Oracle® Cloud

Using the SurveyMonkey Adapter with Oracle Integration
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Preface

This guide describes how to configure the SurveyMonkey 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 SurveyMonkey 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>boldface</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>italic</td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td>monospace</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>
</tr>
</tbody>
</table>
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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

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 Oracle Integration Adapters Certification Matrix under section Oracle Integration Adapters Certification at the top of the page:

Oracle Integration Adapters 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.

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<th>Description</th>
<th>More Information</th>
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</thead>
<tbody>
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<td>1</td>
<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 SurveyMonkey Adapter Connection</td>
</tr>
<tr>
<td>2</td>
<td>Create the integration. When you do this, you add trigger and invoke connections to the integration.</td>
<td>Create Integrations and Add the SurveyMonkey Adapter Connection to an Integration</td>
</tr>
<tr>
<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>
</tr>
<tr>
<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>
<td>Manage Integrations of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>6</td>
<td>Monitor the integration on the dashboard.</td>
<td>Monitor Integrations of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>7</td>
<td>Track payload fields in messages during runtime.</td>
<td>Assign Business Identifiers for Tracking Fields in Messages and Manage Business Identifiers for Tracking Fields in Messages of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>8</td>
<td>Manage errors at the integration level, connection level, or specific integration instance level.</td>
<td>Manage Errors of Using Integrations in Oracle Integration</td>
</tr>
</tbody>
</table>
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.

2. Register a new account:
   a. Click Register.
   b. Complete the mandatory fields.
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

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, the adapter does not work as expected.

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Chapter 2
Create a Connection

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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.

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 Security

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

1. Click Configure Credentials.

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 fields 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 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 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.

<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>

Invoke Operations Properties

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

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>
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*.

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*. 