

Oracle® Cloud

Import Oracle Commerce Cloud Orders to Oracle Intelligent Advisor Interviews



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Preface

This document describes how to install, configure, and run this recipe in Oracle Integration 3.

Topics:

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Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

For more information, see these Oracle resources:

- Oracle Integration documentation on the Oracle Help Center.
- Oracle Cloud at <http://cloud.oracle.com>.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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About This Recipe

Use this recipe to import Oracle Commerce Cloud orders to Oracle Intelligent Advisor interviews.

Note

This recipe is available as **Oracle Commerce Cloud — Oracle Intelligent Advisor | Import Orders** in Oracle Integration. Oracle provides this recipe as a sample only. The recipe is meant only for guidance, and is not warranted to be error-free. No support is provided for this recipe.

Overview

This recipe imports orders from Oracle Commerce Cloud and loads them to an interview form in Oracle Intelligent Advisor. Additionally, it also loads the corresponding product details of a selected order and displays them in the interview form.

To use the recipe, you must install the recipe and configure the connections and other resources within it. When a customer launches an interview form in Oracle Intelligent Advisor and enters his profile id in the Customer page, the first integration flow (**Oracle IA CX Commerce Get Orders**) is triggered in Oracle Integration. The integration checks if the entered profile id exists in Oracle Commerce Cloud. If the profile id exists, it fetches the orders created against it from Oracle Commerce Cloud, and loads them into the Oracle Intelligent Advisor interview's Customer Orders page. Subsequently when the customer selects an order in the Customer Orders page, the second integration flow (**Oracle IA CX Commerce Get Order Details**) is triggered in Oracle Integration. The integration fetches the corresponding product details of the selected order from Oracle Commerce Cloud and displays them in the Oracle Intelligent Advisor interview's Customer Products page.

System and Access Requirements

- Oracle Integration, Version 24.10 or higher
- Oracle Commerce Cloud
- An account on Oracle Commerce Cloud with the Administrator role
- Oracle Intelligent Advisor
- An account on Oracle Intelligent Advisor with the Administrator role

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Before You Install the Recipe

You must perform the following configuration tasks on your Oracle Commerce Cloud and Oracle Intelligent Advisor instances in order to successfully connect to these external systems using Oracle Integration and import Oracle Commerce Cloud orders to Oracle Intelligent Advisor interviews.

Configure Oracle Commerce Cloud

To configure Oracle Commerce Cloud, see [Prerequisites for Creating a Connection](#).

Configure Oracle Intelligent Advisor

To access Oracle Intelligent Advisor using Oracle Integration and load Oracle Commerce Cloud orders in Oracle Intelligent Advisor interview forms, you must perform certain configurations on your Oracle Intelligent Advisor instance.

1. Import the project into Policy Modeling, the interview designer.
Download the sample project file to import - [eCommerce Orders Management.zip](#).
2. Deploy the project into Oracle Intelligent Advisor Hub.
3. [Create a connection to Oracle Integration from Intelligent Advisor Hub](#) using OAuth.
4. [Create a confidential application to connect to Oracle Integration](#).

For more information, see [Use the Intelligent Advisor Adapter for Interviews](#).


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Install and Configure the Recipe

On your Oracle Integration instance, install the recipe to deploy and configure the integration and associated resources.

1. On the Oracle Integration Home page, in the **Get started** section, click **Browse store**.
2. Find the recipe you want to install, then click **Get**.

A message confirms that the recipe was successfully installed, and the recipe card shows **In use**.


3. Click **Configure**  on the recipe to configure its resources.

The project workspace opens, displaying all the resources of the recipe. Configure the following resources before you activate and run the recipe.

Configure the Oracle Commerce Cloud Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the **Connection base URL** to connect to Oracle Commerce Cloud. For example: `http://<host:port>/ccadmin/v1`.
3. In the Security section, enter the **Security Token**. See [Configure Oracle Commerce Cloud](#).
4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

A message confirms if your test is successful.

6. To return to the project workspace, click **Go back** .


Configure the Oracle Intelligent Advisor Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the **Intelligent Advisor Hub URL**. For example: `https://<your_site_interface>/opa-hub`.
3. In the Security section, enter the following details:

Field	Information to Enter
Security Policy	Select OAuth Client Credentials .
Access Token URI	Enter the access token URI. For example: <code>https://<your_site_interface>/opa-hub/api/auth</code>
Client Id	Enter the name of the API Client with the Manager role in Intelligent Advisor Hub. See Configure Oracle Intelligent Advisor


Field	Information to Enter
Client Secret	Enter the password for the API Client with the Manager role in Intelligent Advisor Hub.

- 4. Click **Save**. If prompted, click **Save** again.
- 5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

A message confirms if your test is successful.
- 6. To return to the project workspace, click **Go back** .

Update Integration Property

Update the **FromDate** integration property for the **Oracle IA CX Commerce Get Orders** integration flow.

- 1. In the Integrations section, click **Actions**  on the integration flow, then select **Update property values**.
- 2. In the Update property values panel, enter an appropriate value in the **New Value** field for the **FromDate** integration property. For example: 2020-01-24T00:00:44.000Z.
- 3. Click **Submit**.

A message confirms that the integration property has been updated successfully.

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Activate and Run the Recipe

After you've configured the connections and other resources, you can activate and run the recipe.

1. In the project workspace, click **Activate**. In the Activate project panel, with the default project deployment selected, choose an appropriate tracing option, then click **Activate**.

A message confirms that the integrations have been activated. Refresh the page to view the updated status of the integrations.

2. Run the recipe.

- a. Log in to your Oracle Intelligent Advisor instance and launch an interview.
- b. Enter the customer profile Id and click **Next**.

This triggers the **Oracle IA CX Commerce Get Orders** integration flow which loads the orders for the chosen profile Id into the Customer Orders page of the interview form.

- c. In the Customer Orders page, select an order from the order list.

The **Oracle IA CX Commerce Get Order Details** integration flow is triggered and it loads the product details of the order selected into the Products page of the interview form.

You've successfully imported orders from Oracle Commerce Cloud to an Oracle Intelligent Advisor interview.

3. Monitor the running of the integration flows in Oracle Integration.
 - a. In the project workspace, click **Observe**. You'll see the integration flows being triggered and running successfully.
 - b. To manage errors in your project, see [Manage Errors in a Project](#).

Related Documentation

- [Using the Oracle Commerce Cloud Adapter with Oracle Integration 3](#)
- [Using the Oracle Intelligent Advisor Adapter with Oracle Integration 3](#)