

Replicate Survey Data from SAP Service Cloud to SAP Marketing Cloud

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Purpose

Quick start to development of Survey Data from SAP Service Data Cloud to SAP Marketing Cloud

Prerequisite

Standard package of Marketing Survey Integration should be present

Please refer to link - https://api.sap.com/integrationflow/Create_Survey_in_SAP_Marketing_Cloud

Integration Specification

Type of Integration (outbound or inbound)	Inbound
Data Source Entities	Service Cloud
Average Number of Records	250
Maximum number of Records	1000
Processing Type	As per business Requirement
Job Schedule	Flexible – As per business Requirement
Data Description (xml, comma delimited etc...)	JSON
Target Location	Marketing Cloud

Parameters Usage Guide

Sender

Receiver

More

Type:

All Parameters

▼

Enable Logging(True/Fa... :

true

Scripting

Name	Description
custom script.groovy	The script is use to create hash map from survey response data and Log Payload
custom_udf.groovy	The script will read dynamically from value mappings and set the target value

Mapping

Name	Description
gm_ques_mapping	The survey data payload from SAP Service cloud is mapped and transformed to Marketing Cloud structure
remove name space.xsl	The XSLT removes namespace from the payload

In the Message Mapping the incoming survey data payload from Service cloud system is transformed to Marketing Cloud structure

Endpoint Configuration

HTTP Configuration

Sender

Receiver

More

Sender:

ServiceEvent

▼

Adapter Type:

HTTPS

▼

Connection

Address:

/<HTTP Address>

Authorization:

Client Certificate

▼

Subject DN

Issuer DN

Select

CSRF Protected:

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Conditions

Body Size (in MB):

40

Service Cloud Configurations

Sender

Receiver

More

Receiver:

ServiceCloud

▼

Adapter Type:

HCIOData

▼

Connection

Address:

<SAP Service Cloud-API URL>

Proxy Type:

Internet

▼

Authentication:

Basic

▼

Credential Name:

<SAP Service Cloud_CREDENTIALS>

CSRF Protected:

☒

Processing

Page Size:

Timeout (in min):

1

Marketing Cloud Configuration

	Sender	Receiver	More
		Receiver:	MKT_CLOUD
		Adapter Type:	HTTP
Connection		Address:	<CPI tenant URL>/http/survey/v1
		Proxy Type:	Internet
		Method:	POST
		Authentication:	Basic
		Credential Name:	<MKT_CREDENTIALS>
		Timeout (in ms):	60000