

# **Oracle Utilities Notifications Hub**

Data Mapping Guide

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Oracle Utilities Notifications Hub Data Mapping Guide

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# Preface

Welcome to the Oracle Utilities Notifications Hub Data Mapping Guide.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Updates to Documentation](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

# Audience

This document is intended for anyone implementing the Oracle Utilities Notifications Hub integration.

## Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

### Product Documentation

Topic	Location
Oracle Utilities Notifications Hub integration documentation	<a href="https://docs.oracle.com/en/industries/utilities/integrations-index.html">https://docs.oracle.com/en/industries/utilities/integrations-index.html</a>
Oracle Utilities Customer Cloud Service documentation	<a href="https://docs.oracle.com/en/industries/utilities/customer-cloud-service/">https://docs.oracle.com/en/industries/utilities/customer-cloud-service/</a>
Oracle Utilities Customer Care and Billing documentation	<a href="https://docs.oracle.com/en/industries/energy-water/ccb/">https://docs.oracle.com/en/industries/energy-water/ccb/</a>
Oracle Utilities Customer to Meter documentation	<a href="https://docs.oracle.com/en/industries/energy-water/c2m/">https://docs.oracle.com/en/industries/energy-water/c2m/</a>
Oracle Utilities Network Management System documentation	<a href="https://docs.oracle.com/cd/E72219_01/documentation.html">https://docs.oracle.com/cd/E72219_01/documentation.html</a>
Oracle Responsys documentation	<a href="https://docs.oracle.com/en/cloud/saas/marketing/responsys.html">https://docs.oracle.com/en/cloud/saas/marketing/responsys.html</a>

### Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: <a href="https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html">https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html</a>
Oracle Support	<p>Visit My Oracle Support at <a href="https://support.oracle.com">https://support.oracle.com</a> regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at <a href="http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm">http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</a></p>
Oracle University for training opportunities	<a href="http://education.oracle.com/">http://education.oracle.com/</a>

# Updates to Documentation

The complete Oracle Utilities Notifications Hub documentation set is available from Oracle Help Center at <https://docs.oracle.com/en/industries/utilities/index.html>.

Visit [My Oracle Support](#) for additional and updated information about the product.

## 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 have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

## Conventions

The following text conventions are used in this document:

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

## Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCB/CCB	Oracle Utilities Customer Care and Billing
OUNMS	Oracle Utilities Network Management System
OIC	Oracle Integration Cloud
DVM	Domain Value Map (Lookup)
Responsys	Oracle Responsys
OCI Stream	Oracle Cloud Infrastructure Stream

# Appendix A

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## Data Mapping

This appendix provides mapping details for each integration point, including the following:

- [Oracle Utilities CCB OCI Stream Notif Upload](#)
- [Oracle Utilities CCB Notif MetaData Sync](#)
- [Oracle Utilities NMS OCI Stream Notif Upload](#)
- [Oracle Utilities OCI Stream Notif linkChannel](#)
- [Oracle Utilities OCI Stream Responsys Notif Send](#)
- [Oracle Utilities Responsys CCB Pref Unsubscribe](#)
- [Oracle Utilities Responsys CCB Contact Create \(Child Flow\)](#)
- [Oracle Utilities Responsys CED Process \(Main Flow\)](#)
- [Create Pending Status Files in Responsys SFTP Location](#)

# Oracle Utilities CCB OCI Stream Notif Upload

The Oracle Utilities CCB OCI Stream Notif Upload integration point details are as shown in the table below:

CCB Outbound Message			OCI Stream			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Source Column	Target Column
sendDetail		Root						
accountId	sendDetail	Field	accountId		Field			
cisDivision	sendDetail	Field	cisDivision		Field			
			deliveryInstance		Field	OUTL-BRT- NOTIFHUB_ DeliveryRouting	cisDivision	DeliveyInst ance
notificationType	sendDetail	Field	notificationType		Field			
			key		Field			
notificationInstanceId	sendDetail	Field	notifEventInstanceId		Field			
syncRequestId	sendDetail	Field						
deliveryInfo	sendDetail	List	Message		List			
deliveryType	deliveryInfo	Field	deliveryChannel		Field			
contactValue	deliveryInfo	Field	deliveryValue		Field			Only numbers are sent for SMS deliveryType.
templateName	deliveryInfo	Field	notificationTemplate		Field			
dndStartTime	deliveryInfo	Field						
dndEndTime	deliveryInfo	Field						
firstName	deliveryInfo	Field	firstName		Field			
lastName	deliveryInfo	Field	lastName		Field			
language	deliveryInfo	Field	language		Field			
personId	deliveryInfo	Field	personId		Field			



CCB Outbound Message			OCI Stream			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Source Column	Target Column
contactId	deliveryInfo	Field	contactId		Field			
overrideDND	deliveryInfo	Field						
notificationPreferenceId	deliveryInfo	Field	notifPreferenceId		Field			
customerContactId	deliveryInfo	Field	CCId		Field			
subscriptionOrPush	deliveryInfo	Field	subscriptionType		Field			The value 'Push' is sent for 'C1PU' and 'Subscription' for 'C1SU'.
isOptOutAllowed	deliveryInfo	Field	optOutAllowed		Field			The value 'Yes' is sent for 'true' and 'No' for 'false'.
timezone	deliveryInfo	Field	timezone		Field	OUTL-BRT-NOTIFHUB_Timezones		
isCustomerContactRequired	deliveryInfo	Field	custContactNeeded		Field	OUTL-BRT-NOTIFHUB_NotifMetaData		
templateParm	sendDetail	List	data		List			
key	templateParm	Field	key	Message.request-wrapper.content.data	Field			
value	templateParm	Field	value	Message.request-wrapper.content.data	Field			
			eventCapturedDTTM		Field			Current Date Time in UTC format
			messageId		Field			Value of the expression generate-guid() is passed.

CCB Outbound Message			OCI Stream			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Source Column	Target Column	
			origin		Field				The value 'CCB' is passed.

# Oracle Utilities CCB Notif MetaData Sync

The mapping details for Oracle Utilities CCB Notif MetaData Sync are as shown in the table below:

CCB REST API C1-TemplateBasedNotifTypes			OIC (OUTL-BRT-NOTIFHUB_NotifMetaData) DVM column names to map			DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Source Column	Target Column
notificationType	notificationTypes/ notificationType	string	NotificationType	columns	string	OUTL-BRT- NOTIFHUB_NotifMetaData		
templateName	notificationTypes/ notificationType/ deliveryTypes/ deliveryType/ templateNames	string	EmailTemplate Name	columns	string	OUTL-BRT- NOTIFHUB_NotifMetaData		
isCustomerContactRequired	notificationTypes/ notificationType	boolean	CustomerContact Required	columns	boolean	OUTL-BRT- NOTIFHUB_NotifMetaData		

# Oracle Utilities NMS OCI Stream Notif Upload

The mapping details for Oracle Utilities NMS OCI Stream Notif Upload are as shown in the table below:

Oracle Utilities Network Management System (Source)			Oracle Cloud Infrastructure Stream (Target)			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
CUSTOMERACCOUNT	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/AFFECTEDCUSTOMERLIST/AFFECTEDCUSTOMER	Field	accountId		Field		
PARAMTRIGGERCODE	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA	Field	notificationType		Field		
		Field	messageId		Field		NMS Violation ID
		Field	origin		Field		Defaulted to 'NMS'
		Field	notificationTemplate		Field		
OUTAGETIME,CUSTOMERSOUT,CAUSE,ESTRESTTIME,CREWETA,COMPLETIONTIME (each configured element in nms.datafield.propertylist)	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/POST_SRSOUTPUT	Field	key	data	Field	OUTL-BRT-NOTIFHUB_ConfigProps	The property is nms.datafield.propertylist and the default values provided are OUTAGETIME,CUSTOMERSOUT,CAUSE,ESTRESTTIME,CREWETA,COMPLETIONTIME.
value of each configured element in nms.datafield.propertylist	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/POST_SRSOUTPUT	Field	value	data	Field		

Oracle Utilities Network Management System (Source)			Oracle Cloud Infrastructure Stream (Target)			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
CUSTOMERADDRESS	MYC_SPECIFIC_CUSTOMER_UNPLANNED_OUTAGE/DATAAREA/AFFECTEDCUSTOMERLIST/AFFECTEDCUSTOMER	Field	customeraddress1				
PICKLIST/each child element	MYC_SPECIFIC_CUSTOMER_UNPLANNED_OUTAGE/DATAAREA	Field	key	data			
PICKLIST/each child element value	MYC_SPECIFIC_CUSTOMER_UNPLANNED_OUTAGE/DATAAREA	Field	value	data			

# Oracle Utilities OCI Stream Notif linkChannel

The mapping details for Oracle Utilities OCI Stream Notif linkChannel are as shown in the table below:

Source OCI Stream		CCB REST Web Service Name : C1-AccountNotificationPreferences		Target OCI Stream		DVM	Comments
Element Name	Type	Element Name	Type	Element Name	Type		
		accounts[sequence=offset]/ notificationPreferences	List	Message	List		This mapping is done for each Source Stream Message. For the given Account ID and Notification Type Code combo from the Source Stream Message, get the collection of notification preferences. Publish a message for each Notification Preference in the collection to the Target Stream.
offset	Field			messageId	Field		OIC Generated ID
origin	Field			origin	Field		Origin of the message
messageId	Field			sourceMessageId			NMS Violation ID
accountId	Field			accountId	Field		
notificationType	Field			notificationType	Field		
		accounts[sequence=offset]/ cisDivision		cisDivision	Field		
		../personContact/personId		personId	Field		
		../personContact/contactId		contactId	Field		
		../personContacts/language		language	Field		
		../personContacts/firstName		firstName	Field		
		../personContacts/lastName		lastName	Field		
		../DeliveryType		deliveryChannel	Field		

Source OCI Stream		CCB REST Web Service Name : C1-AccountNotificationPreferences		Target OCI Stream		DVM	Comments
Element Name	Type	Element Name	Type	Element Name	Type		
		../personContacts/ contactValue		deliveryValue	Field		
notificationTemplate	Field	../personContact/template		notificationTemplate	Field		If Source Stream Message has template value, pass the value. If not, use the template value coming from CCB.
		../notificationPreferenceId		notifPreferenceId	Field		
		accounts[sequence=offset]/ cisDivision		deliveryInstance		OUTL-BRT- NOTIFHUB_ Delivery Routing	Maps CIS Division to the Delivery Instance to route the message to.
				CCId			Not Mapped
isOptOutAllowed	Field			optOutAllowed			
isCustomerContactRequired	Field			custContactNeeded			
subscriptionOrPush	Field			subscriptionType			
timeZone	Field	../personContacts/timeZone		timeZone			
				notifEventInstanceId			This is an OIC generated ID. This ID is the same for messages published for each Notification Preference for a given account and notification type.  Example: If a given account and notification type have two delivery info, both these messages will have the same notifEventInstanceId.
				eventCapturedDTTM	Field		Current date time in UTC Timezone in XSD format.
data	List			data	List		Pass all the key value pairs from the Source Stream message.

Source OCI Stream		CCB REST Web Service Name : C1-AccountNotificationPreferences		Target OCI Stream		DVM	Comments
Element Name	Type	Element Name	Type	Element Name	Type		
key	Field			key	Field		
value	Field			value	Field		



# Oracle Utilities OCI Stream Responsys Notif Send

The mapping details for Oracle Utilities OCI Stream Responsys Notif Send are as shown in the table below:

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
messageId		Field					
origin		Field					
accountId		Field	optionalData/value (optionalData/key = INT_ACCOUNT_ID')	mergeTriggerRecordData/ mergeTriggerRecords			
notificationType		Field	optionalData/value (optionalData/key = INT_NOTIFTYPE')	mergeTriggerRecordData/ mergeTriggerRecords			
cisDivision		Field		mergeTriggerRecordData/ mergeTriggerRecords			
contactId		Field	optionalData/value (optionalData/key = INT_CONTACT_ID')	mergeTriggerRecordData/ mergeTriggerRecords			
personId		Field	optionalData/value (optionalData/key = INT_PERSON_ID')	mergeTriggerRecordData/ mergeTriggerRecords			
language		Field		mergeTriggerRecordData/ mergeTriggerRecords			
firstName		Field	optionalData/value (optionalData/key = INT_FIRST_NAME')	mergeTriggerRecordData/ mergeTriggerRecords			
lastName		Field	optionalData/value (optionalData/key = 'INT_LAST_NAME')	mergeTriggerRecordData/ mergeTriggerRecords			

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
deliveryChannel		Field				OUTL-BRT- NOTIFHUB_ DeliveryChannel	This lookup is used to determine if the SMS or Email campaign API needs to be invoked.
deliveryValue		Field	fieldValues	mergeTriggerRecordData/ mergeTriggerRecords			
notificationTemplate		Field					This value is used to populate the campaign name in the API URL.
deliveryInstance		Field					This value is used to determine the Responsys instance to invoke. RESP1,RESP2,RESP3 corresponding to three Responsys instance connections that is provided out of the box.
CCId		Field	optionalData/value (optionalData/key = 'INT_CC_ID')				
notifPreferenceId		Field	optionalData/value (optionalData/key = 'INT_NOTIF_PREF_I D')				
optOutAllowed		Field	optionalData/value (optionalData/key = 'INT_OPTOUT_ALLO WED')				
custContactNeeded		Field	optionalData/value (optionalData/key = 'INT_CUST Contac T_NEEDED')				

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"	DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type
subscriptionType		Field	optionalData/value (optionalData/key = 'INT_SUB_TYPE')		
notifEventInstanceId		Field	optionalData/value (optionalData/key = 'INT_NOTIF_EVNT_I D')		
sourceMessageId		Field	optionalData/value (optionalData/key = 'INT_SOURCE_MSG_ ID')		
eventCapturedDTTM		Field			Time in UTC timezone when the message was dropped in Target Stream.
			fieldValues	mergeTriggerRecordData/ mergeTriggerRecords	Mapped to fieldName CUSTOMER_ID as contatination of messageId  CCId notificationType personId
			fieldNames	mergeTriggerRecordData	“Multiple fieldNames nodes with each mapped as following: EMAIL_ADDRESS_ if the campaign type is email MOBILE_NUMBER_ if the campaign type is sms CUSTOMER_ID_ “
data		List			
key	data	Field	optionalData/key		
value	data	Field	optionalData/value		

OCI Target Notification Stream		"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"		DVM	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
			matchColumnName1	mergeTriggerRecordData/ mergeRule		EMAIL_ADDRESS_ for Email MOBILE_NUMBER_ for SMS. These values are hard coded in the flow.
			matchColumnName2	mergeTriggerRecordData/ mergeRule		null
			insertOnNoMatch	mergeTriggerRecordData/ mergeRule		True. Same for Email and SMS
			defaultPermissionStatus	mergeTriggerRecordData/ mergeRule		This is the same value sent for Email and SMS.  Property name: resp.email.permission
			rejectRecordIfChannelE mpty	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Property name: resp.reject.channel.empty
			optoutValue	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Metadata value to indicate optoutValue.  Property name: resp.optout.value
			optinValue	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Metadata value to indicate optinValue.  Property name: resp.optin.value
			updateOnMatch	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Property name:resp.update.on.match
			htmlValue	mergeTriggerRecordData/ mergeRule		“H” Same for both Email and SMS.

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"	DVM	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
			textValue	mergeTriggerRecordData/ mergeRule		"T" value is passed
			matchOperator	mergeTriggerRecordData/ mergeRule	OURL-BRT- NOTIFHUB_ConfigProps	Same for both SMS and Email. Property name: resp.match.operator

# Oracle Utilities Responsys CCB Pref Unsubscribe

The mapping details for Oracle Utilities Responsys CCB Pref Unsubscribe are as shown in the table below:

Files in csv format in SFTP location			CCB//ouaf/rest/apis/customer/v-model/C1UnsubscribeNotifications/			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
ACCOUNT_ID		Field	accountId		Field		
CONTACT_ID		Field	contactId		Field		
NOTIF_PREF_ID		Field	notificationPreferenceId		Field		
CONTACT_VALUE		Field	deliveryValue		Field		
CONTACT_TYPE		Field	deliveryChannel		Field	OUTL-BRT- NOTIFHUB_ DeliveryChannel	
NOTIF_TYPE		Field	notificationType		Field		
UNSUB_PK		Field					Not Mapped
CREATED_DATE_		Field					Not Mapped
MODIFIED_DATE_		Field					Not Mapped

# Oracle Utilities Responsys CCB Contact Create (Child Flow)

The mapping details for Oracle Utilities Responsys CCB Contact Create (Child Flow) are as shown in the table below:

Responsys CED (EMAIL SENT)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	externalCCId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe “ ” symbol. GUID is mapped to this field.</p> <p>For example: The highlighted value is mapped:  “2d343934353135363230323936303338 UNPLN_ERT 0172421206”</p>
CUSTOMER_ID		Field	ccId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe “ ” symbol. CCId is mapped to this field.</p> <p>For example: The highlighted value is mapped:  “2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206”</p>
CUSTOMER_ID		Field	personId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe “ ” symbol. Personid is mapped to this field.</p> <p>For example: The highlighted value is mapped:  “2d343934353135363230323936303338 UNPLN_ERT 0172421206”</p>

Responsys CED (EMAIL SENT)		CCB Create Customer Contact API		DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field.  For example: The highlighted value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status
EVENT_CAPTURE D_DT		Field	eventCapturedDateTime		Field	
				customerContactIdentifier	List	customerContactIdentifier may contain the key value pair.
RIID			externalRefId			
C1NS		Value	identifierType			IdentifierType contains C1NS
				customerContactIdentifier	List	CUSTOMER_ID or externalCCid
CUSTOMER_ID			externalRefId			
C1EX		Value	identifierType			IdentifierType contains C1EX



Responsys CED (SMS SENT)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	externalCCId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe " " symbol. GUID is mapped to this field.</p> <p>Example: The highlighted value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"</p>
CUSTOMER_ID		Field	ccId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe " " symbol. CCid is mapped to this field.</p> <p>Example: The highlighted value is mapped: "2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206"</p>
CUSTOMER_ID		Field	personId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Personid is mapped to this field.</p> <p>Example: The highlighted value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"</p>

Responsys CED (SMS SENT)		CCB Create Customer Contact API		DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field.  Example: The highlighted value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status
EVENT_CAPTURED_DT		Field	eventCapturedDateTime		Field	
				customerContactIdentifier	List	customerContactIdentifier may contain the key value pair.
RIID			externalRefId			
C1NS		Value	identifierType			IdentifierType contains C1NS
				customerContactIdentifier	List	CUSTOMER_ID or externalCCid
CUSTOMER_ID			externalRefId			
C1EX		Value	identifierType			IdentifierType contains C1EX

Responsys CED (EMAIL FAILED)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	externalCCId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe " " symbol. GUID is mapped to this field.</p> <p>Example: The highlighted value is mapped:  "2d343934353135363230323936303338 UNPLN_ERT 0172421206"</p>
CUSTOMER_ID		Field	ccId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe " " symbol. CCid is mapped to this field.</p> <p>Example: The highlighted value is mapped:  "2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206"</p>
CUSTOMER_ID		Field	personId		Field	<p>CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Personid is mapped to this field.</p> <p>Example: The highlighted value is mapped:  "2d343934353135363230323936303338 UNPLN_ERT 0172421206"</p>

Responsys CED (EMAIL FAILED)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field.  Example: The highlighted value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
REASON			reason		Field	
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status
EVENT_CAPTURE D_DT		Field	eventCapturedDateTime		Field	
				customerContactIdentifier	List	customerContactIdentifier may contain the key value pair.
RIID			externalRefId			
C1NS		Value	identifierType			IdentifierType contains C1NS
				customerContactIdentifier	List	CUSTOMER_ID or externalCCid
CUSTOMER_ID			externalRefId			
C1EX		Value	identifierType			IdentifierType contains C1EX

Responsys CED (EMAIL SKIPPED)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	externalCCId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Guid is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	ccId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. CCId is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	personId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Personid is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"
REASON			reason		Field	
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status

Responsys CED (EMAIL SKIPPED)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
EVENT_CAPTURE D_DT		Field	eventCapturedDateTime		Field	
				customerContactIdentifier	List	
RIID			externalRefId			customerContactIdentifier may contain the key value pair.
C1NS		Value	identifierType			
				customerContactIdentifier	List	IdentifierType contains C1NS
						CUSTOMER_ID or externalCCid
CUSTOMER_ID			externalRefId			
C1EX		Value	identifierType			IdentifierType contains C1EX

Responsys CED (SMS SKIPPED)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	externalCCId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Guid is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"

Responsys CED (SMS SKIPPED)		CCB Create Customer Contact API		DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	ccId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. CCid is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	personId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Personid is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status
EVENT_CAPTURE D_DT		Field	eventCapturedDateTime		Field	
			customerContactIdentifier		List	customerContactIdentifier may contain the key value pair.
RIID			externalRefId			
C1NS		Value	identifierType			IdentifierType contains C1NS
			customerContactIdentifier		List	CUSTOMER_ID or externalCCid

Responsys CED (SMS SKIPPED)			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID			externalRefId			
C1EX		Value	identifierType			IdentifierType contains C1EX

Pending File (xml )			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
messageId		Field	externalCCId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Guid is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"
notifEventInstanceId			notificationInstanceId			
CCId		Field	ccId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. CCId is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206"
			origin		OUTL-BRT- NOTIFHUB_OriginSystem	
accountId			accountId			
contactId			contactId			



Pending File (xml )			CCB Create Customer Contact API		DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	personId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Personid is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
notifPreferenceId			notificationPreferenceId			
deliveryChannel			deliveryChannel			
deliveryValue			deliveryValue			
notificationType		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status
emailSubject			emailSubject			
eventCapturedDateTime		Field	eventCapturedDateTime		Field	This is the datetime in UTC timezone of when the message was dropped in TargetNotificationStream
			customerContactIdentifier		List	customerContactIdentifier may contain the key value pair.
messageId		Field	externalRefId			
	data	List	data		List	CUSTOMER_ID or externalCCid
key		Field	key			

Pending File (xml)		CCB Create Customer Contact API		DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
value		Field	value			IdentifierType contains C1EX
				customerContactIdentifier	List	customerContactIdentifier may contain the key value pair.
sourceMessageId		Field	externalRefId			This contains the NMS violation id that is the system Originating id. This is applicable for NMS notification only.
C1OS		Value	identifierType			Originating System Identifier

Responsys CED (SMS FAILED)		CCB Create Customer Contact API		DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	externalCCId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Guid is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338 UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	ccId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. CCid is mapped to this field. For eg the highlighted value is mapped: "2d343934353135363230323936303338 1312312 UNPLN_ERT 0172421206"

Responsys CED (SMS FAILED)		CCB Create Customer Contact API		DVM Mapping	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
CUSTOMER_ID		Field	personId		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. Personid is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
CUSTOMER_ID		Field	notificationType		Field	CUSTOMER_ID contains multiple values delimited by pipe " " symbol. NotificationType is mapped to this field. For eg the highlited value is mapped: "2d343934353135363230323936303338  UNPLN_ERT 0172421206"
REASON			reason		Field	
		Field	status		Field	OUTL-BRT-NOTIFHUB_CustContact Status
EVENT_CAPTURE D_DT		Field	eventCapturedDateTime		Field	
				customerContactIdentifier	List	customerContactIdentifier may contain the key value pair.
RIID			externalRefId			
C1NS		Value	identifierType			IdentifierType contains C1NS
				customerContactIdentifier	List	CUSTOMER_ID or externalCCid
CUSTOMER_ID			externalRefId			
C1EX		Value	identifierType			IdentifierType contains C1EX

# Oracle Utilities Responsys CED Process (Main Flow)

The mapping details for Oracle Utilities Responsys CED Process (Main Flow).are as shown in the table below:

OIC scheduler			SFTP Adapter ( Responsys CED)			DVM Mapping	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
statusFile			currentFilePattern				Integration will pick the provided CED file pattern.

# Create Pending Status Files in Responsys SFTP Location

The mapping details for Create Pending Status Files in Responsys SFTP Location are as shown in the table below:

OCI Stream			Responsys SFTP Pending File			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Source Column	Target Column	
messageId		Field	messageId		Field				
origin		Field	origin		Field				
accountId		Field	accountId		Field				
notificationType		Field	notificationType		Field				
cisDivision		Field	cisDivision		Field				
contactId		Field	contactId		Field				
personId		Field	personId		Field				
language		Field	language		Field				
lastName		Field	lastName		Field				
firstName		Field	firstName		Field				
deliveryChannel		Field	deliveryChannel		Field				
deliveryValue		Field	deliveryValue		Field				
notificationTemplate		Field	notificationTemplate		Field				
deliveryInstance		Field	deliveryInstance		Field				
CCId		Field	CCId		Field				
notifPreferenceId		Field	notifPreferenceId		Field				
optOutAllowed		Field	optOutAllowed		Field				
custContactNeeded		Field	d		Field				
subscriptionType		Field	subscriptionType		Field				
notifEventInstanceId		Field	Id		Field				

OCI Stream			Responsys SFTP Pending File			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Source Column	Target Column	
sourceMessageId		Field	sourceMessageId		Field				
timezone		Field	timezone						Timezone is not converted based on the DVM (OUTL-BRT-NOTIFHUB_Timezones) and other integration will already do the conversion. The Json message from OCI stream already has the converted timezone for example this field will have EST as time zone but note USEstern (CCB type timezone)
emailSubject		Field	emailSubject		Field	OUTL-BRT-NOTIFHUB_NotifMetaData		EmailSubject	
eventCapturedDate Time		Field	eventCapturedDate Time		Field				This is the UTC Timezone datetime when the message was dropped in TargetNotificationStream
	data	List		data	List				
key		Field	key		Field				
value		Field	value		Field				