Oracle® Cloud

Using the SurveyMonkey Adapter with Oracle Integration Generation 2

ORACLE®

Oracle Cloud Using the SurveyMonkey Adapter with Oracle Integration Generation 2,

E85515-12

Copyright © 2017, 2022, Oracle and/or its affiliates.

Primary Author: Oracle Corporation

Contents

Preface

This guide describes how to configure this adapter as a connection in an integration in Oracle Integration.

> **Note:**
>
> The use of this adapter may differ depending on the features you have, or whether your instance was provisioned using Standard or Enterprise edition. These differences are noted throughout this guide.

Topics:

- Audience
- Documentation Accessibility
- Diversity and Inclusion
- Related Resources
- Conventions

Audience

This guide is intended for developers who want to use this 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.

Diversity and Inclusion

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

See these Oracle resources:

* Oracle Cloud

  http://cloud.oracle.com

* *Using Integrations in Oracle Integration Generation 2*
* *Using the Oracle Mapper with Oracle Integration Generation 2*

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.
italic	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.

1

Understand the SurveyMonkey Adapter

Review the following conceptual topics to learn about the SurveyMonkey 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:

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

> **Note:**
>
> There are overall service limits with Oracle Integration. A service limit is the quota or allowance set on a resource. See Service Limits.

SurveyMonkey Adapter Capabilities

The SurveyMonkey Adapter enables you to create an integration with a SurveyMonkey application.

SurveyMonkey is an online survey development company that provides free, customizable surveys and paid programs for data analysis, sample selection, bias elimination, and data representation tools. SurveyMonkey also offers enterprise options for companies interested in data analysis, brand management, and consumer-focused marketing.

The SurveyMonkey Adapter can be used in outbound integrations of Oracle Integration. The SurveyMonkey Adapter supports the following actions on behalf of an authenticated user:

- Creating flows
- Getting details of a survey
- Getting user details
- Creating collectors and recipients

The SurveyMonkey Adapter is one of many predefined adapters included with Oracle Integration. You can configure the SurveyMonkey Adapter as a connection in an integration in Oracle Integration.

What Application Version Is Supported?

For information about which application version is supported by this adapter, see the Connectivity Certification Matrix.

See Connectivity Certification Matrix.

About SurveyMonkey Adapter Use Cases

The SurveyMonkey Adapter can be used in the following scenarios.

- Use the SurveyMonkey Adapter to retrieve statistics for analysis with marketing applications. For example, you can use the `Get survey details` operation to retrieve survey details including the questions asked, poll statistics, and the response statistics for a specific survey.

Workflow to Create and Add a SurveyMonkey 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.

Step	Description	More Information
1	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.	Create a SurveyMonkey Adapter Connection
2	Create the integration. When you do this, you add trigger and invoke connections to the integration.	Create Integrations and Add the SurveyMonkey Adapter Connection to an Integration
3	Map data between the trigger connection data structure and the invoke connection data structure.	Map Data in *Using Integrations in Oracle Integration Generation 2*
4	(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).	Manage Lookups in *Using Integrations in Oracle Integration Generation 2*
5	Activate the integration.	Manage Integrations in *Using Integrations in Oracle Integration Generation 2*
6	Monitor the integration on the dashboard.	Monitor Integrations in *Using Integrations in Oracle Integration Generation 2*
7	Track payload fields in messages during runtime.	Assign Business Identifiers for Tracking Fields in Messages and Manage Business Identifiers for Tracking Fields in Messages in *Using Integrations in Oracle Integration Generation 2*

Step	Description	More Information
8	Manage errors at the integration level, connection level, or specific integration instance level.	Manage Errors in *Using Integrations in Oracle Integration Generation 2*

2

Create a SurveyMonkey 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 a Connection
- Upload an SSL Certificate

Prerequisites for Creating a Connection

To use the SurveyMonkey Adapter, you must first have access to the SurveyMonkey APIs for your integration. To access these APIs, you must create a SurveyMonkey application.

> **Note:**
>
> SurveyMonkey has changed their authentication flow. Applications created after November 1, 2016 use the new authentication flow, which does not use the API key. Therefore, Oracle Integration does not support old authentication flows. The new authentication flow is supported for all new and old applications. For old applications (created before November 1, 2016), the credentials must be refreshed to use the new authentication flow. This can be done by going to the SurveyMonkey application's settings and refreshing the client.

> **Note:**
>
> Before creating a SurveyMonkey connection, you must upload the trusted SurveyMonkey public certificate to Oracle Integration. The SurveyMonkey public certificate can be downloaded from https://www.surveymonkey.com. Rename the file extension to `.cer`. To upload the certificate, see Upload an SSL Certificate.

1. Open a web browser and navigate to the SurveyMonkey Developer Console at https://developer.surveymonkey.com.

2. Register a new account:

    a. Click **Register**.

    b. Complete the mandatory fields.

    c. Click **Sign Up**.

3. Click **My Apps** on the navigation bar.

4. Create a new application:

      a. Agree to the SurveyMonkey API Developer Terms.

      b. Click **Create**.

      c. Click **Add New App**.

      d. Enter a name for the application in the **App Name** field.

      e. In the **Redirect URI** field, enter `https://{ICS_HOST}:{ICS_SSL_PORT}/icsapis/agent/oauth/callback`. Replace the ICS HOST and ICS SSL PORT values with values that are unique to your environment.

      f. Click **Create App**.

5. Copy or record the values in the **Client ID** and the **Secret** fields. This information is required when configuring connection security in Configure Connection Security.

Create a Connection

Before you can build an integration, you have to create the connections to the applications with which you want to share data.

To create a connection in Oracle Integration:

1. In the left navigation pane, click **Home** > **Integrations** > **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.)

3. In the Create Connection — Select Adapter dialog, select the adapter to use for this connection. To find the adapter, scroll through the list, or enter a partial or full name in the **Search** field and click
   🔍
   Search.

4. In the Create Connection dialog, enter the information that describes this connection.

      a. 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, don't include blank spaces (for example, `SALES OPPORTUNITY`).

      b. Enter optional keywords (tags). You can search on the connection keywords on the Connections page.

      c. Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by the 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, you'll get an error when you try to drag the adapter into the section you didn't select. For example, let's say you configure a connection for the Oracle Service Cloud (RightNow) Adapter as only an **invoke**. Dragging the adapter to a **trigger** section in the integration produces an error.

    d. Enter an optional description of the connection.

5. Click **Create**.

Your connection is created. You're now ready to configure the connection details, such as connection properties, security policies, connection login credentials, and (for certain connections) agent group.

Configure Connection Security

Configure security for your Oracle SurveyMonkey connection by selecting the security policy and setting login credentials.

1. Go to the **Security** section.

Custom Security Policy is displayed in the **Security Policy** field by default. This value cannot be changed. This policy supports the OAuth 2.0 framework and three-legged authentication.

2. Complete these field using the information you recorded when completing the prerequisites. See Prerequisites for Creating a Connection.

    a. In the **Client ID** field, enter the client ID.

    b. In the **Client Secret** field, enter the client secret.

3. Click **Provide Consent**.

4. If required, enter your SurveyMonkey user name and password.

5. Click **Authorize**.

6. Test your connection. See Testing the Connection.

Test the Connection

Test your connection to ensure that it's configured successfully.

1. In the page title bar, click **Test**. What happens next depends on whether your connection uses a Web Services Description Language (WSDL) file.

If Your Connection...	Then...
Doesn't use a WSDL	The test starts automatically and validates the inputs you provided for the connection.
Uses a WSDL	A dialog prompts you 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.

2. Wait for a message about the results of the connection test.

- If the test was successful, then the connection is configured properly.

- If the test failed, then edit the configuration details you entered. Check for typos, verify URLs and credentials, and download the diagnostic logs for additional details. Continue to test until the connection is successful.

3. When complete, click **Save**.

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 left navigation pane, click **Home** > **Settings** > **Certificates**.
   All certificates currently uploaded to the trust store are displayed in the Certificates dialog. The

   link enables you to filter by name, certificate expiration date, status, type, category, and installation method (user-installed or system-installed). Certificates installed by the system cannot be deleted.

2. Click **Upload** at the top of the page.
   The Upload Certificate dialog box is displayed.

3. Enter an alias name and optional description.

4. In the **Type** field, select the certificate type. Each certificate type enables Oracle Integration to connect with external services.

   - **X.509 (SSL transport)**

   - **SAML (Authentication & Authorization)**

   - **PGP (Encryption & Decryption)**

X.509 (SSL transport)

1. Select a certificate category.

a. **Trust**: Use this option to upload a trust certificate.

    i. Click **Browse**, then select the trust file (for example, `.cer` or `.crt`) to upload.

b. **Identity**: Use this option to upload a certificate for two-way SSL communication.

    i. Click **Browse**, then select the keystore file (`.jks`) to upload.

    ii. Enter the comma-separated list of passwords corresponding to key aliases.

> **Note:**
>
> When an identity certificate file (JKS) contains more than one private key, all the private keys must have the same password. If the private keys are protected with different passwords, the private keys cannot be extracted from the keystore.

    iii. Enter the password of the keystore being imported.

c. Click **Upload**.

SAML (Authentication & Authorization)

1. Note that **Message Protection** is automatically selected as the only available certificate category and cannot be deselected. Use this option to upload a keystore certificate with SAML token support. Create, read, update, and delete (CRUD) operations are supported with this type of certificate.

2. Click **Browse**, then select the certificate file (`.cer` or `.crt`) to upload.

3. Click **Upload**.

PGP (Encryption & Decryption)

1. Select a certificate category. Pretty Good Privacy (PGP) provides cryptographic privacy and authentication for communication. PGP is used for signing, encrypting, and decrypting files. You can select the private key to use for encryption or decryption when configuring the stage file action.

a. **Private**: Uses a private key of the target location to decrypt the file.

    i. Click **Browse**, then select the PGP file to upload.

    ii. Enter the PGP private key password.

b. **Public**: Uses a public key of the target location to encrypt the file.

    i. Click **Browse**, then select the PGP file to upload.

    ii. In the **ASCII-Armor Encryption Format** field, select **Yes** or **No**. **Yes** shows the format of the encrypted message in ASCII armor. ASCII armor is a binary-to-textual encoding converter. ASCII armor formats encrypted messaging in ASCII. This enables messages to be sent in a standard messaging format. This selection impacts the visibility of message content. **No** causes the message to be sent in binary format.

    iii. From the **Cipher Algorithm** list, select the algorithm to use. Symmetric-key algorithms for cryptography use the same cryptographic keys for both encryption of plain text and decryption of cipher text.

c. Click **Upload**.

3

Add the SurveyMonkey Adapter Connection to an Integration

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

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

Topics:

- Basic Info Page
- Invoke Operations Properties
- Summary Page

Basic Info Page

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

Element	Description
What do you want to call your endpoint?	Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and hyphens in the name. You can't include the following characters: • No blank spaces (for example, `My Inbound Connection`) • No special characters (for example, `#;83&` or `righ(t)now4`) except underscores and hyphens • No multibyte characters
What does this endpoint do?	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.`

Invoke Operations Properties

Select the SurveyMonkey API operation to perform.

Operation	Description
Create a Flow	Creates a survey, email collector, and email message based on a template or existing survey.

Operation	Description
Get User Details	Returns basic information about the logged-in user.
Get List of Surveys	Retrieves a paged list of surveys in a user's account.
Get Survey Details	Retrieves a given survey's metadata.
Create Collector	Creates a web link collector.
Get Collector List	Retrieves a paged list of collectors for a survey in a user's account.
Get Respondent List	Retrieves a paged list of respondents for a given survey and, optionally, a collector.
Get Response Count	Returns how many respondents have started and/or completed the survey for the given collector.
Create Recipients:	Adds a set of new recipients to an existing collector.
Send Flow	Creates an email collector and email message, and attaches them to an existing survey.

Summary Page

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

Element	Description
Summary	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**.
	To cancel your configuration details, click **Cancel**.

4

Troubleshoot the SurveyMonkey Adapter

Review these topics to learn about troubleshooting issues with the SurveyMonkey Adapter.

Topics:

• Unauthorized Security Setup

Additional integration troubleshooting information is provided. See Troubleshoot Oracle Integration in *Using Integrations in Oracle Integration Generation 2* and the Oracle Integration Troubleshooting page in the Oracle Help Center.

Unauthorized Security Setup

This issue occurs when a user revokes the access tokens. When access tokens are revoked and an API request is submitted, the error message `Unauthorized!! Security setup not done for account` is displayed.

Reset the SurveyMonkey security credentials

Solution: Repeat the procedure for setting the SurveyMonkey security credentials. See Configure Connection Security.