Oracle® Cloud
Using the SuccessFactors Adapter with Oracle Integration
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Preface

This guide describes how to configure the SuccessFactors Adapter as a connection in an integration in Oracle Integration.

Note:
The information in this guide applies to all of your Oracle Integration instances. It doesn’t matter which edition you’re using, what features you have, or who manages your cloud environment. You’ll find what you need here, including notes about any differences between the various flavors of Oracle Integration when necessary.

Topics

- Audience
- Documentation Accessibility
- Related Resources
- Conventions

Audience

This guide is intended for developers who want to use the SuccessFactors Adapter in integrations in Oracle Integration.

Documentation Accessibility

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

Access to Oracle Support

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

Related Resources

See these Oracle resources:
• Oracle Cloud
  
  http://cloud.oracle.com

• Using Integrations in Oracle Integration

• Using the Oracle Mapper with Oracle Integration

Conventions

The following text conventions are used in this document:

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

Review the following conceptual topics to learn about the SuccessFactors Adapter and how to use it as a connection in integrations in Oracle Integration. A typical workflow of adapter and integration tasks is also provided.

Topics:
- SuccessFactors Adapter Capabilities
- What Application Version Is Supported?
- About SuccessFactors Adapter Use Cases
- Workflow to Create and Add a SuccessFactors Adapter Connection to an Integration

SuccessFactors Adapter Capabilities

The SuccessFactors Adapter enables you to create an integration in Oracle Integration.

SuccessFactors provides cloud-based, human capital management (HCM) software using the Software as a Service (SaaS) model.

The SuccessFactors Adapter provides support for the following features:
- Provides support for SuccessFactors Intelligent Services (ISC) events. ISCs are designed to connect and automate processes between SAP SuccessFactors and other third-party applications. These events are dependent on a workflow approval. The respective event is triggered once approved by the approver. Without approval, the event cannot be triggered. Once an event is triggered, it is delivered to the target system based on the rule and endpoint URL configuration.

Note:
The workflow approval applies only to specified tasks, and not for all events. You can also add a condition for triggering an event. The event is triggered only when the condition is fulfilled.

Whenever an event is triggered, subscribed products automatically receive notification about the event along with information relevant to the change.

The SuccessFactors Adapter is one of many predefined adapters included with Oracle Integration. You can configure the SuccessFactors Adapter as an invoke connection in an integration in Oracle Integration.
Supported SuccessFactors Events

The following events are supported when configuring the SuccessFactors Adapter as a trigger in the Adapter Endpoint Configuration Wizard.

- **Recruiting**
  - Approval of offer details
  - Update of candidate profile
  - Update of job requisition
  - Update of job application
  - Update of job application status

- **Continuous Performance**
  - Continuous feedback received
  - Continuous feedback request
  - Continuous Performance Management achievement
  - Continuous Performance Management activity
  - Completion of learning

- **Employee Central**
  - Add global assignment
  - Change in business unit
  - Manager to individual contributor
  - Change in employee department
  - Change in employee division
  - Employee Rehire
  - First time manager
  - Start probation
  - Expiration of work order
  - End global assignment
  - Change in employee location
  - Employee termination
  - New concurrent employment
  - Change in job title
  - Completion of New Hire activity
  - Job transfer
  - Individual contributor to manager
  - Change in Job classification
  - Change in manager
  - Employee hire
• Time Off
  – Employee short term disability
  – Employee time off
  – Employee long term disability
  –
• Onboarding and Offboarding
  – Offboarding step complete
  – Onboarding step complete
  – External user to internal user conversion
• Talent Management
  – Populate Performance Review ratings
  – Performance review form routing
  – Spot Award given
  – Calibration session activation
• Others
  – DocuSign envelope status update
  – Update of employee competency assessment
  – Workforce plan update

What Application Version Is Supported?

For information about which application version is supported by this adapter, see the Oracle Integration Adapters Certification Matrix under section Oracle Integration Adapters Certification at the top of the page:

Oracle Integration Adapters Certification Matrix

About SuccessFactors Adapter Use Cases

The SuccessFactors Adapter can be used in a variety of scenarios.

You can create an integration in which a trigger Salesforce Adapter connection is integrated with an invoke SuccessFactors Adapter connection, which creates an incident whenever any new case gets created in Salesforce.

Workflow to Create and Add a SuccessFactors Adapter Connection to an Integration

You follow a very simple workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration.
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<th>Description</th>
<th>More Information</th>
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<td>Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.</td>
<td>Create a SuccessFactors Adapter Connection</td>
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<tr>
<td>2</td>
<td>Create the integration. When you do this, you add trigger and invoke connections to the integration.</td>
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<td>3</td>
<td>Map data between the trigger connection data structure and the invoke connection data structure.</td>
<td>Map Data of Using Integrations in Oracle Integration</td>
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<td>4</td>
<td>(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).</td>
<td>Manage Lookups of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>5</td>
<td>Activate the integration.</td>
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<td>6</td>
<td>Monitor the integration on the dashboard.</td>
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Create a SuccessFactors Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate.

Topics:
• Prerequisites for Creating a Connection
• Create Integrations
• Upload an SSL Certificate

Prerequisites for Creating a Connection

You must satisfy the following prerequisites to create a connection with the SuccessFactors Adapter:

• Purchase a subscription to SuccessFactors. When you subscribe, you receive a company ID, username, and password. The information required for creating a SuccessFactors Adapter connection on the Connections page includes an SFAPI WSDL location (WSDL URL). This WSDL location represents your API endpoint, which depends on where your SuccessFactors instance is located. It can be in one of several data centers. Contact your SuccessFactors representative if you are unsure of which data center to use.

Configuring Support for Selecting Events

1. Log in to SuccessFactors.
2. In the upper-right corner, search for Intelligent services in the search box, then click Intelligent Services Center (ISC).
   You are redirected to the Intelligent Services Center. The Intelligent Services Center lists all events available in your SuccessFactors instance.
3. Select the required event to configure (for example, Add Global Assignment).
4. Create a flow or modify the existing flow for triggering the event.
5. Add an event connector to subscribe to the event.
6. For configuring the event connector, you can either modify the existing event connector with your endpoint URL and authentication or you can configure a new event connector.
7. Click the event connector under custom activities, and then click the new event connector to configure a new event connector.
8. Configure the endpoint URL of the event connector with the integration endpoint URL that is obtained after activating the integration in Oracle Integration, along with basic authentication details that are supported by Oracle Integration.

9. Configure the flow rule for triggering the event.

10. Navigate to the actions section and save the flow.

**Note:**
Ensure that the configuration is saved. The event is not triggered if the configuration is not saved.

Create a Connection

The first step in creating an integration is to create the connections to the applications with which you want to share data.

1. In the navigation pane, click **Integrations**, then click **Connections**.
2. Click **Create**.

**Note:** You can also create a connection in the integration canvas of:
- An orchestrated integration (See Define Inbound Triggers and Outbound Invokes.)
- A basic routing integration (See Add a Trigger (Source) Connection.)

The Create Connection — Select Adapter dialog is displayed.

3. Select an adapter from the dialog. You can also search for the type of adapter to use by entering a partial or full name in the **Search** field, and clicking **Search**.

The Create New Connection dialog is displayed.

4. Enter the information to describe the connection.
   - Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the **Identifier** field. If you modify the identifier name, do not include a blank space (for example, **Sales Opportunity**).
   - Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by this adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, then try to drag the adapter into the section you did not select, you receive an error (for example, configure an Oracle Service Cloud (RightNow) Adapter as only an invoke, but drag the adapter to the trigger section).
   - Enter an optional description of the connection.
5. Click **Create**.

Your connection is created and you are now ready to configure connection details, such as email contact, connection properties, security policies, connection login credentials, and (for certain connections) agent group.

**Add a Contact Email**

From the Connection Administrator section of the connection, you can add a contact email address for notifications.

1. In the **Email Address** field, enter an email address to receive email notifications when problems occur.
2. In the upper right corner, click **Save**.

**Configure Connection Properties**

Enter connection information so your application can process requests.

1. Click **Configure Connectivity**.

   The Connection Properties dialog is displayed.

2. In the **SFAPI WSDL Location** field, enter the WSDL (for example, `https://host_name.successfactors.com/sfapi/v1/soap?wsdl`). The WSDL endpoint depends on where your SuccessFactors instance is located. It can be in one of several data centers. Contact your SuccessFactors representative if you are unsure of which data center to use. The WSDL can be accessed by appending `?wsdl` to the endpoint.

3. Click **OK**.

   You are now ready to configure connection security.
Configure Connection Security

Configure security for your SuccessFactors Adapter connection by selecting the security policy and security token.

1. Click **Configure Credentials**.
2. Enter your login credentials.
   a. Select the security policy. Only the **Successfactors Custom Policy** policy is supported. It cannot be deselected.
   b. In the **Company ID** field, enter the SuccessFactors client instance. You received the company ID, username, and password when you subscribed to SuccessFactors.
   c. Enter the username and password to connect to the SuccessFactors instance.
   d. Reenter the password a second time.
3. Click **OK**. You are now ready to test the connection.

Test the Connection

Test your connection to ensure that it is successfully configured.

1. In the upper right corner of the page, click **Test**.
2. If your adapter connection uses a WSDL, you are prompted to select the type of connection testing to perform:
   - **Validate and Test**: Performs a full validation of the WSDL, including processing of the imported schemas and WSDLs. Complete validation can take several minutes depending on the number of imported schemas and WSDLs. No requests are sent to the operations exposed in the WSDL.
   - **Test**: Connects to the WSDL URL and performs a syntax check on the WSDL. No requests are sent to the operations exposed in the WSDL.

   If successful, the following message is displayed and the progress indicator shows 100%.
   
   Connection **connection_name** was tested successfully.

3. If your connection was unsuccessful, an error message is displayed with details. Verify that the configuration details you entered are correct.
4. When complete, click **Save**, then click **Close**.

Upload an SSL Certificate

Certificates are used to validate outbound SSL connections. If you make an SSL connection in which the root certificate does not exist in Oracle Integration, an exception is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration to connect with external services. If the external endpoint requires a specific certificate, request the certificate and then upload it into Oracle Integration.

To upload an SSL certificate:

1. In the navigation pane, click **Integrations**, then click the < arrow next to **Designer**.
2. Click **Settings > Certificates**.

   All certificates currently uploaded to the trust store are displayed in the Certificates dialog. The **Filter By > Type** list displays the following details:
   
   - **Preinstalled**: Displays the certificates automatically installed in Oracle Integration. These certificates cannot be deleted.
   - **Uploaded**: Displays the certificates uploaded by individual users. These certificates can be deleted and updated.

   You can also search for certificates in the **Search** field. The search results are limited to a maximum of ten records sorted by name for performance and usability reasons. To ensure that your search results are more granular, enter as much of the certificate name as possible.

3. Click **Upload** at the top of the page.

4. In the Upload Certificate dialog box, select the certificate type. Each certificate type enables Oracle Integration to connect with external services.
   
   - **Trust Certificate**: Use this option to upload a trust certificate.
     a. Enter a unique alias for the certificate.
     b. Click **Browse**, then select the trust file (for example, *cer* or *crt*) to upload.
   
   - **Message Protection Certificate**: Use this option to upload a keystore certificate with SAML token support. Create, read, update, and delete (CRUD) operations are supported on this type of certificate.
     a. Enter a unique alias for the certificate.
     b. Click **Browse**, then select the certificate file (*cer* or *crt*) to upload.
   
   - **Identity Certificate**: Use this option to upload a certificate for two-way SSL communication.
     a. Click **Browse**, then select the keystore file (*jks*) to upload.
     b. Enter the password of the keystore being imported.
     c. Enter the comma-separated list of aliases from the keystore being imported.
     d. Enter the comma-separated list of passwords corresponding to key aliases.
     e. If you want to display the passwords in clear text, select **Show Key Password(s)**. This enables you to ensure that you are correctly entering a list of keystore passwords.

5. Click **Upload**.

6. Click the certificate name to view details such as the subject of the certificate, the issuer of the certificate, the date the certificate was issued, and the date the certificate expires.
Add the SuccessFactors Adapter Connection to an Integration

When you drag the SuccessFactors Adapter into the invoke area of an integration, the Adapter Endpoint Configuration Wizard appears. This wizard guides you through configuration of the SuccessFactors Adapter endpoint properties.

These topics describe the wizard pages that guide you through configuration of the SuccessFactors Adapter as an invoke in an integration. The SuccessFactors Adapter cannot be used as a trigger in an integration.

Topics:
• Basic Info Page
• Trigger Events Page
• Invoke Operations Page
• Summary Page

Basic Info Page

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

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do you want to call your endpoint?</td>
<td>Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following:</td>
</tr>
<tr>
<td></td>
<td>• Blank spaces (for example, My Inbound Connection)</td>
</tr>
<tr>
<td></td>
<td>• Special characters (for example, #;83&amp; or righ(t)now4)</td>
</tr>
<tr>
<td></td>
<td>• Multibyte characters</td>
</tr>
<tr>
<td>What does this endpoint do?</td>
<td>Enter an optional description of the connection’s responsibilities. For example: This connection receives an inbound request to synchronize account information with the cloud application.</td>
</tr>
</tbody>
</table>

Trigger Events Page

You can select the event notifications to receive from SuccessFactors.
Invoke Operations Page

Select the operation type and business object on which to perform the operation.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the Event Name</td>
<td>Select the event notification to which to subscribe.</td>
</tr>
<tr>
<td>Event Description</td>
<td>Displays a description of the selected event.</td>
</tr>
</tbody>
</table>
Select an Operation Type

Select the type of operation to perform on the business objects in an Oracle SuccessFactors application:

- **CRUD**: Displays the insert, upsert, update, and delete operations to perform on SuccessFactors business objects. Select the operation and the business object on which to perform the operation.

- **SFQL**: (SuccessFactors Query Language) enables you to define an SFQL-based query to send a request for querying a particular business object and retrieve the respective object’s information, which is queried from the SuccessFactors application. If you select this option, the page is refreshed to display a text box for entering a query.
  
  - **SFQL query statement**: Enter a valid SFQL query in the text box. The query can include custom fields and parameters. For example:

```
SELECT guid, name FROM Goal$7 WHERE userid = 'USR-22'
```

Use the **Find** field to search for an entry in the SFQL query and the **Go to Line** field to go to a specific line in the SFQL query.

The query can include custom fields and parameters. If you need to fetch more than 200 records at a time, use the queryMore operation. When you select SFQL as the operation type, a querySessionId field is added to the request mapping. The querySessionId element performs the queryMore operation in the ongoing session for the respective query. This can be mapped for passing the sessionId for the ongoing query to fetch another batch of records with the batch size being 200 per request.

To perform a simple query operation without bind parameters, map the querySessionId element in the mapper and pass it as blank in the request payload. If the query response contains more than 200 elements, handle this scenario using a while loop instead.

The queryMore operation, using querySessionId, cannot be performed if the session for an ongoing query has expired or your login session has been renewed. This design is similar because SuccessFactors supports the queryMore operation. The queryMore operation can be implemented only in orchestrated integrations. For a use case that uses the queryMore operation, see About SuccessFactors Adapter Use Cases.

- **Binding Parameters**: Displays any binding parameter, if included, in the specified query. For
example, ‘firstname’ is a parameter in the following query:

SELECT firstname, lastname FROM user WHERE firstname = ‘&firstname’

Enter a query with a parameter and press the Refresh button above Binding Parameters. A text box in which to enter a test value for the parameter is displayed.

- Test My Query: Click to validate the query against the SuccessFactors application. The query response is displayed for a successful query. If the query is invalid, you receive a response for the errors in the query.

Filter by object name
Enter the initial letters of an object name to display a range of objects. You can also select a filter type:
- All: Displays all objects available for the selected operation.
- Custom: Displays objects that can be created in the SuccessFactors application for the selected operation. These business objects are identified by special icon (‘-’). For example, Goal-1, DevelopmentGoal-2002.
- Standard: Displays business objects delivered as part of the SuccessFactors application.

Select Business Objects (sfapiv1 API)
Select a business object from the SuccessFactors application (multiple objects are not supported). The selected operation acts on this business object. The SuccessFactors API version that is displayed is based on the SuccessFactors Cloud application version to which you are connected.

Your Selected Business Objects
Displays the selected business objects.

What is this Object
Describes the selected business object.
# Summary Page

You can review the specified adapter configuration values on the Summary page.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>Displays a summary of the configuration values you defined on previous pages of the wizard. The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file. To return to a previous page to update any values, click the appropriate tab in the left panel or click Back. Click Cancel to cancel your configuration details.</td>
</tr>
</tbody>
</table>
Implement Common Patterns Using the SuccessFactors Adapter

You can use the SuccessFactors Adapter to implement the following common patterns.

Topics:

• Fetch More than 200 records from SuccessFactors Using the queryMore Operation in SFQL
• Receive an Event from SuccessFactors and Write the Event to the Target File Location

Fetch More than 200 records from SuccessFactors Using the queryMore Operation in SFQL

If you need to fetch more than 200 records at a time from SuccessFactors, use the queryMore operation.

The SFQL query object retrieves the first 200 records from SuccessFactors and creates a server-side querySessionId. The queryMore (SFQL) call processes subsequent records in up to 200-record chunks and returns a newly-generated querySessionId in the SuccessFactors response. To iterate through records in the result set, you generally call queryMore (SFQL) repeatedly until all records in the result set have been processed (the hasMore flag is true). The while loop is exited only after no more records are returned by the query when the hasMore flag is false.

The response returned by SuccessFactors for the SFQL operation has the following structure:

numResults
hasMore
querySessionId

• numResults: The numResults variable contains the number of records retrieved from SuccessFactors.
• hasMore: The hasMore response is a boolean value. If it returns true, there are more records available to fetch. If it returns false, there are no more records available to fetch.
• querySessionId: The querySessionID stores the value of the last record retrieved from SuccessFactors. Initially, it has no value; the local querySessionID is initialized with empty single quotes (" ").

Perform the following steps for implementing the queryMore operation in Oracle Integration:
1. Log in to Oracle Integration.
2. Create SOAP Adapter and SuccessFactors Adapter connections.
3. Create an orchestrated integration.
4. Drag and drop an SOAP Adapter from the **Triggers** section to the trigger side and configure it.
5. Drag and drop an assign activity from the **Actions** section and create the following two variables:
   - $hasMore ----- **hardcode** hasMore= "true"
   - $querySessionId ----- **hardcode with an empty value**
6. Drag and drop a while loop activity and specify the condition $hasMore = 'true' in the while loop.
7. Drag and drop the SuccessFactors Adapter inside the while loop and configure it with the following SFQL query. The query can be a normal or bind query.
   - Query : Select status from the user
   - Bind Query : Select status from the user where status='&status'
8. Create a mapping between the SOAP AdapterSuccessFactors Adapter and the SuccessFactors Adapter with the variable that you created in the assign activity for “hasMore”.
   - $hasMore(Variable)----------> status (Query input parameter)
9. After request mapping is completed, drag and drop one more assign activity next to the SuccessFactors Adapter inside the while loop, and assign the queryMore response to the variables that you created in the first assign activity as follows:
   - $querySessionId -------> nsmpr2:querySessionId
   - $hasMore-----------> nsmpr2:hasMore
10. Check the response received from SuccessFactors. The condition is first checked. If the condition is satisfied, the records are fetched.
    - If the $hasMore value is true, then it enters into the while loop.
    - If the $hasMore value is false, then the condition is not satisfied and the while loop is exited.

This completes the invoking of the queryMore operation in SuccessFactors. Further in your orchestration, you can add adapters and activities as per your business requirement.

### Receive an Event from SuccessFactors and Write the Event to the Target File Location

You can receive an event from SuccessFactors and write the event to a target file location.

1. Create a SuccessFactors Adapter trigger connection.
2. Create an FTP Adapter invoke connection.
3. Create an orchestrated integration.

4. Drag the SuccessFactors Adapter connection to the trigger location and configure the adapter with the required event on the Events page (for example, the Add Global Assignment event, which is triggered when you add the global assignment to any user in the SuccessFactors application). See Add the SuccessFactors Adapter Connection to an Integration.

5. Configure the FTP Adapter to write the event data that you receive from SuccessFactors.

6. Activate the integration. The instructions on the Summary page of the Adapter Endpoint Configuration Wizard describe how to receive the subscribed event from SuccessFactors.