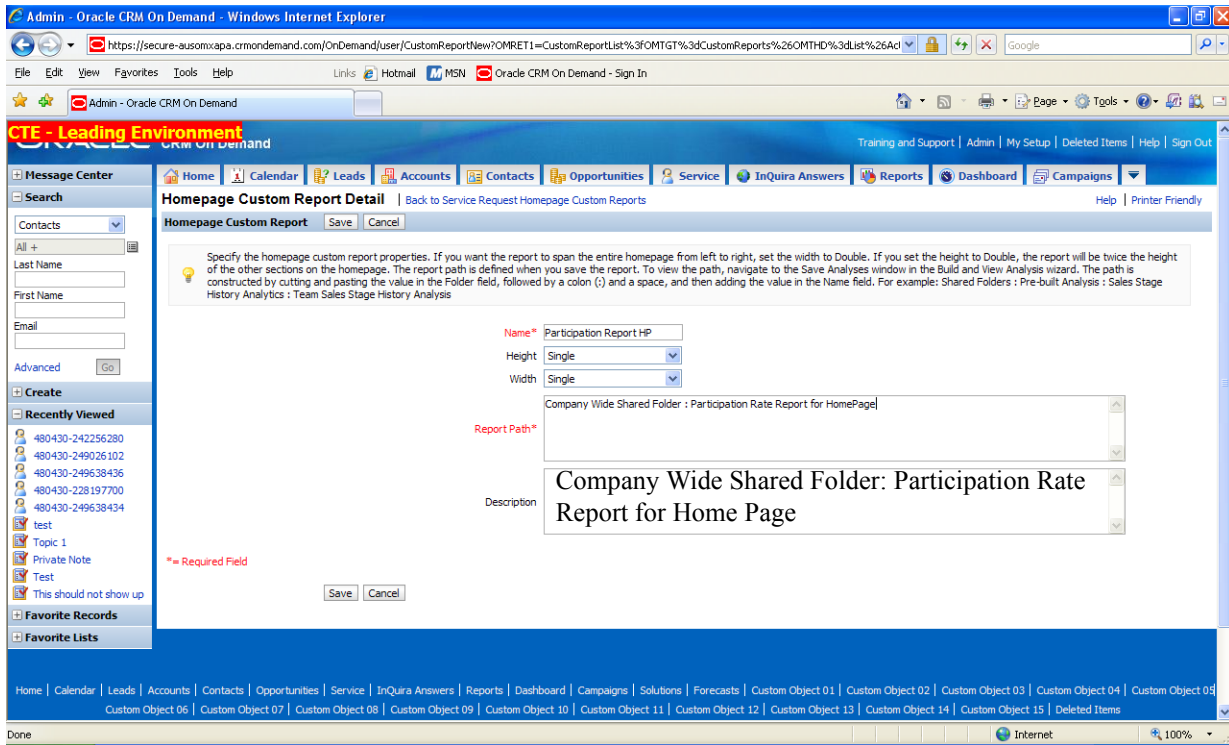
- Field Management**: Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation. Service Request Field Setup.
- Cascading Picklists**: Define and manage cascading picklists by specifying a parent and a related picklist. Service Request Cascading Picklists.
- List Access & Order**: Manage default list access and the display order for each role. Service Request List Access & Order.
- Field Audit Setup**: Customize the field audit trail for your company. Service Request Field Audit Setup.
- Lookup Window Setup**: Manage the behavior of the Lookup Windows. Service Request Lookup Window Setup.
- Page Layout Management**: Create and manage page layouts and web applets that can be used on Detail page layouts. Service Request Page Layout, Service Request Related Information Layout, Service Request Web Applet.
- Search Layout Management**: Specify targeted search fields and manage layouts for search results. Service Request Search Layout.
- Homepage Layout Management**: Create and manage Homepage layouts and specify custom reports to be displayed on the Homepages. Service Request Homepage Layout, Service Request Homepage Custom Report.
- Dynamic Layout Management**: Manage Dynamic Layouts by associating different page layouts with different values of the picklist that controls page display at runtime. Service Request Dynamic Layout.

The footer of the page includes a navigation bar with links to Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, InQuira Answers, Reports, Dashboard, Campaigns, Solutions, Forecasts, and various Custom Object links (01 through 15), along with Deleted Items.

8 Click the **New Home page Report** button.

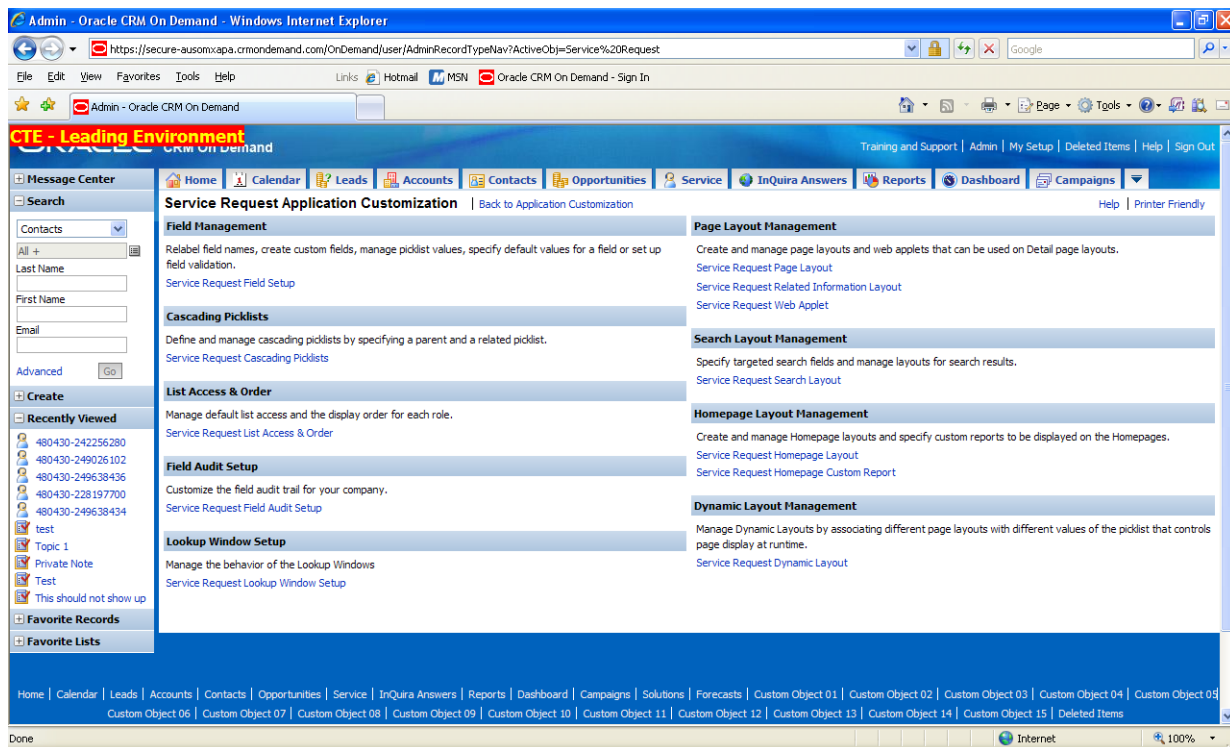


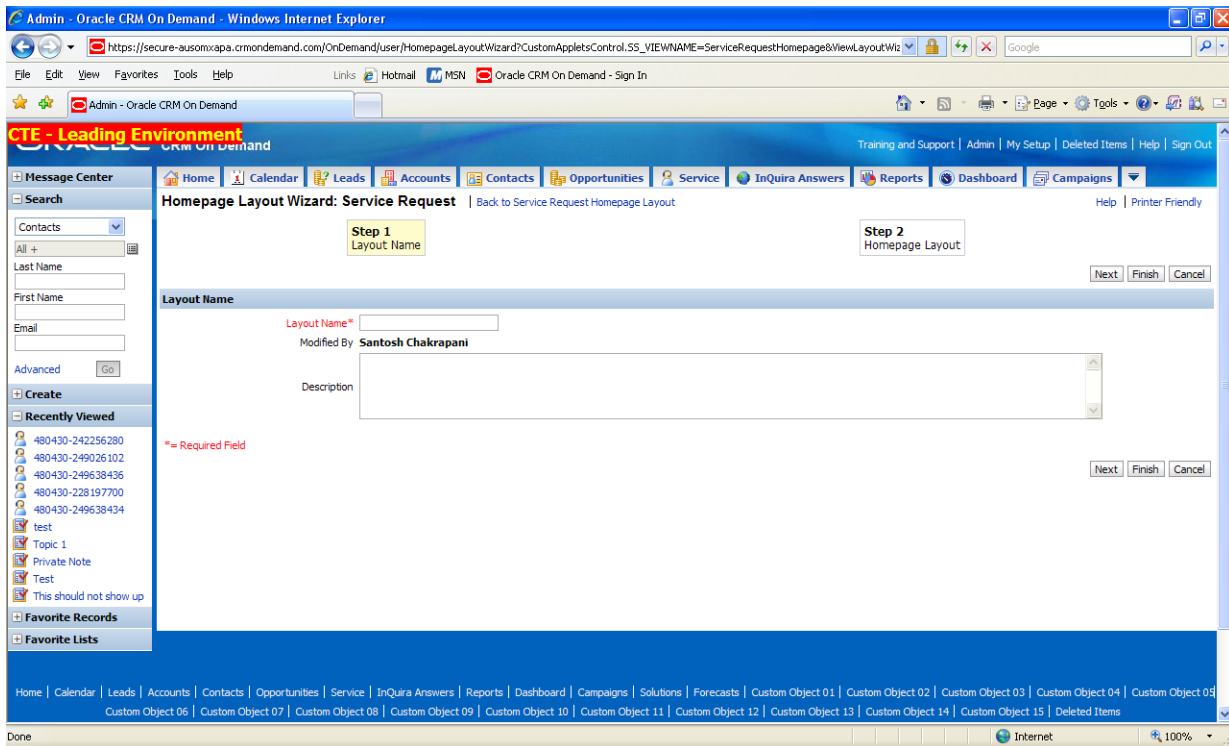
9 Give the Home page Report a Name, for example, Participation Report HP. The report path changes depending on the name of the report you are putting on the home page. Enter the following Report Path value. This must be the same name as specified during creation or it will error out.



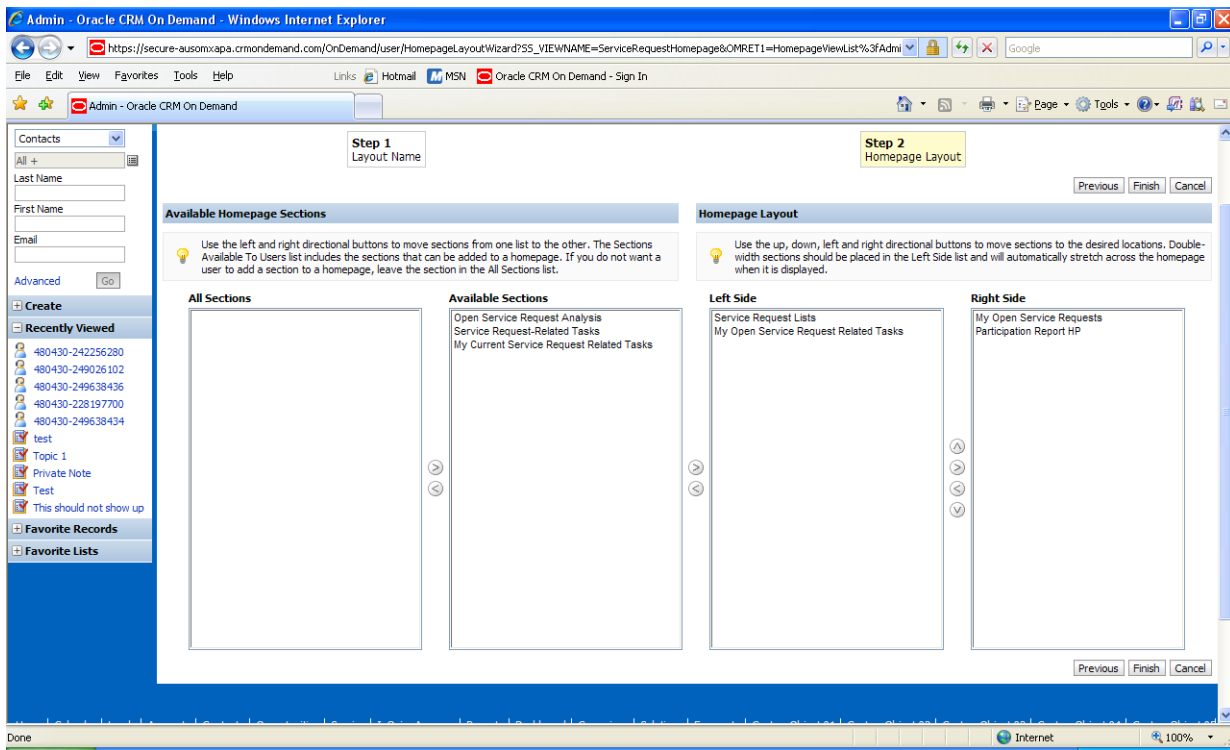
10 Click **Save** and **Exit**.

11 Select **Service Request Home page Layout**. Click the copy link to create a copy of the ready-to-use home page layout. Choose any name you want for the layout.

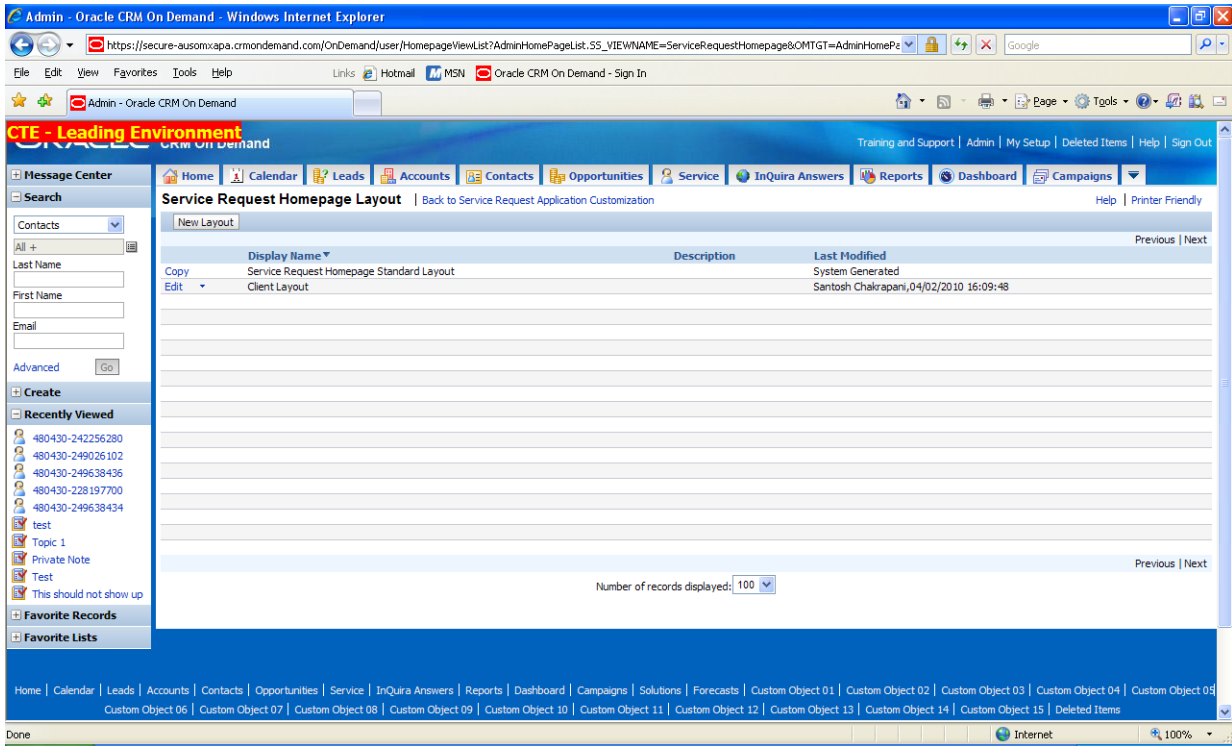




- 12 Click **Next**, on the next screen swap the ready-to-use Open Service Request Analysis for the Participation Report HP – the custom report we created in the previous steps.



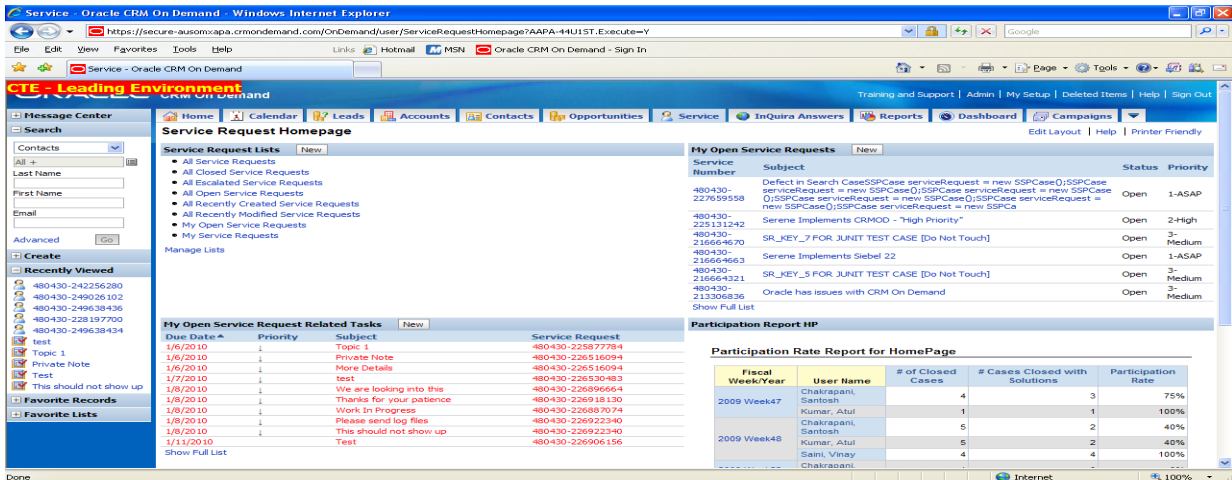
13 Click Finish.



14 Now you have a separate home page layout for the Participation Rate report. You can use this Service Page layout and associate it to any Role Name.

15 Show the Report on the Service Home Page.

- a Go to the Service Home Page and click the **Edit Layout** link.



- b Swap the ready-to-use Open Service Request Analysis for the Participation Report HP – the custom report created in previous steps. When finished, click **Save**.

Building Configuration Updates

To build configuration updates:

- 1 Under `<target name=infocenter-init>` add the following entry:

```
<!-- SSP InfoCenter root -->
<property name=ssp-infocenter.rootdir value=${infocenter.rootdir}/ssp />
<!-- SSP InfoCenter destination-->
<property name=ssp.dest value=${basedir}/Build/IM_HOME/install/ssp />
```

- 2 Under `<target name=infocenter depends=infocenter-init>`, append the following entry to `<copy todir=${infocenter.dest}>`

```
<exclude name=ssp/** />
```

- 3 Create a new target for SSP.

```
<target name=ssp-infocenter depends=infocenter-init,infocenter>
  <mkdir dir=${ssp.dest} />
  <!-- Copy everything except app/infocenter/system/pages folder to ssp destination. -->
  <copy todir=${ssp.dest}>
    <fileset dir=${infocenter.dest}>
      <!--<exclude name=apps/infocenter/system/pages/** /> -->
    </fileset>
  </copy>

  <!-- copy ssp's file to destination and may replace the same ones with InfoCenter-->
  <copy todir=${ssp.dest} overwrite=true>
    <fileset dir=${ssp-infocenter.rootdir}>
      <exclude name=WEB-INF/**/*.*.properties/>
    </fileset>
  </copy>

  <!-- copy crmservice jar and other ssp related jar to ssp-infocenter -->
  <copy todir=${ssp.dest}/WEB-INF/lib overwrite=true>
    <fileset dir=CRMSelfService/lib/>
    <fileset dir=Build/Frameworks/CRMSelfService.framework/Resources/Java
      includes=**/*.jar/>
  </copy>

  <mergeProperties oriConfig=${infocenter.dest}/WEB-INF/infocenter.properties
    overConfig=${ssp-infocenter.rootdir}/WEB-INF/infocenter.properties
    destConfig=${ssp.dest}/WEB-INF/infocenter.properties />

  <mergeProperties
    oriConfig=${infocenter.dest}/WEB-INF/classes/ApplicationResources.properties
    overConfig=${ssp-infocenter.rootdir}/WEB-INF/classes/ApplicationResources.properties
    destConfig=${ssp.dest}/WEB-INF/classes/ApplicationResources.properties />
</target>
```

- 4 Add `ssp-infocenter` as dependency to `<target name=dist../>`.

- 5 Add the following target for building `CRMSelfService` jar.

```
<target name=CRMSelfService description=Build CRMSelfService.framework>
```

```
<ant dir=CRMSelfService/>
<emma enabled=${emma.enabled}>
<instr destdir=${emma.instr.dir}
  metadatafile=${emma.coverage.dir}/crmselfservice.emmerge=no mode=fullcopy>
  <instrpath>
  <fileset dir=Build/Frameworks/CRMSelfService.framework/Resources/Java
    includes=**/*.jar/>
  </instrpath>
</instr>
</emma>
</target>
```

6 Add the CRMSelfService as dependency to target dev:

```
<target name=dev depends=.., ,CRMSelfService>
```


Troubleshooting

This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search.

Troubleshooting the CRM OnDemand XML Files

Self-Service Portal InfoCenter(IM)

- 1 Stop the Information Manager server if it is running.
- 2 Open the file `$IM_HOME\config\SSP_Repository\log4j.properties`.
If it does not exist, then create a new `log4j.properties` under `$IM_HOME\config\SSP_Repository`.

- 3 Add the following contents into the `log4j.properties`:

```
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=axis.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x - %m%n
```

- 4 Restart the Information Manager server.

The SOAP message appears in `$IM_instance\axis.log` if there is a web service call from Information Manager. See “Self-Service Portal Axis Log” on page 111 for an example.

Runtime (Search)

- 1 Stop the Runtime server if it is running.
- 2 Open the `$Runtime_instance\appserver\webapps\inquiragw.war`, unzip the file `inquiragw.war\WEB-INF\lib\merged.jar`.
- 3 Open the unzipped `merged.jar`, unzip the file `log4j.properties`.

- 4 Add a new line:

```
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
to the log4j.properties file.
```

- 5 Change the value of

```
log4j.appender.LOGFILE.Threshold
to DEBUG.
```

Here is the file content after making the preceding changes:

```
# Set root category priority to INFO and its only appender to CONSOLE.
log4j.rootCategory=INFO, CONSOLE
#log4j.rootCategory=INFO, CONSOLE, LOGFILE
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
# Set the enterprise logger category to FATAL and its only appender to
CONSOLE.
log4j.logger.org.apache.axis.enterprise=FATAL, CONSOLE
# CONSOLE is set to be a ConsoleAppender using a PatternLayout.
log4j.appender.CONSOLE=org.apache.log4j.ConsoleAppender
log4j.appender.CONSOLE.Threshold=INFO
log4j.appender.CONSOLE.layout=org.apache.log4j.PatternLayout
log4j.appender.CONSOLE.layout.ConversionPattern=- %m%n
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=axis.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x - %m%n
```

- 6 Add the new `log4j.properties` into `merged.jar`.
- 7 Copy the new `merged.jar` to `inquiragw.war\WEB-INF\lib`.
- 8 Restart the Runtime server.

The SOAP message appears in `$Runtime_instance\axis.log` when there is a web service call (link/unlink in iConnect) from Runtime. See “Runtime Axis Log” on page 137 for an example.

Disable Transfer-encoding for the Transportation Layer in Axis

The following instructions describes how to change the configuration for the underlying transportation layer used by Oracle Knowledge web service calls. This configuration change disables the chunked transfer-encoding for the transportation layer in the Axis web service library for Oracle Knowledge web services calls.

Note: The underlying web service call library loads the configuration of `axis2_default.xml` from its default location. The deployment of another `axis2.xml` in the classpath does not get loaded.

- 1 Stop Oracle Knowledge Search runtime instance.
- 2 Find the Oracle Knowledge Search runtime `.war` file at:
`$inquire_product_root\instances\${search_runtime_instance}\appserver\webapps\inquiragw.war`.
Copy this war file to a temporary folder.
- 3 Unjar this copied `inquiragw.war` file to `$unjar_root`.
- 4 Find the Axis jar file from `$unjar_root\WEB-INF\lib\axis2-kernal-1.4.jar` and copy the `axis2-kernal-1.4.jar` to another temporary folder.
- 5 Unjar the copied `axis2-kernal-1.4.jar` to `$axis-jar_root`.
- 6 Find the file `axis2_default.xml` in `$axis-jar_root\org/apache/axis2/deployment/`.

7 Open the `axis2_default.xml` in an XML or text editor.

8 Find the configuration node:

```
<transportSender name=http
  classorg.apache.axis2.transport.http.CommonsHTTPTransportSender>
  <parameter name=PROTOCOL>HTTP/1.1</parameter>
  <parameter name=Transfer-Encoding>chunked</parameter>
</transportSender>
```

9 Edit so that:

a `<parameter name=Transfer-Encoding>chunked</parameter>` is removed or commented out.

b Optionally, change HTTP protocol from version 1.1 to 1.0 `<parameter name=PROTOCOL>HTTP/1.0</parameter>`

10 Save the changed file `axis2_default.xml`.

11 Jar the entire `$axis-jar_root` with the original path back to `axis2-kernal-1.4.jar`.

12 Copy this `axis2-kernal-1.4.jar` back to `$unjar_root\WEB-INF\lib\`

13 Jar the entire `$unjar_root` with the original path back to `inquiragw.war`.

14 Copy this `inquiragw.war` back to

`$inquirea_product_root\instances\${search_runtime_instance}\appserver\webapps`

15 Re-start the Oracle Knowledge Search runtime instance.

Self-Service Portal Axis Log

```
9562 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:
9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Picklist;jsessionId=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/picklist/:GetPicklistValues
Content-Length: 438

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns=urn:crmondemand/ws/
```

```

picklist/><FieldName>Area</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue,
28 Sep 2010 08:33:08 GMT
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie
JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNRbxyKa
40; path=/Services; secure
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=CAO
CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-
cache
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Connection
close
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender -
no Content-Length
10078 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
10078 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
10172 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns=urn:crmondemand/ws/picklist/
><ListOfParentPicklistValue xmlns=urn:/crmondemand/xml/
picklist><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>Billing</Code><DisplayValue>Billing</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Installation</
Code><DisplayValue>Installation</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Maintenance</Code><DisplayValue>Maintenance</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Training</
Code><DisplayValue>Training</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Other</Code><DisplayValue>Other</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Brakes</
Code><DisplayValue>Brakes</DisplayValue><Disabled>Y</Disabled></
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PicklistValue><PicklistValue><Code>Married</Code><DisplayValue>Married</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Member</
Code><DisplayValue>Member</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Member Inquiry</Code><DisplayValue>Member Inquiry</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Member-related</
Code><DisplayValue>Member-related</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Modify Payment</Code><DisplayValue>Modify Payment</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Moved</
Code><DisplayValue>Moved</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Name Change</Code><DisplayValue>Name Change</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>New Claim</
Code><DisplayValue>New Claim</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>New Policy</Code><DisplayValue>New Policy</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Notice-of-Loss</
Code><DisplayValue>Notice-of-Loss</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Open Enrollment Materials</Code><DisplayValue>Open
Enrollment Materials</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Opportunities</Code><DisplayValue>Opportunities</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Options</
Code><DisplayValue>Options</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Other Form</Code><DisplayValue>Other Form</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Other Forms</
Code><DisplayValue>Other Forms</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>PH Property Location</Code><DisplayValue>PH Property
Location</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>POS
Support</Code><DisplayValue>POS Support</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>PUL Quote</Code><DisplayValue>PUL Quote</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Pay Off</
Code><DisplayValue>Pay Off</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Pay Plan</Code><DisplayValue>Pay Plan</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Pay Plans</
Code><DisplayValue>Pay Plans</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Payment Dispute</Code><DisplayValue>Payment Dispute</

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DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Payment Inquiry</
Code><DisplayValue>Payment Inquiry</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Payment Plan</Code><DisplayValue>Payment Plan</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Payment Promises</
Code><DisplayValue>Payment Promises</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Payment Status</Code><DisplayValue>Payment Status</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Payment Stop Pay</
Code><DisplayValue>Payment Stop Pay</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Payments</Code><DisplayValue>Payments</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Plan Change</
Code><DisplayValue>Plan Change</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Beneficiaries</Code><DisplayValue>Policy
Beneficiaries</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Change</Code><DisplayValue>Policy Change</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Policy Coverages</
Code><DisplayValue>Policy Coverages</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Face Value</Code><DisplayValue>Policy Face
Value</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Policy
Information</Code><DisplayValue>Policy Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Options</Code><DisplayValue>Policy Options</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Policy Owner</
Code><DisplayValue>Policy Owner</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Termination</Code><DisplayValue>Policy
Termination</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Coverages</Code><DisplayValue>Property
Coverages</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Information</Code><DisplayValue>Property
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Quote</Code><DisplayValue>Property Quote</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Provide Quote</
Code><DisplayValue>Provide Quote</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Provider Directory</Code><DisplayValue>Provider
Directory</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Quick
Pay</Code><DisplayValue>Quick Pay</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Quote</Code><DisplayValue>Quote</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Reassign Claim</
Code><DisplayValue>Reassign Claim</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Redeem Points</Code><DisplayValue>Redeem Points</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Remove Dependent</
Code><DisplayValue>Remove Dependent</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Remove Member</Code><DisplayValue>Remove Member</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Remove dependant</
Code><DisplayValue>Remove dependant</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Service Level Agreements</Code><DisplayValue>Service
Level Agreements</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Solution Search</Code><DisplayValue>Solution Search</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Statement Copy</
Code><DisplayValue>Statement Copy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Statement Error</Code><DisplayValue>Statement Error</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Stop
Contribution</Code><DisplayValue>Stop Contribution</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Stop Payment</Code><DisplayValue>Stop Payment</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Summary Plan
Document Request</Code><DisplayValue>Summary Plan Document Request</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Third Parties</
Code><DisplayValue>Third Parties</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Trade</Code><DisplayValue>Trade</

```

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DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Transaction Amount
Error</Code><DisplayValue>Transaction Amount Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transaction Date Error</Code><DisplayValue>Transaction
Date Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transaction Dispute</Code><DisplayValue>Transaction
Dispute</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transaction Posting Error</
Code><DisplayValue>Transaction Posting Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transactions</Code><DisplayValue>Transactions</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Transfer
Holdings</Code><DisplayValue>Transfer Holdings</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transfer Securities In</Code><DisplayValue>Transfer
Securities In</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transfer Securities Out</Code><DisplayValue>Transfer
Securities Out</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Typo</Code><DisplayValue>Typo</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Underlying
Policies</Code><DisplayValue>Underlying Policies</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Updates</Code><DisplayValue>Updates</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Vehicle
Coverages</Code><DisplayValue>Vehicle Coverages</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Vehicle Information</Code><DisplayValue>Vehicle
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Watercraft Information</Code><DisplayValue>Watercraft
Information</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Web
Site Error</Code><DisplayValue>Web Site Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Wire Transfer</Code><DisplayValue>Wire Transfer</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Wrong Amount</
Code><DisplayValue>Wrong Amount</DisplayValue><Disabled>Y</Disabled></PicklistValue></
ListOfPicklistValue></ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
10219 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
10328 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:
10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/picklist/:GetPicklistValues
Content-Length: 439

```



```

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns=urn:crmondemand/ws/
picklist/><FieldName>Cause</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue,
28 Sep 2010 08:33:09 GMT
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1321
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie
JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path=/Services; secure
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=CAO
CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-
cache
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Connection
close
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns=urn:crmondemand/ws/picklist/
><ListOfParentPicklistValue xmlns=urn:/crmondemand/xml/
picklist><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>Unclear Instructions</
Code><DisplayValue>Unclear Instructions</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>User Needs Training</Code><DisplayValue>User Needs
Training</DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Existing
Issue</Code><DisplayValue>Existing Issue</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>New Issue</Code><DisplayValue>New Issue</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Other</
Code><DisplayValue>Other</DisplayValue><Disabled>N</Disabled></PicklistValue></

```

```

ListOfPicklistValue></ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
59139 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:
59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Contact;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/contact/:ContactQueryPage
Content-Length: 1458

```

```

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-instance><soapenv:Body><ContactWS_ContactQueryPage_Input
xmlns=urn:crmondemand/ws/contact/><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfContact xmlns:ns1=urn:/crmondemand/xml/
contact><ns1:Contact><ns1:ContactId>= 'AAPA-5CUQEC'</ns1:ContactId><ns1:AccountId></
ns1:AccountId><ns1:CreateDate></ns1:CreateDate><ns1:ContactEmail></
ns1:ContactEmail><ns1:ExternalSystemId></ns1:ExternalSystemId><ns1:ContactFirstName></
ns1:ContactFirstName><ns1:ContactFullName></ns1:ContactFullName><ns1:ContactLastName></
ns1:ContactLastName><ns1:MrMrs></ns1:MrMrs><ns1:ModifiedBy></
ns1:ModifiedBy><ns1:ModifiedById></ns1:ModifiedById><ns1:ModifiedDate></
ns1:ModifiedDate><ns1:TimeZoneName></ns1:TimeZoneName><ns1:CustomBoolean0></
ns1:CustomBoolean0><ns1:CustomDate0></ns1:CustomDate0><ns1:CustomPickList0></
ns1:CustomPickList0><ns1:CustomPickList1></ns1:CustomPickList1><ns1:CustomPickList2></
ns1:CustomPickList2><ns1:CustomText0></ns1:CustomText0><ns1:CustomText30></
ns1:CustomText30><ns1:ListOfAccount><ns1:Account><ns1:AccountId></
ns1:AccountId><ns1:AccountName></ns1:AccountName></ns1:Account></ns1:ListOfAccount></
ns1:Contact></ns1:ListOfContact><StartRowNum>0</StartRowNum></
ContactWS_ContactQueryPage_Input></soapenv:Body></soapenv:Envelope>

```

```

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue,
28 Sep 2010 08:33:58 GMT
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1360

```

```

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path=/Services; secure
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
59467 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:ContactWS_ContactQueryPage_Output xmlns:ns=urn:crmondemand/ws/contact/
><ns:LastPage>true</ns:LastPage><ListOfContact xmlns=urn:/crmondemand/xml/
contact><Contact><ContactId>AAPA-5CUQEC</ContactId><AccountId>No Match Row Id</
AccountId><CreateDate>09/27/2010 18:27:45</CreateDate><ContactEmail>ie8_new@nn.com</
ContactEmail><ExternalSystemId/><ContactFirstName>ie8_new</
ContactFirstName><ContactFullName>ie8_new ie8_new</
ContactFullName><ContactLastName>ie8_new</ContactLastName><MrMrs/><ModifiedBy>Dariush
Mojahed 09/27/2010 18:34:21</ModifiedBy><ModifiedById>AAPA-3S068N</
ModifiedById><ModifiedDate>09/27/2010 18:34:21</ModifiedDate><TimeZoneName>(GMT-07:00)
Arizona</TimeZoneName><CustomBoolean0>N</CustomBoolean0><CustomDate0>09/27/2010 18:27:40</
CustomDate0><CustomPickList0>View My Cases</CustomPickList0><CustomPickList1>Approved</
CustomPickList1><CustomPickList2>External</CustomPickList2><CustomText0>q6zJKzjlulI=</
CustomText0><CustomText30>-1</CustomText30><ListOfAccount/></Contact></ListOfContact></
ns:ContactWS_ContactQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
59467 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
104950 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Picklist;jsessionid=

```



```

79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/picklist/:GetPicklistValues
Content-Length: 442

```

```

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns=urn:crmondemand/ws/
picklist/><FieldName>Priority</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:44 GMT
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1142
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path=/Services; secure
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

```

```

105387 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns=urn:crmondemand/ws/picklist/
><ListOfParentPicklistValue xmlns=urn:/crmondemand/xml/
picklist><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/><ListOfPicklistValue><PicklistValue><Code>1-
ASAP</Code><DisplayValue>1-ASAP</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>2-High</Code><DisplayValue>2-High</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>3-Medium</
Code><DisplayValue>3-Medium</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>4-Low</Code><DisplayValue>4-Low</
DisplayValue><Disabled>N</Disabled></PicklistValue></ListOfPicklistValue></
ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
105387 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
115106 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
115262 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
115262 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
115450 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/ServiceRequest;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/servicerequest/:ServiceRequestInsert
Content-Length: 13329

```

```

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><ServiceRequestWS_ServiceRequestInsert_Input xmlns=urn:crmondemand/
ws/servicerequest/><ns1:ListOfServiceRequest xmlns:ns1=urn:/crmondemand/xml/
servicerequest><ns1:ServiceRequest><ns1:CreateDate></ns1:CreateDate><ns1:Subject>test
attachment in 820</ns1:Subject><ns1:AccountName></ns1:AccountName><ns1:AccountId>No Match
Row Id</ns1:AccountId><ns1:AccountLocation></ns1:AccountLocation><ns1:Area>Installation</
ns1:Area><ns1:ClosedTime></ns1:ClosedTime><ns1:ContactEmail></
ns1:ContactEmail><ns1:ContactFirstName></ns1:ContactFirstName><ns1:ContactFullName></
ns1:ContactFullName><ns1:ContactId>AAPA-5CUQEC</ns1:ContactId><ns1:ContactLastName></
ns1:ContactLastName><ns1:CreatedByName></ns1:CreatedByName><ns1:Description>test</
ns1:Description><ns1:OwnerId></ns1:OwnerId><ns1:Owner></ns1:Owner><ns1:Priority>1-ASAP</
ns1:Priority><ns1:Cause>Unclear Instructions</ns1:Cause><ns1>Status>Open</
ns1>Status><ns1:ListOfAttachment><ns1:Attachment><ns1:DisplayFileName>exception</
ns1:DisplayFileName><ns1:FileNameOrURL>exception</

```



```
NCKNCglhdCBqYXZhLmxhbmcmVGHYZWFkLnJ1bihUaHJLYWQuamF2YTo2MTkpDQpDYXVzZWQgYnk6IGphdmEubGFuZy
50dWxsUG9pbmR1ckV4Y2VwdGlvbG0KCWF0IGNvbS5pbnF1aXJhLmld293cy5hcHBsaWNhdGlvbi5JTvd1Y1N1cnZp
Y2VMb2cubG9nTWVzc2FnZShJTVdlY1N1cnZpY2VMb2cuamF2YTo1OckNCglhdCBjb20uaW5xdWlyYS5pbXZvd3MuYX
BwbGljYXRpb24uSU1XZWJtZXJ2aWNlTG9nLmXvZ0RlYnVnTWVzc2FnZShJTVdlY1N1cnZpY2VMb2cuamF2YToxMjQp
DQoJYXQgY29tLmLucXVpcmEuaW13b3dzLmVycm9yLldTRXJyb3IuYWRkTWVzc2FnZShXU0Vycm9yLmPhdmE6Mjg4KQ
0KCWF0IGNvbS5pbnF1aXJhLmld293cy5lcnJvci5XU0Vycm9yLndzRXJyb3JGbzJJEZXXNjcmlwdG9yQW5kRm9yY2Vk
TWVzc2FnZShXU0Vycm9yLmPhdmE6NTYpDQoJYXQgY29tLmLucXVpcmEuaW13b3dzLmLtcGwuQ29udGVudFN1cnZpY2
VzSW1wbC5hZGRDYXNlTGluaYhDb250ZW50U2VydmljZXNjbXBsLmPhdmE6MTk4KQ0KCWF0IHN1bi5yZWZsZW50Lk5h
dG12ZU1ldGhvZEFjY2Vzc29ySW1wbC5pbnZva2UwKE5hdG12ZSBZNXRob2QpDQoJYXQgc3VuLnJlZmx1Y3QuTmF0aX
ZlTWV0aG9kQWNjZXNzb3JJbXBsLmldm9rZShOYXRpdmVNZXRob2RBY2Nlc3NvckltcGwuamF2YTozOSkNCglhdCBz
dW4ucmVmbGVjZD5EZWxlZ2F0aW5nTWV0aG9kQWNjZXNzb3JJbXBsLmldm9rZShEZWxlZ2F0aW5nTWV0aG9kQWNjZX
Nzb3JJbXBsLmPhdmE6MjUpDQoJYXQgamF2Y5S5Yw5nLnJlZmx1Y3QuTWV0aG9kLmldm9rZShNZXRob2QuamF2YTo1
OTcpDQoJYXQgb3JnLmFwYWN0ZS5heGlzLnByb3ZpZGVyYy5qYXZhLlJlZm91bnJlZm91bnJlZm91bnJlZm91bnJlZm91bn
NQcm92aWRlci5qYXZhOjM5NykcNCglhdCBvcmcuYXBhY2hlLmF4aXMucHJvdmlkZm91bnJlZm91bnJlZm91bnJlZm91bn
cHJvY2Vzc01lc3NhZ2UoUlBDUHJvdmlkZm91bnJlZm91bnJlZm91bnJlZm91bnJlZm91bnJlZm91bnJlZm91bnJlZm91bn
5qYXZhLkphdmFQcm92aWRlci5pbnZva2UoSmF2YVByb3ZpZGVyLmPhdmE6MzIzKQ0KCS4uLiAzNCBtb3JlZm91bnJlZm91bn
ns1:Attachment></ns1:Attachment><ns1:Attachment xsi:nil=true/><ns1:Attachment xsi:nil=
true/><ns1:Attachment xsi:nil=true/><ns1:Attachment xsi:nil=true/><ns1:Attachment xsi:nil=
true/><ns1:Attachment xsi:nil=true/><ns1:Attachment xsi:nil=true/><ns1:Attachment xsi:nil=
true/><ns1:Attachment xsi:nil=true/></ns1:ListOfAttachment></ns1:ServiceRequest></
ns1:ListOfServiceRequest></ServiceRequestWS_ServiceRequestInsert_Input></soapenv:Body></
soapenv:Envelope>
```

```
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:54 GMT
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1473
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path=/Services; secure
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
```

```

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:ServiceRequestWS_ServiceRequestInsert_Output xmlns:ns=urn:crmondemand/ws/
servicerequest/><ListOfServiceRequest xmlns=urn:/crmondemand/xml/
servicerequest><ServiceRequest><LastUpdated>09/28/2010 01:34:55</
LastUpdated><ServiceRequestId>AAPA-5CWQMP</ServiceRequestId><CreateDate>09/28/2010
01:34:55</CreateDate><AccountId>No Match Row Id</AccountId><ContactId/><ExternalSystemId/
><IntegrationId>AAPA-5CWQMP</IntegrationId><ModifiedBy>Dariush Mojahed, 09/28/2010
01:34:55</ModifiedBy><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/28/2010
01:34:55</ModifiedDate><CreatedById>AAPA-3SO68N</CreatedById><CreatedBy>Dariush Mojahed,
09/28/2010 01:34:55</CreatedBy><ListOfAttachment><Attachment><Id>AAPA-5CWQMR</
Id><SRId>AAPA-5CWQMP</SRId><CreateDate>09/28/2010 01:34:58</
CreateDate><CreatedById>AAPA-3SO68N</CreatedById><CreatedBy>Dariush Mojahed, 09/28/2010
01:34:58</CreatedBy><ModId>2</ModId><ModifiedDate>09/28/2010 01:34:58</
ModifiedDate><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedBy>Dariush Mojahed, 09/28/
2010 01:34:58</ModifiedBy></Attachment></ListOfAttachment></ServiceRequest></
ListOfServiceRequest></ns:ServiceRequestWS_ServiceRequestInsert_Output></SOAP-ENV:Body></
SOAP-ENV:Envelope>
119934 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
119934 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/ServiceRequest;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaneRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/servicerequest/:ServiceRequestQueryPage
Content-Length: 958

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><ServiceRequestWS_ServiceRequestQueryPage_Input xmlns=
urn:crmondemand/ws/servicerequest/><UseChildAnd>false</
UseChildAnd><ns1:ListOfServiceRequest xmlns:ns1=urn:/crmondemand/xml/
servicerequest><ns1:ServiceRequest><ns1:ServiceRequestId>= 'AAPA-5CWQMP'</
ns1:ServiceRequestId><ns1:CreateDate></ns1:CreateDate><ns1:Subject></
ns1:Subject><ns1:Area></ns1:Area><ns1:ContactEmail></ns1:ContactEmail><ns1:ContactId></

```

```

ns1:ContactId><ns1:Description></ns1:Description><ns1:ModifiedDate></
ns1:ModifiedDate><ns1:Owner></ns1:Owner><ns1:SRNumber></ns1:SRNumber><ns1:Cause></
ns1:Cause><ns1:Status></ns1:Status></ns1:ServiceRequest></ns1:ListOfServiceRequest></
ServiceRequestWS_ServiceRequestQueryPage_Input></soapenv:Body></soapenv:Envelope>
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:59 GMT
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 969
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path=/Services; secure
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:ServiceRequestWS_ServiceRequestQueryPage_Output xmlns:ns=urn:crmondemand/ws/
servicerequest/><ns:LastPage>true</ns:LastPage><ListOfServiceRequest xmlns=urn:/
crmondemand/xml/servicerequest><ServiceRequest><ServiceRequestId>AAPA-5CWQMP</
ServiceRequestId><CreatedDate>09/28/2010 01:34:55</CreatedDate><Subject>test attachment in
820</Subject><Area>Installation</Area><ContactEmail/><ContactId/><Description>test</
Description><ModifiedDate>09/28/2010 01:34:55</ModifiedDate><Owner/><SRNumber>480430-
324013777</SRNumber><Cause>Unclear Instructions</Cause><Status>Open</Status></
ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

```

```

120371 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Activity;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/activity/partner:Activity_Insert
Content-Length: 880

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-instance><soapenv:Body><ActivityNWS_Activity_Insert_Input
xmlns=urn:crmondemand/ws/activity/partner><ns1:ListOfActivity xmlns:ns1=urn:/crmondemand/
xml/activity><ns1:Activity><ns1:CreateDate>09/28/2010</
ns1:CreateDate><ns1:CreatedBy>INQUIRA-DEV3/DMOJAHED</
ns1:CreatedBy><ns1:Description>Search History

```

1) test

Documents Viewed

1)

```

</ns1:Description><ns1:Activity>Task</ns1:Activity><ns1:ServiceRequestNumber>480430-
324013777</ns1:ServiceRequestNumber><ns1:Status>Completed</ns1:Status><ns1:Subject>Service
Request Context</ns1:Subject><ns1:Type>Other</ns1:Type></ns1:Activity></
ns1:ListOfActivity></ActivityNWS_Activity_Insert_Input></soapenv:Body></soapenv:Envelope>
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:59 GMT
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 891
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=

```



```

79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; path=/Services; secure
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
124871 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:ActivityNWS_Activity_Insert_Output xmlns:ns=urn:crmondemand/ws/activity/
partner><ListOfActivity xmlns=urn:/crmondemand/xml/activity><Activity><ActivityId>AAPA-
5CWQP3</ActivityId><CreatedById>AAPA-3S068N</CreatedById><CreateDate>09/28/2010
01:34:59</CreateDate><ModifiedById>AAPA-3S068N</ModifiedById><ModifiedDate>09/28/2010
01:35:01</ModifiedDate><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:59</
CreatedBy><ExternalSystemId/><IntegrationId>AAPA-5CWQP3</IntegrationId><ModifiedBy>Dariush
Mojahed, 09/28/2010 01:34:59</ModifiedBy></Activity></ListOfActivity></
ns:ActivityNWS_Activity_Insert_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
124871 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
129558 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/ServiceRequest;jsessionid=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache

```

Pragma: no-cache

SOAPAction: document/urn:crmondemand/ws/servicerequest/:ServiceRequestQueryPage

Content-Length: 1874

```
<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><ServiceRequestWS_ServiceRequestQueryPage_Input xmlns=
urn:crmondemand/ws/servicerequest/><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfServiceRequest xmlns:ns1=urn:/crmondemand/xml/
servicerequest><ns1:ServiceRequest><ns1:CreatedDate></ns1:CreatedDate><ns1:Subject></
ns1:Subject><ns1:AccountName></ns1:AccountName><ns1:AccountId></
ns1:AccountId><ns1:AccountLocation></ns1:AccountLocation><ns1:Area></
ns1:Area><ns1:ClosedTime></ns1:ClosedTime><ns1:ContactEmail></
ns1:ContactEmail><ns1:ContactFirstName></ns1:ContactFirstName><ns1:ContactFullName></
ns1:ContactFullName><ns1:ContactId></ns1:ContactId><ns1:ContactLastName></
ns1:ContactLastName><ns1:CreatedByName></ns1:CreatedByName><ns1:Description></
ns1:Description><ns1:OwnerId></ns1:OwnerId><ns1:Owner></ns1:Owner><ns1:Priority></
ns1:Priority><ns1:SRNumber>= '480430-324013777'</ns1:SRNumber><ns1:Cause></
ns1:Cause><ns1:Status></ns1:Status><ns1:ListOfActivity><ns1:Activity><ns1:Subject></
ns1:Subject><ns1:Type></ns1:Type><ns1:ServiceRequestId></
ns1:ServiceRequestId><ns1:Description></ns1:Description><ns1:CreatedByName></
ns1:CreatedByName><ns1:CreatedDate></ns1:CreatedDate><ns1:ModifiedDate></
ns1:ModifiedDate><ns1:Private></ns1:Private><ns1:CreatedBy></
ns1:CreatedBy><ns1:ActivityId></ns1:ActivityId></ns1:Activity></
ns1:ListOfActivity><ns1:ListOfAttachment><ns1:Attachment><ns1:Id></
ns1:Id><ns1:FileNameOrURL></ns1:FileNameOrURL><ns1:FileExtension></ns1:FileExtension></
ns1:Attachment></ns1:ListOfAttachment></ns1:ServiceRequest></
ns1:ListOfServiceRequest><StartRowNum>0</StartRowNum></
ServiceRequestWS_ServiceRequestQueryPage_Input></soapenv:Body></soapenv:Envelope>
```

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:35:08 GMT

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1858

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; path=/Services; secure

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

```

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:ServiceRequestWS_ServiceRequestQueryPage_Output xmlns:ns=urn:crmondemand/ws/
servicerequest/><ns:LastPage>true</ns:LastPage><ListOfServiceRequest xmlns=urn:/
crmondemand/xml/servicerequest><ServiceRequest><CreateDate>09/28/2010 01:34:55</
CreateDate><Subject>test attachment in 820</Subject><AccountName/><AccountId>No Match Row
Id</AccountId><AccountLocation/><Area>Installation</Area><ClosedTime/><ContactEmail/
><ContactFirstName/><ContactFullName> </ContactFullName><ContactId/><ContactLastName/
><CreatedByName>INQUIRA-DEV3/DMOJAHED</CreatedByName><Description>test</
Description><OwnerId/><Owner/><Priority>1-ASAP</Priority><SRNumber>480430-324013777</
SRNumber><Cause>Unclear Instructions</Cause><Status>Open</
Status><ListOfActivity><Activity><Subject>Service Request Context</Subject><Type>Other</
Type><ServiceRequestId>AAPA-5CWQMP</ServiceRequestId><Description>Search History

```

1) test

Documents Viewed

1)

```

</Description><CreatedByName>INQUIRA-DEV3/DMOJAHED</CreatedByName><CreateDate>09/28/2010
01:34:59</CreateDate><ModifiedDate>09/28/2010 01:35:01</ModifiedDate><Private>N</
Private><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:59</CreatedBy><ActivityId>AAPA-
5CWQP3</ActivityId></Activity></ListOfActivity><ListOfAttachment><Attachment><Id>AAPA-
5CWQMR</Id><FileNameOrURL>exception</FileNameOrURL><FileExtension>log</FileExtension></
Attachment></ListOfAttachment></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
130074 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/CustomObject1;jsessionid=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; path= HTTP/1.0

```

```

Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage
Content-Length: 1066

```

```

<?xml version=1.0 encoding=UTF-8?><soapenv:Envelope xmlns:soapenv=http://
schemas.xmlsoap.org/soap/envelope/ xmlns:xsd=http://www.w3.org/2001/XMLSchema xmlns:xsi=
http://www.w3.org/2001/XMLSchema-
instance><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
urn:crmondemand/ws/customobject1/><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1=urn:/crmondemand/xml/
customobject1><ns1:CustomObject1><ns1:ExternalSystemId></ns1:ExternalSystemId><ns1:Name>=
'480430-324013777'</ns1:Name><ns1:ServiceRequestNumber>= '480430-324013777'</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</
StartRowNum></CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></
soapenv:Envelope>

```

```

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:35:09 GMT
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 529
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNerBxyKa
i0; path=/Services; secure
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

```

```

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=http://schemas.xmlsoap.org/soap/envelope/ xmlns:xsi=http://
www.w3.org/2001/XMLSchema-instance xmlns:xsd=http://www.w3.org/2001/XMLSchema><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=urn:crmondemand/ws/
customobject1/><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns=urn:/crmondemand/
xml/customobject1/></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></
SOAP-ENV:Envelope>
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

```

Runtime Axis Log

```

523421 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:
523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/CustomObject1.jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNerBxy
Kai0; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage"
Content-Length: 1066

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/
soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/
/XMLSchema-instance"><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
"urn:crmondemand/ws/customobject1/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/
customobject1"><ns1:CustomObject1><ns1:ExternalSystemId></ns1:ExternalSystemId><ns1:Name>=
'480430-319979138'</ns1:Name><ns1:ServiceRequestNumber>= '480430-319979138'</

```

```

ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

```

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010 04:54:21 GMT

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-Application-Server-10g

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 529

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie JSESSIONID=017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyKai0; path=/Services; secure

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan 1970 00:00:00 GMT

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml; charset=UTF-8

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender -

XML received:

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - -----

```

523733 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://
www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns="urn:crmondemand/ws/
customobject1"/><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns="urn:/crmondemand/xml/
customobject1"/></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-
ENV:Envelope>

```

523733 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke


```

560670 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/CustomObject1.jsessionid=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxy
Kay0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage"

Content-Length: 1066

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/
soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/
/XMLSchema-instance"><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
"urn:crmondemand/ws/customobject1/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/
customobject1"><ns1:CustomObject1><ns1:ExternalSystemId></ns1:ExternalSystemId><ns1:Name>=
'480430-319979138'</ns1:Name><ns1:ServiceRequestNumber>= '480430-319979138'</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010
04:54:58 GMT

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-
Application-Server-10g

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 529

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie
JSESSIONID=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxy
Kay0; path=/Services; secure

```

```

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR
ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan
1970 00:00:00 GMT
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml;
charset=UTF-8
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

560935 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-ENV:Envelope
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns="urn:crmondemand/ws/
customobject1/"><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns="urn:/crmondemand/xml/
customobject1"/></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-
ENV:Envelope>
560935 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
561014 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:
561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/CustomObject1.jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage"

```


Content-Length: 697

```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns="urn:crmondemand/ws/customobject1"><UseChildAnd>false</UseChildAnd><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/customobject1"><ns1:CustomObject1><ns1:ExternalSystemId>='2410371008'</ns1:ExternalSystemId><ns1:ServiceRequestNumber>='480430-319979138'</ns1:ServiceRequestNumber></ns1:CustomObject1></ns1:ListOfCustomObject1></CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>
```

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010 04:54:59 GMT

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-Application-Server-10g

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 529

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie JSESSIONID=017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyKai0; path=/Services; secure

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan 1970 00:00:00 GMT

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml; charset=UTF-8

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -

XML received:

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

```
561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns="urn:crmondemand/ws/customobject1"><ns:LastPage>true</ns:LastPage><ListofCustomObject1 xmlns="urn:/crmondemand/xml/customobject1"/></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
```

```

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/CustomObject1.jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/customobject1/:CustomObject1Insert"

Content-Length: 1331

```

```

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/
soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/
/XMLSchema-instance"><soapenv:Body><CustomObject1WS_CustomObject1Insert_Input xmlns=
"urn:crmondemand/ws/customobject1/"><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/
customobject1"><ns1:CustomObject1><ns1:ExternalSystemId>2410371008</
ns1:ExternalSystemId><ns1:Name>480430-319979138</ns1:Name><ns1:ServiceRequestNumber>480430-
319979138</ns1:ServiceRequestNumber><ns1:CustomText0>http://www.augmentum.com/who-we-are/
executive-team</ns1:CustomText0><ns1:CustomText1>He has played key roles in the development of the
PC, enterprise software and semiconductor industries. Most recently, he served as president of ASE Group, a
provider of IC test and packaging services, having held roles as Chairman and CEO of Walker Inte</
ns1:CustomText1><ns1:CustomText2>Augmentum | Executive Team</
ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31>HTML</
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34>09/27/2010 09:54:56</ns1:CustomText34></ns1:CustomObject1></
ns1:ListOfCustomObject1></CustomObject1WS_CustomObject1Insert_Input></soapenv:Body></
soapenv:Envelope>

```

```

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010
04:54:59 GMT

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-
Application-Server-10g

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 950

```

```

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie
JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; path=/Services; secure

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR
ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan
1970 00:00:00 GMT

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml;
charset=UTF-8

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-ENV:Envelope
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1Insert_Output xmlns:ns="urn:crmondemand/ws/
customobject1/"><ListOfCustomObject1 xmlns="urn:crmondemand/xml/
customobject1"><CustomObject1><IntegrationId>AAPA-5CVJ6H</IntegrationId><CreatedBy>Dariush
Mojahed, 09/27/2010 21:54:59</CreatedBy><CreatedById>AAPA-3SO68N</CreatedById><CreatedDate>09/
27/2010 21:54:59</CreatedDate><CustomObject1Id>AAPA-5CVJ6H</
CustomObject1Id><ExternalSystemId>2410371008</ExternalSystemId><ModifiedBy>Dariush Mojahed, 09/
27/2010 21:54:59</ModifiedBy><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010
21:54:59</ModifiedDate></CustomObject1></ListOfCustomObject1></
ns:CustomObject1WS_CustomObject1Insert_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

563045 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/Activity;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

```

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/activity/partner:Activity_Insert"

Content-Length: 874

```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"><soapenv:Body><ActivityNWS_Activity_Insert_Input xmlns="urn:crmondemand/ws/activity/partner"><ns1:ListOfActivity xmlns:ns1="urn:crmondemand/xml/activity"><ns1:Activity><ns1:CreateDate>09/27/2010</ns1:CreateDate><ns1:CreatedBy>INQUIRA-DEV3/DMOJAHED</ns1:CreatedBy><ns1:Description>1 Answers have been Linked to the Service Request</ns1:Description><ns1:Activity>Task</ns1:Activity><ns1:ServiceRequestNumber>480430-319979138</ns1:ServiceRequestNumber><ns1:Status>Completed</ns1:Status><ns1:Subject>1 Answers Linked</ns1:Subject><ns1:Type>Other</ns1:Type></ns1:Activity></ns1:ListOfActivity></ActivityNWS_Activity_Insert_Input></soapenv:Body></soapenv:Envelope>
```

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010 04:55:01 GMT

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-Application-Server-10g

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 891

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie JSESSIONID=017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyKai0; path=/Services; secure

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan 1970 00:00:00 GMT

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml; charset=UTF-8

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -

XML received:

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

```
563451 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-ENV:Envelope
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:ActivityNWS_Activity_Insert_Output xmlns:ns="urn:crmondemand/ws/activity/
partner"><ListOfActivity xmlns="urn:crmondemand/xml/activity"><Activity><ActivityId>AAPA-5CVJ6M</
ActivityId><CreatedBy>AAPA-3SO68N</CreatedBy><CreatedDate>09/27/2010 21:55:01</
CreatedDate><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010 21:55:01</
ModifiedDate><CreatedBy>Dariush Mojahed, 09/27/2010 21:55:01</CreatedBy><ExternalSystemId/
><IntegrationId>AAPA-5CVJ6M</IntegrationId><ModifiedBy>Dariush Mojahed, 09/27/2010 21:55:01</
ModifiedBy></Activity></ListOfActivity></ns:ActivityNWS_Activity_Insert_Output></SOAP-ENV:Body></
SOAP-ENV:Envelope>
```

563451 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

563607 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

```
563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/ServiceRequest;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; path= HTTP/1.0
```

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestUpdate"

Content-Length: 653

```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/
soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance"><soapenv:Body><ServiceRequestWS_ServiceRequestUpdate_Input xmlns=
"urn:crmondemand/ws/servicerequest/"><ns1:ListOfServiceRequest xmlns:ns1="urn:crmondemand/xml/
servicerequest"><ns1:ServiceRequest><ns1:SRNumber>480430-319979138</
ns1:SRNumber><ns1:Status>Open</ns1:Status><ns1:CustomBoolean0>Y</ns1:CustomBoolean0></
ns1:ServiceRequest></ns1:ListOfServiceRequest></ServiceRequestWS_ServiceRequestUpdate_Input></
soapenv:Body></soapenv:Envelope>
```

```

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010
04:55:01 GMT
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-
Application-Server-10g
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 1071
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie
JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; path=/Services; secure
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR
ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan
1970 00:00:00 GMT
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml;
charset=UTF-8
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
564295 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-ENV:Envelope
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:ServiceRequestWS_ServiceRequestUpdate_Output xmlns:ns="urn:crmondemand/ws/
servicerequest/"><ListOfServiceRequest xmlns="urn:/crmondemand/xml/
servicerequest/"><ServiceRequest><LastUpdated>09/27/2010 21:55:02</
LastUpdated><ServiceRequestId>AAPA-5AI9HE</ServiceRequestId><CreatedDate>09/21/2010 03:09:55</
CreatedDate><AccountId>No Match Row Id</AccountId><ContactId>AAPA-5AI3NK</
ContactId><ExternalSystemId/><IntegrationId>AAPA-5AI9HE</IntegrationId><ModifiedBy>Dariush Mojahed,
09/27/2010 21:55:02</ModifiedBy><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010
21:55:02</ModifiedDate><CreatedBy>AAPA-3SO68N</CreatedBy><CreatedBy>Dariush Mojahed, 09/
21/2010 03:09:55</CreatedBy></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestUpdate_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
564295 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
564357 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:

```


564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /Services/
Integration/CustomObject1.jsessionid=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxy
Kay0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage"

Content-Length: 1066

```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/
soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/
/XMLSchema-instance"><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
"urn:crmondemand/ws/customobject1/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/
customobject1"><ns1:CustomObject1><ns1:ExternalSystemId></ns1:ExternalSystemId><ns1:Name>=
'480430-319979138'</ns1:Name><ns1:ServiceRequestNumber>= '480430-319979138'</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>
```

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010
04:55:02 GMT

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-
Application-Server-10g

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 1276

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie
JSESSIONID=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxy
Kay0; path=/Services; secure

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR
ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan 1970 00:00:00 GMT

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml; charset=UTF-8

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -

XML received:

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns="urn:crmondemand/ws/customobject1"><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns="urn:/crmondemand/xml/customobject1"><CustomObject1><ExternalSystemId>2410371008</ExternalSystemId><Name>480430-319979138</Name><ServiceRequestNumber>480430-319979138</ServiceRequestNumber><CustomText0>http://www.augmentum.com/who-we-are/executive-team</CustomText0><CustomText1>He has played key roles in the development of the PC, enterprise software and semiconductor industries. Most recently, he served as president of ASE Group, a provider of IC test and packaging services, having held roles as Chairman and CEO of Walker Inte</CustomText1><CustomText2>Augmentum | Executive Team</CustomText2><CustomText30/><CustomText31>HTML</CustomText31><CustomText32/><CustomText33/><CustomText34>09/27/2010 09:54:56</CustomText34></CustomObject1></ListOfCustomObject1></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

Crawler Support for Multiple Web Applications

This appendix includes information on customizing the crawler URL Builder to support multiple web applications.

Crawler URL Builder Customization

A search collection which is crawling Information Manager content includes the configuration of a URL Builder and a Prefix for the URL which identifies the specific web application name to display search results.

For example the following configuration parameters for an Information Manager collection enable the display of Information Manager content as search results in InfoCenter on the **Company support** system.

Parameter	Value
URL Builder	IMURLBuilder
Protocol	http
Host	company.inquiracom
Port	
Prefix	/support/index?page=content&id=
Suffix	&actp=search

The **Prefix** identifies the web application named `support`.

Multiple Web Applications

In the case of multiple web applications returning the content as search results, then the **Prefix** specified for the collection cannot be specific to one web application. For example, in the case of the two web applications used with integration to CRMOD, iConnect and SSP, the crawled content must appear in either web application. In this case, a web application name variable must be provided in the **Prefix**. The specific variable is `{instanceContext}`. The parameters for the IM collection then change to the following:

Parameter	Value
URL Builder	IMURLBuilder
Protocol	http
Host	company.inquiracom
Port	
Prefix	{instanceContext}/index?page=content&id=
Suffix	&actp=search

The `{instanceContext}` is replaced when the URL is built as part of the search response. When the content is displayed in the iConnect web application, the URL includes the name iConnect to identify the path to the iConnect web application. When the content is displayed in the SSP web application, the URL includes the name SSP to identify the path to the SSP web application. The content detail pages differ in the iConnect and SSP web applications.