

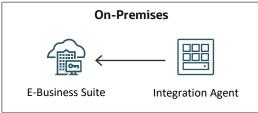
#### Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.



## **Oracle OCI Integration services**

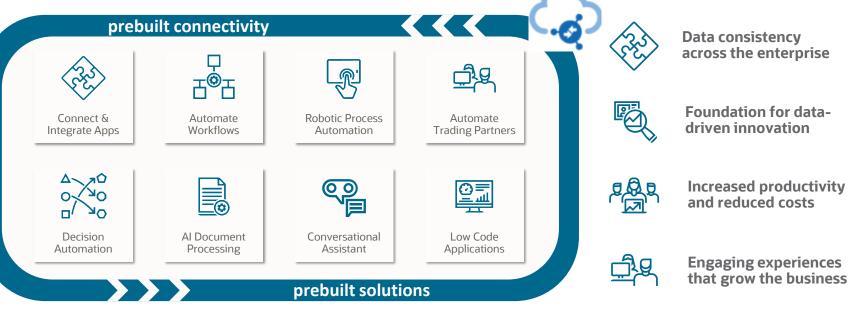








Connect any application and data source at any time and anywhere to automate end-to-end processes and centralize management



Prebuilt integrations and low-code automation simplify migration to the cloud while **streamlining hybrid and multi-cloud operations**.



#### ORACLE CX SALES CLOUD CONNECTIVITY WITH OIC







#### **Key Connectivity Capabilities**

Direction	Category	CX Sales Cloud Mechanism	Connectivity through OIC
Trigger (into OIC)	Events	Events	<ul><li>Through CX Sales</li><li>Cloud Adapter</li></ul>
	Business Objects	Events	<ul><li>Through CX Sales Cloud Adapter</li></ul>
Invoke (from OIC)	Real-Time API	SOAP APIs	<ul><li>Through CX Sales</li><li>Cloud Adapter</li></ul>
		REST APIs	<ul><li>Through CX Sales</li><li>Cloud Adapter</li></ul>
	Bulk Data / Batch Operations	File-based Data Import (FBDI)	<ul> <li>Through CX Sales         Cloud Adapter</li> <li>(CX Integration Services)</li> </ul>
		Data Extracts	<ul><li>Through CX Sales     Cloud Adapter</li><li>Through File/FTP and     SOAP adapters</li></ul>



#### **Common Integration Use Cases**

- Trigger based on Events or Business Objects changes in CX Sales Cloud
- Synchronize data in real time
  - Orders
  - Accounts
  - Opportunities
  - · ..
- Supported Business Events
- Wrapped REST APIs
- Wrapped SOAP APIs

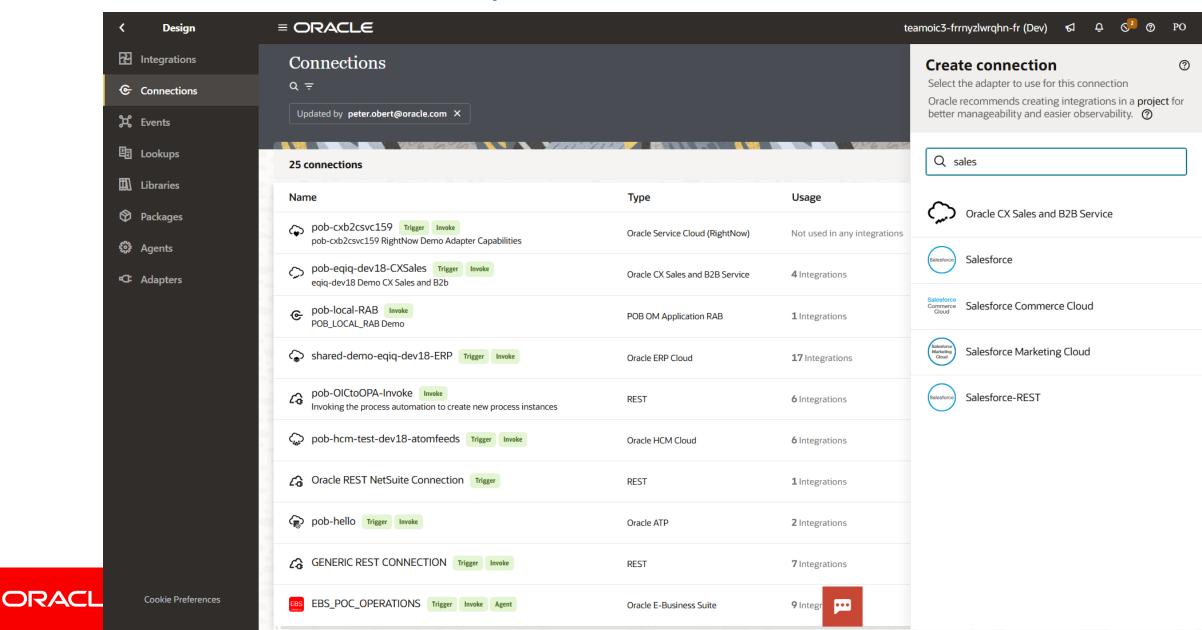
- Connectivity through the OIC CX Sales Cloud Adapter
- Connectivity through an OIC Technology Adapter



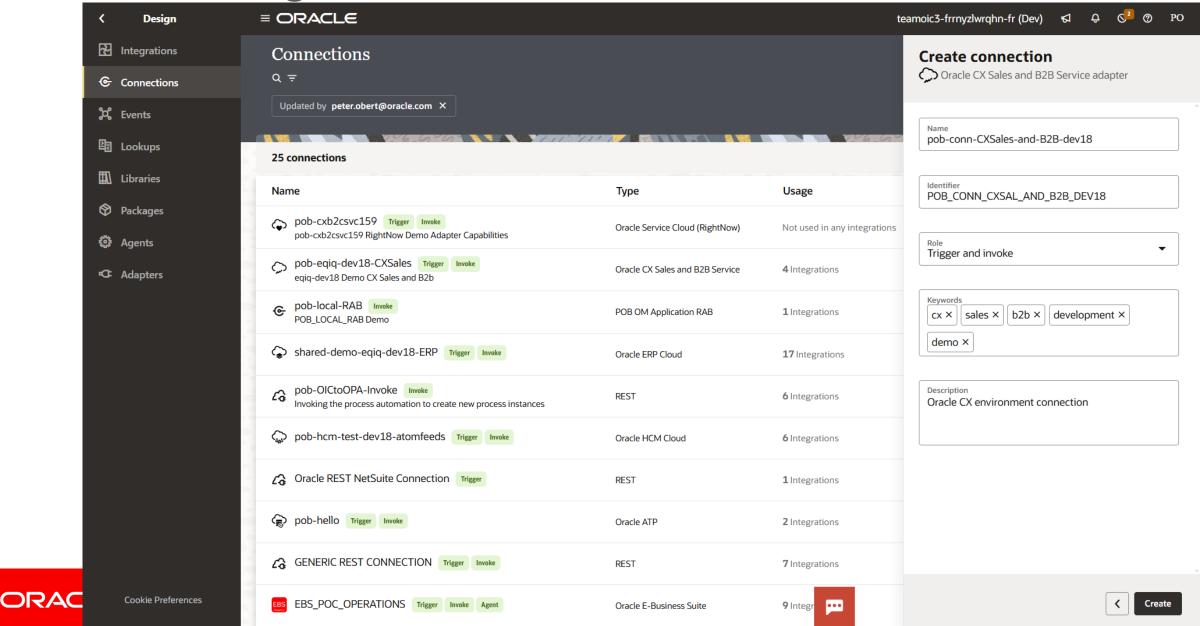
**Connection Overview** 



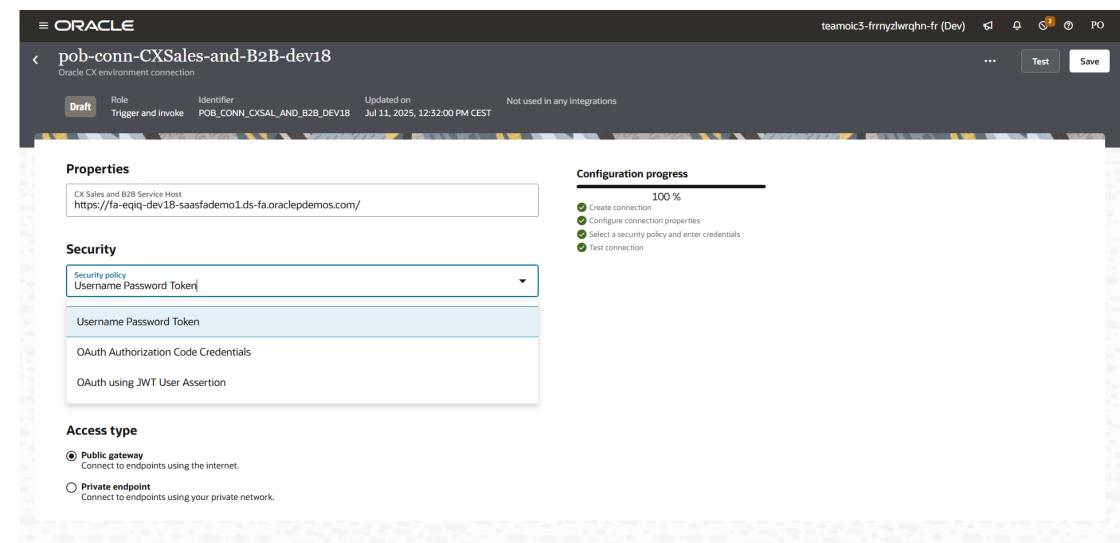
#### Search CX Sales Cloud Adapter



### Provide Meaningful Connection Name

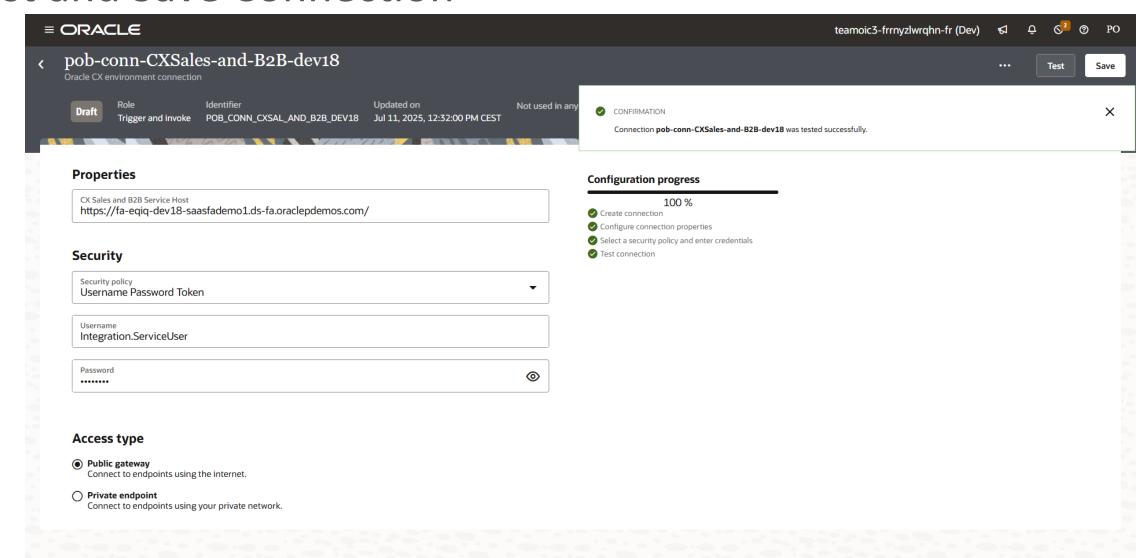


### Configure CX Sales Cloud End Points and Security





#### 7. Test and Save Connection

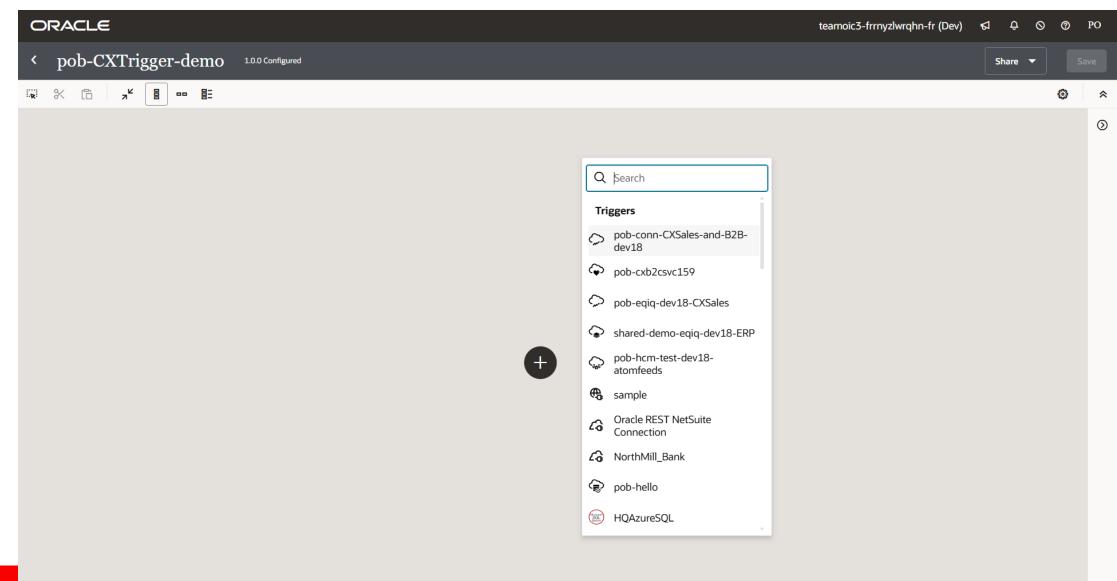




Trigger - Business Objects, Services, REST Resource Operations Configuration Overview

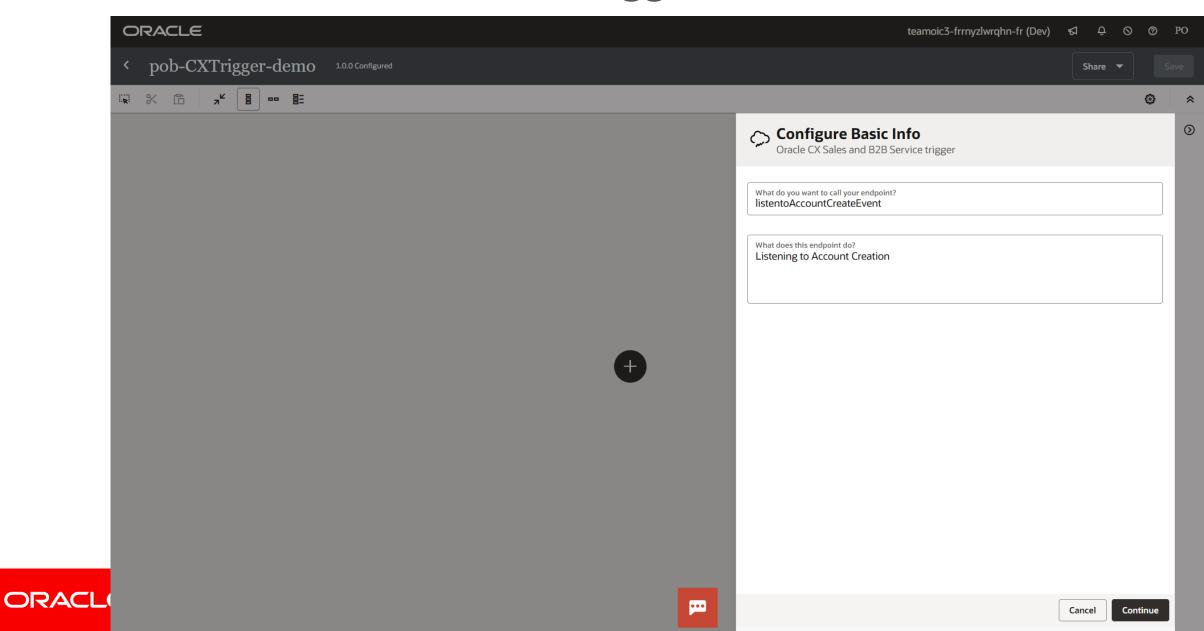


### Chose Connection to Application Triggered Integration

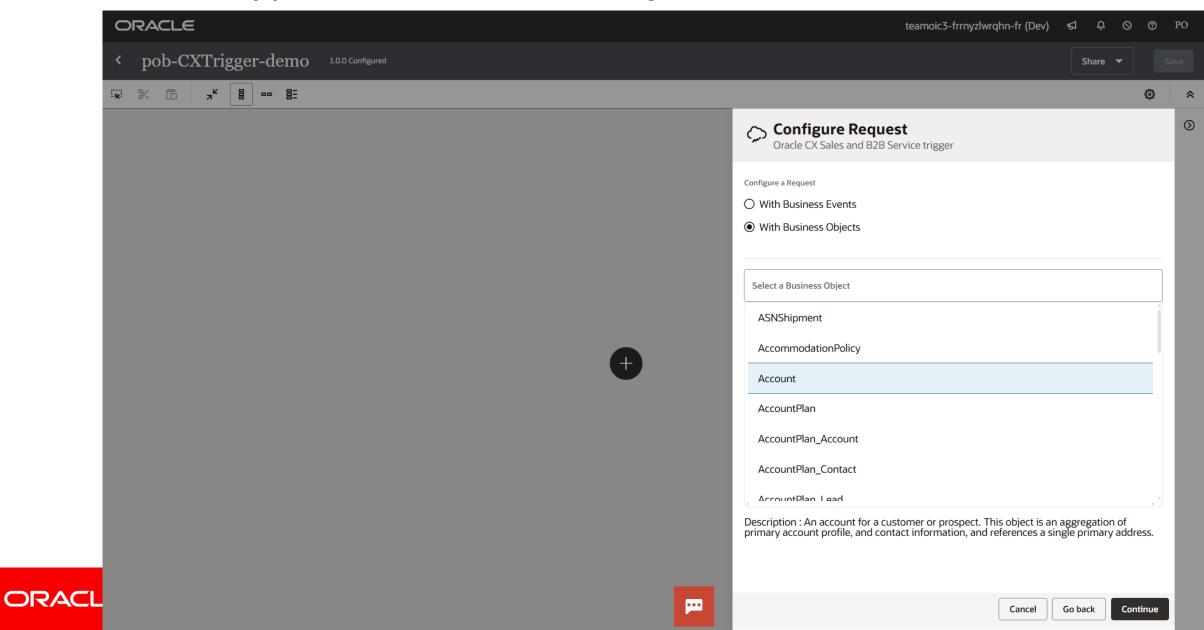




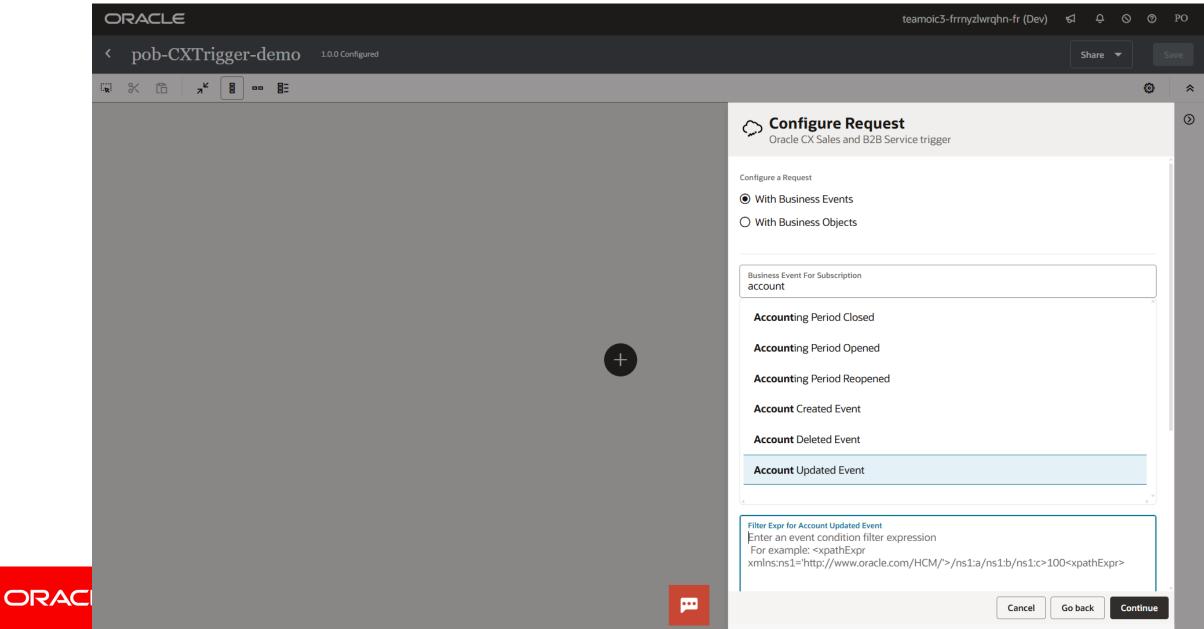
### Chose Connections Name The Trigger Action



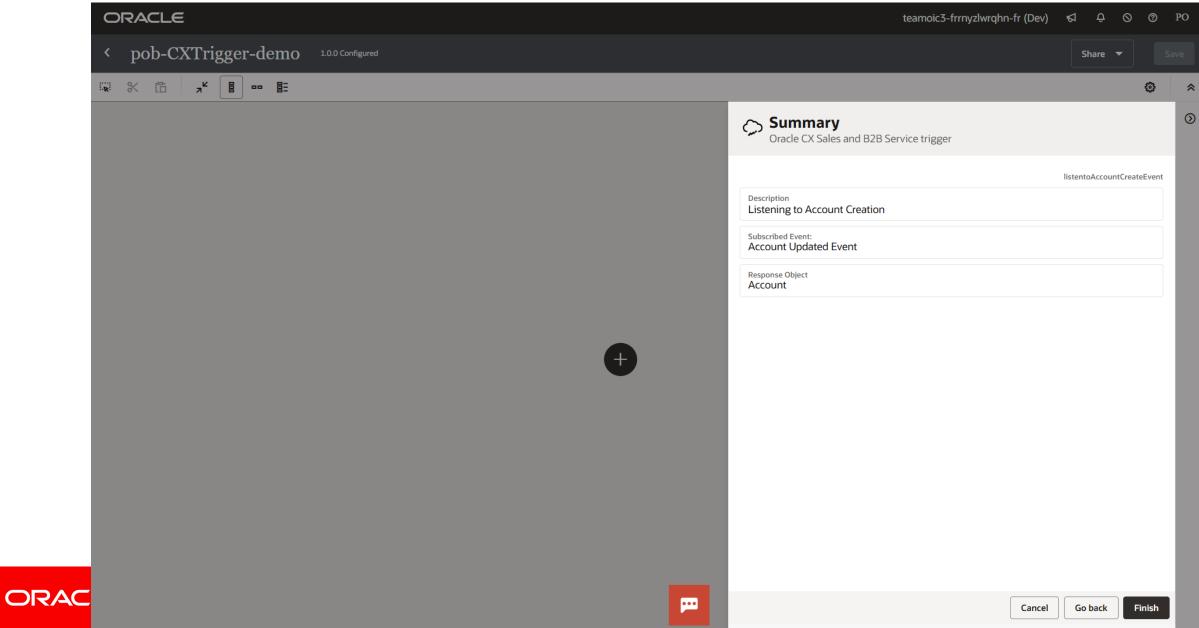
### Select Event Type and Business Object/Event



#### Add Filter Expression (optionally)



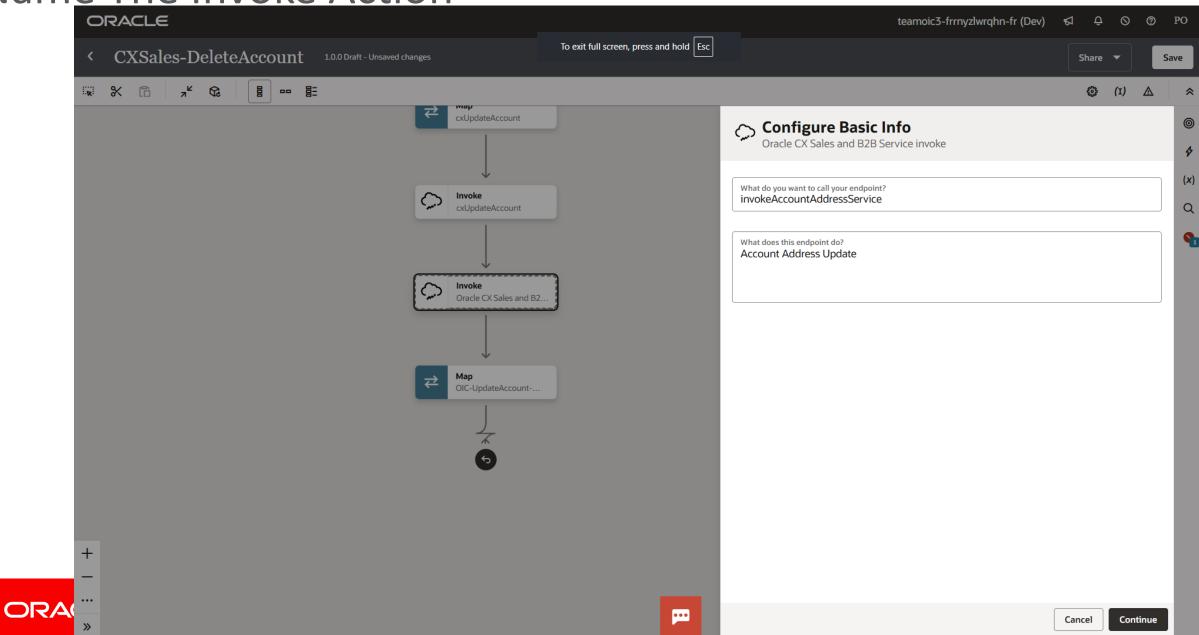
## Finish The Configuration



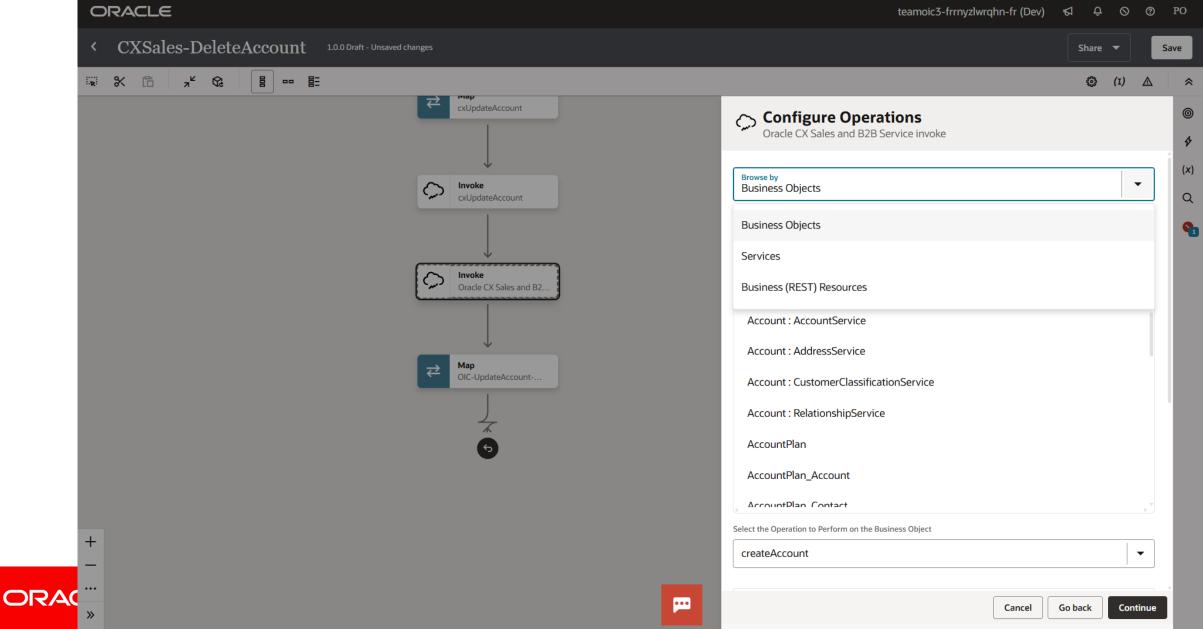
Invoke - Business Objects, Services, REST Resource Operations Configuration Overview



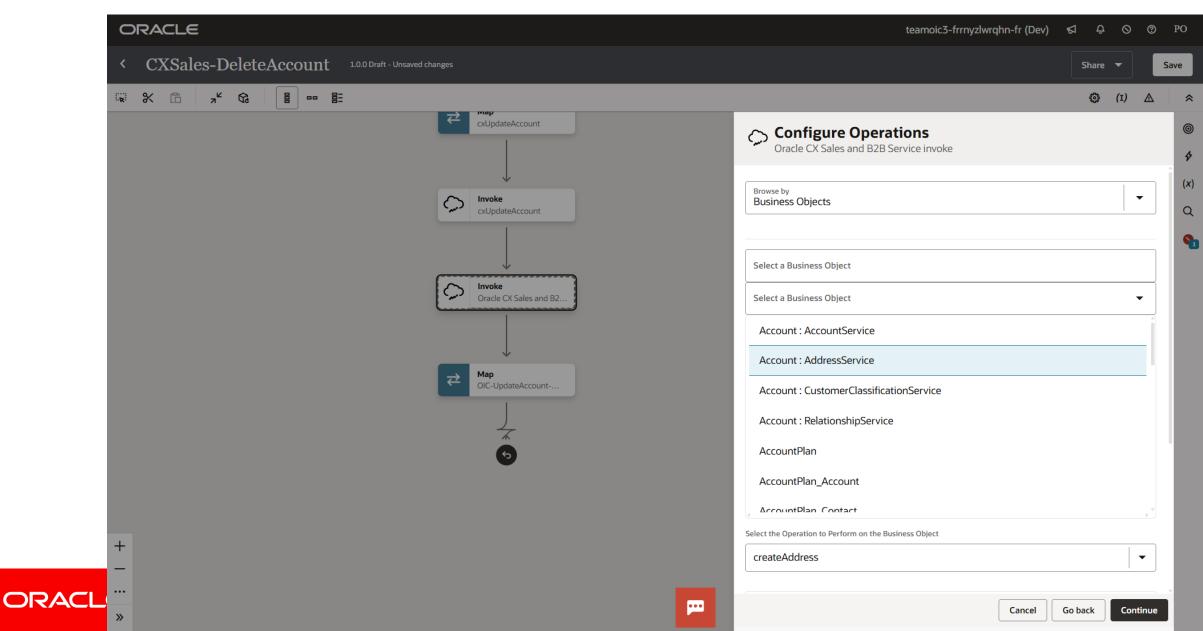
Name The Invoke Action



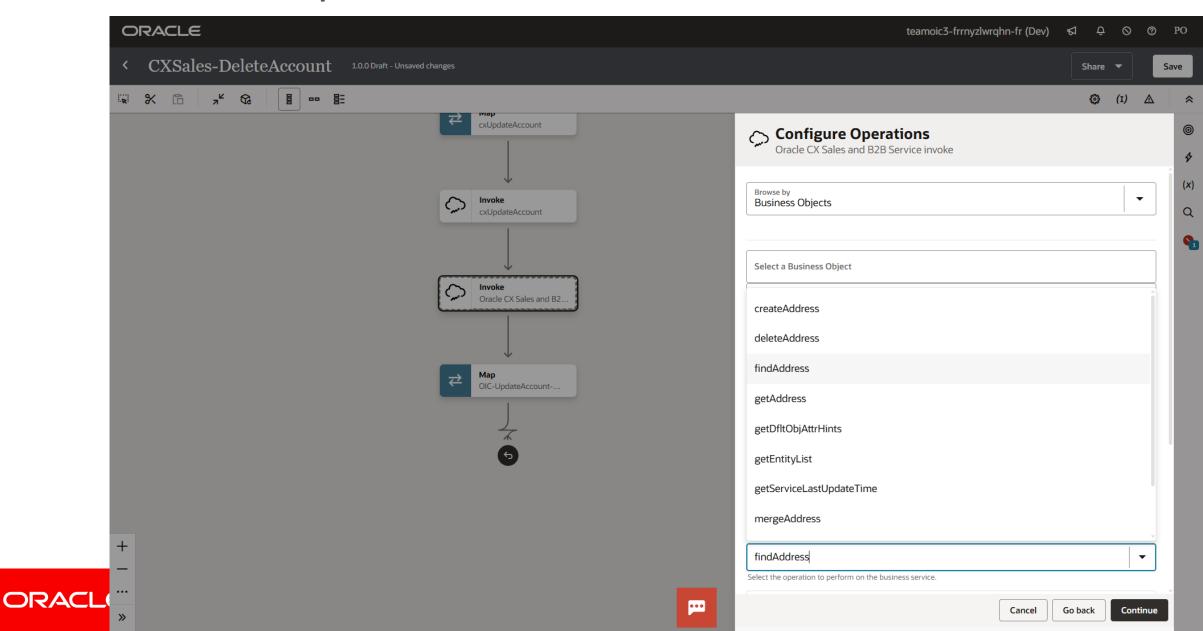
Select Resource Type - Business Object/Service/REST API

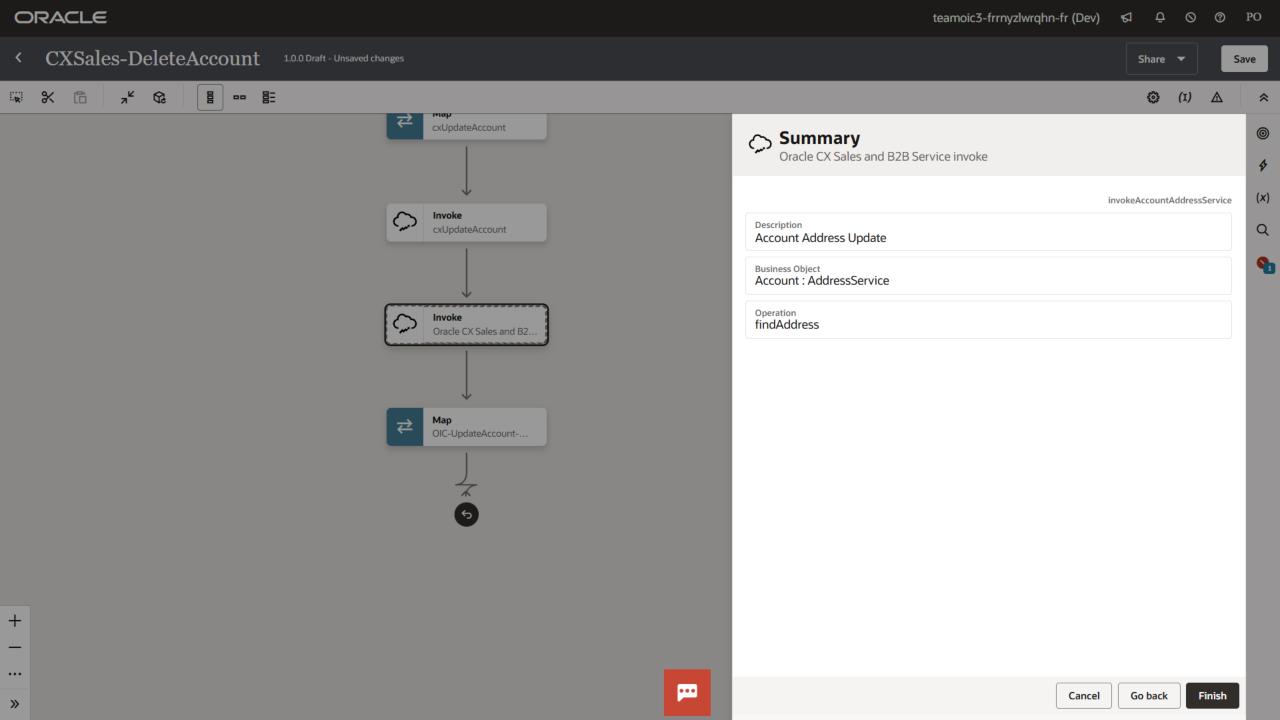


## Select BO/Business Service/REST Service

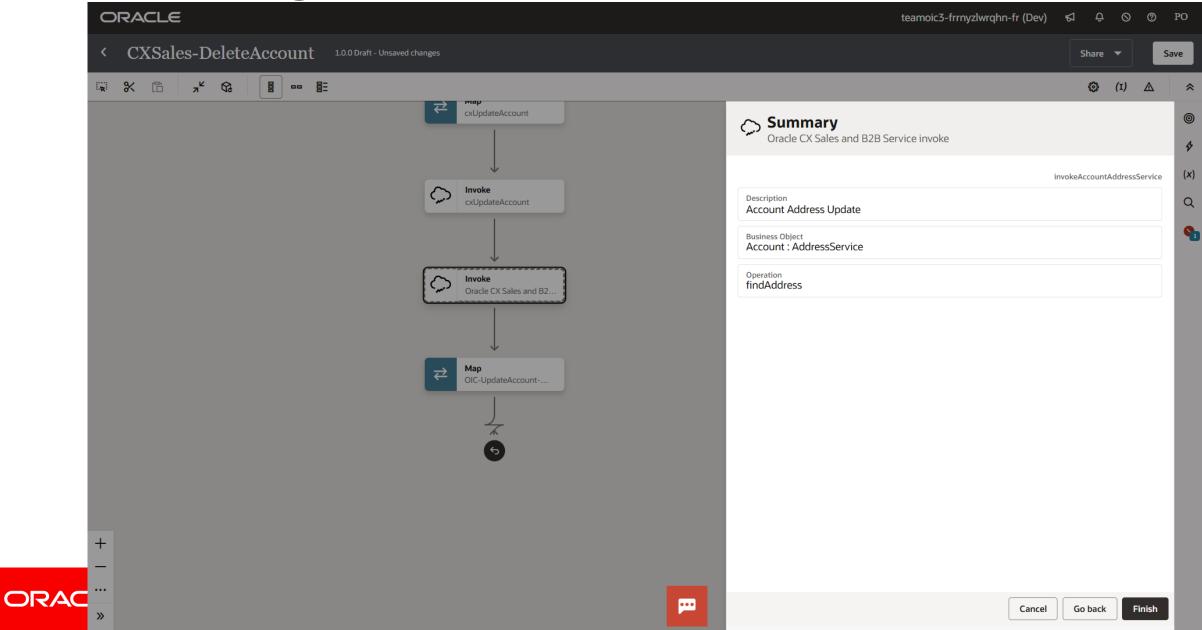


#### **Select Business Operation**





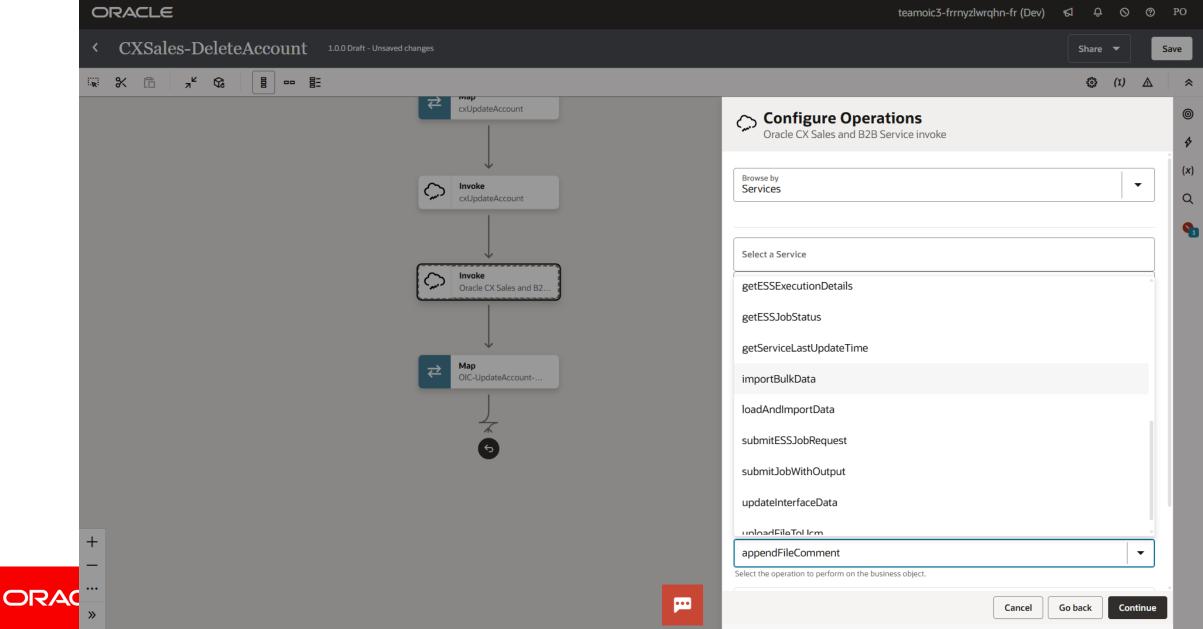
### Finish The Configuration



**FBDI Import and Job Configuration Notes/Change** 



Use Integration Services from the Services Resource Type



**Key References** 



#### GEN3 – What Is New in Details

- OIC Adapters
- Using the Oracle CX Sales Adapter with Oracle Integration 3

#### **New Features Every Release**

- What's New for Oracle Integration 3

#### **PM** blogs

- OIC PM Oracle Blog- Niall Commiskey
- OIC PM's How To's



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