Oracle® Cloud

Oracle Integration Cloud Service Use Cases

Release 16.4

E74331-02

December 2016

This guide provides use cases for Oracle Integration Cloud Service adapters.

ORACLE

Oracle Cloud Oracle Integration Cloud Service Use Cases, Release 16.4

E74331-02

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Contents

Preface

Oracle Integration Cloud Service Use Cases describes how you can use Oracle Integration Cloud Service adapters to exchange data between applications.

Topics:

Audience

Oracle Integration Cloud Service Use Cases is intended for developers who want to use Oracle Integration Cloud Service adapters in integrations in Oracle Integration Cloud Service.

Related Resources

For more information, see these Oracle resources:

- Oracle Cloud

  `http://cloud.oracle.com`
- *Using Oracle Integration Cloud Service*
- *Using the Oracle Mapper*
- *Getting Started with Oracle Cloud*
- *Managing and Monitoring Oracle Cloud*
- Oracle Public Cloud Machine documentation in the Oracle Help Center:

  http://docs.oracle.com

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.

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SaaS to On-Premises Integrations

These use cases describe how you can use Oracle Integration Cloud Service to quickly create bidirectional data connections between on-premises, Oracle, and other SaaS (Software as a service) applications without complex coding.

Topics

Salesforce.com to Oracle E-Business Suite Integration

This use case describes how two employees of the fictional company Vision Inc. use Oracle Integration Cloud Service to convert an opportunity in Salesforce.com into an order in Oracle E-Business Suite.

Watch a video presentation of the use case or read the text.

Video

The sales manager is modernizing the Vision Inc. sales ecosystem by subscribing to Salesforce.com for customer relationship management. The sales manager and his sales team need to integrate Salesforce.com data with their on premise Oracle E-Business Suite. The sales manager selected Oracle Integration Cloud Service (ICS) as the strategic platform for the integration.

The sales manager demonstrates how an opportunity becomes an order:

- The sales manager logs in to the Salesforce.com application and creates a new opportunity.
- The sales manager identifies the associated products to complete the opportunity configuration.
- The sales manager creates a quote for the opportunity and adds the relevant details.
- The sales manager saves the changes and synchronizes the quote.
- The quote configuration is complete.
- The sales manager presents the quote to the customer.

- Following successful negotiations with the customer, the quote is accepted. The sales manager closes the opportunity on Salesforce.com and a new sales order is automatically created on Oracle E-Business Suite.
- The sales manager checks the progress of the Oracle E-Business Suite sales order in Salesforce.com.
- The customer calls the sales manager to request a status update on the sales order. The sales manager calls the order management team and provides the Oracle E-Business Suite sales order number. Details of the order are retrieved immediately.

The integration manager demonstrates how to use ICS to build a Salesforce.com and Oracle E-Business Suite integration quickly without any coding:

- The integration manager logs into the ICS web console. James uses the ICS web console to design, monitor, and manage integrations.
- The integration manager builds a new connection for the Oracle E-Business Suite using the integrated SOAP web service.
- The integration manager enters the information necessary for the new connection and tests the SOAP web service connection to make sure it functions.
- The integration manager creates the connection for Salesforce.com using the integrated Salesforce.com adapter. James configures the credentials using the provided Salesforce.com account information.
- The integration manager creates a new integration. The integration manager selects the Map My Data integration to simplify data mapping and send the request data from Salesforce.com to Oracle E-Business Suite.
- To create the integration, the integration manager drags the Salesforce.com connection to the source section of the integration. The integration manager names the endpoint and identifies the outbound messaging interface and the business object which in this scenario is opportunity.
- The integration manager configures the target of the integration. The integration manager drags the SOAP web service connection to the trigger section of the integration. The integration manager selects OpportunitySync as the operation.
- The integration manager completes the data mapping between the two endpoints in the mapper. To complete the mapping, the integration manager drags and drops mapping elements and uses the ICS recommendation system to create the mapping automatically.
- The integration manager configures the key search identifiers for the integration to ensure end-to-end visibility. When an order creation fails, or Oracle E-Business Suite is unavailable, key search identifiers such as the opportunity name or organization ID allow Vision Inc. staff to determine which transactions were not processed. Key search identifiers can also be used on the monitoring dashboard.
- The integration manager saves and activates the integration flow. Messages can now be exchanged between Salesforce.com and Oracle E-Business Suite.

Oracle Sales Cloud to Siebel Integration

This use case describes howOracle Integration Cloud Service is used for bidirectional data synchronization between Oracle Sales Cloud and Siebel for accounts, contacts, and opportunities.

Watch a video presentation of the use case or read the text.

Video

This use case describes the actions of different employees of the fictional company Vision Inc. The Vision Inc. sales manager is modernizing the Vision Inc. customer sales experience ecosystem by subscribing to Oracle Sales Cloud for customer experience management. The sales manager and his sales representatives need to integrate Oracle Sales Cloud data with their existing on premise Siebel system. The sales manager has chosen Oracle Integration Cloud Service as their strategic platform for the integration.

Two sales representatives demonstrate how account information entered in Oracle Sales Cloud is synchronized to Siebel in real-time.

- A sales representative logs in to the Oracle Sales Cloud application and creates a new account.
- A sales representative provides the account details and saves the new record.
- A second sales representative logs in to the Siebel application to create a new opportunity.
- The second sales representative searches for and locates the account that the first sales representative created in Oracle Sales Cloud.

To create the integration the Vision Inc. integration manager:

- Logs in to the Oracle Integration Cloud Service web console. The Oracle Integration Cloud Service web console is used to design, monitor, and manage integrations.
- Selects the existing Siebel connection to view its configuration details.
- Tests the Siebel connection and verifies it is successful.
- Navigates to the integrations page.
- Reviews the previously created integrations as well as the pre-built integrations provided by Oracle.
- Clicks **Create New Integration** to create a new integration.
- Selects the Map My Data integration to simplify data mapping and send the request data from Oracle Sales Cloud to Siebel.
- Provides details for the service including a meaningful name and description. To simply management, a package name can be included to allow related integrations to be grouped together.
- Drags the Oracle Sales Cloud connection to the source area of the integration canvas.
- Names the endpoint and identifies the request and response business objects as **Account**.
- Verifies his selections for the Oracle Sales Cloud source endpoint configuration are correct on the Summary page and completes the endpoint configuration.
- Drags the Siebel connection to the invoke area of the integration canvas.
- Names the endpoint and identifies the request and response business objects as **Account**.

- Selects **Account** in the **Published Services** list.
- Selects AccountCreateAccount for the service method to create an account in Siebel.
- Verifies his selections for the Siebel invoke endpoint configuration are correct on the Summary page and completes the endpoint configuration.
- Completes the request and response mapping between the two endpoints in the mapper.
- Drags and drops mapping elements and uses the Oracle Integration Cloud Service recommendation system to create the mapping automatically in the mapper.
- Saves and activates the integration flow. Messages can now be exchanged between Oracle Sales Cloud and Siebel.
- Monitors the transactions in real-time by selecting **Monitor**. Dashboards of the key performance metrics of the transactions are displayed.

Oracle Sales Cloud to Oracle CPQ Cloud to Oracle E-Business Integration

This use case describes how an opportunity can be converted into a quote and then an order with just a few clicks using Oracle Integration Cloud Service. When the integration is complete, data is synchronized between Oracle Sales Cloud, Oracle CPQ (Configure, Price, Quote), and Oracle E-Business Suite in real-time.

Watch a video presentation of the use case or read the text.

 Video

In this use case, a sales team is modernizing their sales ecosystem by subscribing to Oracle Sales Cloud for their customer relationship management requirements. The sales team has also acquired Oracle CPQ Cloud to reduce sales cycle times for their quote to cash process. Now, they need to integrate this data with their on-premises Oracle E-Business Suite. The sales team has chosen Oracle Integration Cloud Service as their strategic platform for the integration. Oracle Integration Cloud Service will be used for bidirectional data synchronization between Oracle Sales Cloud, Oracle CPQ Cloud, and Oracle E-Business Suite.

These are the tasks required to make an opportunity become an order:

- A sales representative logs in to Oracle Sales Cloud and creates a new opportunity.
- The sales representative adds information about the opportunity and adds the associated products to complete the opportunity configuration.
- The sales representative creates a quote for the opportunity and this opens Oracle CPQ Cloud, Data exchange happens automatically; the customer information and opportunity name are retrieved from Oracle Sales Cloud. Also the transaction name and ID are populated automatically.
- The sales representative reviews the quote details and submits the quote.
- The sales representative returns to Oracle Sales Cloud to check the opportunity list. A summary of the quote is sent to Oracle Sales Cloud automatically.
- The quote configuration is complete.
- The sales representative presents the quote to the customer.

- Following successful negotiations with the customer, the quote is accepted.
- A new sales order is created in Oracle E-Business Suite.
- The customer calls the sales representative to request a status update on the sales order. The sales representative calls the order management team and provides the Oracle E-Business Suite sales order number. Details of the order are retrieved immediately.

These are the tasks required to build an Oracle Sales Cloud, Oracle CPQ Cloud, and Oracle E-Business Suite integration quickly without any coding:

- The integration manager logs into the Oracle Integration Cloud Service web console. The Oracle Integration Cloud Service web console is used to design, monitor, and manage integrations.
- The integration manager can perform the following tasks on the landing page: create connections to various SaaS and on-premises applications, build integrations between connections, or monitor transactions through the dashboard.
- The integration manager selects **Connections**. Oracle Integration Cloud Service provides a number of pre-built connections including SaaS, on-premises, social applications, and more. You can also review all existing connections to various applications.
- The integration manager enters the information necessary for the Oracle Sales Cloud, Oracle CPQ Cloud, and Oracle E-Business Suite connections and tests connectivity to make sure it functions.
- The integration manager creates a new integration. The landing page displays all integrations created to date. Oracle Integration Cloud Service provides pre-built integrations to integrate between various SaaS and on-premises applications.
- The integration manager selects the pre-built integration provided by Oracle for the Oracle Sales Cloud to Oracle CPQ Cloud integration.
- The integration manager sets the Oracle CPQ Cloud and Oracle Sales Cloud connections as the source and target of the integration.
- The integration manager completes the data mapping between the two endpoints in the mapper.
- The integration manager saves and activates the integration flow. Messages can now be exchanged between Oracle Sales Cloud and Oracle CPQ Cloud.
- The integration manager activates the existing Save Quote Details in Sales Cloud integration. Synchronization of quote details in Oracle Sales Cloud is enabled.
- The integration manager creates a new integration to enable the creation of a sales order in Oracle E-Business Suite when the quote is accepted in Oracle CPQ Cloud.
- The integration manager drags the drags the previously configured Oracle CPQ Cloud connection to the source section of the integration.
- The integration manager names the endpoint, identifies the service definition method and specifies service details.
- The integration manager configures the integration invoke endpoint. He drags the Oracle E-Business Suite connection to the invoke section of the integration.

- The integration manager is securely connecting to metadata Oracle E-Business Suite instance in the datacenter. With Oracle Integration Service, you don't need to punch a hole in your firewall.
- The integration manager completes the data mapping between the two endpoints in the mapper. To complete the mapping, the integration manager drags and drops mapping elements and uses the Oracle Integration Cloud Service recommendation system to create the mapping automatically.
- The integration manager saves and activates the integration flow. Messages can now flow between Oracle E-Business Suite and Oracle CPQ Cloud to create a sales order when the opportunity is closed.
- The integration manager can monitor the transactions in real time by selecting **Monitoring** in the upper right. The dashboards display key performance metrics for transactions. The monitoring dashboards can also be used for error management and to troubleshoot failed transactions

Oracle RightNow Cloud Service to Oracle E-Business Suite Integration

This use case describes how Oracle Integration Cloud Service is used to synchronize data such as incidents between Oracle RightNow Cloud Service and Oracle E-Business Suite in real-time.

Watch a video presentation of the use case or read the text.

Video

The sales team at the fictional company Vision Inc. is modernizing their customer experience ecosystem by subscribing to Oracle RightNow Cloud Service which will help them increase sales, build trust, and strengthen relationships. Now, they need to integrate Oracle RightNow Cloud Service data with their on-premises Oracle E-Business Suite. They have chosen Oracle Integration Cloud Service as their strategic platform for this integration. This use case demonstrates how the two applications can be integrated with just a few clicks.

When the integration is complete, these are the steps taken to report and correct a customer issue:

- A Vision Inc. customer is experiencing issues Internet connectivity and logs in to the customer support portal powered by Oracle RightNow Cloud Service and files an incident that describes the connectivity issue.
- The customer submits the issue and is given an incident number for future reference.
- A Vision Inc. customer service representative logs in to the Oracle RightNow Cloud Service desktop and reviews the open incidents.
- The customer service representative notices the Internet connectivity issue identified by the customer.
- The customer service representative reviews the information available on the Oracle RightNow Cloud Service knowledge base, but cannot find a solution that can be delivered over the phone.
- The customer service representative sends a response to the customer that a Vision Inc. service technician will be sent to fix the connectivity issue in 2 hours.

- The customer service representative updates and saves the incident.
- A new service request is generated immediately in Oracle E-Business Suite.
- The Vision Inc. field service supervisor receives a notification that a new service request has been generated.
- The Vision Inc. field service supervisor receives a notification that a new service request has been generated and dispatches a service technician to the customer's address.
- The Vision Inc. service technician resolves the connectivity issue and updates the service request on a tablet.
- A real-time update of the incident is sent to Oracle RightNow Cloud Service web portal.
- In the Oracle RightNow Cloud Service agent desktop, the customer service representative notices that the service technician has resolved the connectivity issue and closes the incident report.

To implement the integration, these tasks are completed:

- The Vision Inc. Integration Manager logs in to the Oracle Integration Cloud Service web console. The ICS web console is used to design, monitor, and manage integrations.
- The integration manager can perform the following tasks on the landing page: create connections to various SaaS and on-premises applications, build integrations between connections, or monitor transactions through the dashboard.
- The integration manager selects **Connections**. Oracle Integration Cloud Service provides a number of pre-built connections including SaaS, on-premises, social applications, and more. You can also review all existing connections to various applications.
- The Integration Manager enters the information necessary for the Oracle E-Business Suite and Oracle RightNow Cloud Service connections and tests connectivity to make sure both connections function.
- The integration manager creates a new integration. The landing page displays all integrations created to date. Oracle Integration Cloud Service provides pre-built integrations to integrate between various SaaS and on-premises applications.
- The Integration Manager selects the pre-built integration provided by Oracle to create a service request in Oracle E-Business Suite when an incident is created Oracle RightNow Cloud Service.
- The Integration Manager creates a new integration to allow an incident in Oracle RightNow Cloud Service to be updated when a corresponding service request is updated in Oracle E-Business Suite.
- The Integration Manager drags and drops the Oracle E-Business Suite connection to the source area of the integration canvas.
- The Integration Manager is securely connecting to metadata from the Oracle E-Business Suite instance in the datacentre. With Oracle Integration Service, you don't need to punch a hole in your firewall.

- The Integration Manager drags and drops the Oracle RightNow Cloud Service connection to the invoke area of the integration canvas.
- The Integration Manager enters a meaningful name, a service definition, and specifies service details for the Oracle RightNow Cloud Service endpoint.
- The Integration Manager opens the mapper to complete the data mapping between the two endpoints.
- In the mapper, the Integration Manager drags and drops mapping elements and uses the ICS recommendation system to create the mapping automatically.
- The Integration Manager saves and activates the integration flow. Messages can now be exchanged between the Oracle E-Business Suite and Oracle RightNow Cloud Service.
- The Integration Manager monitors the transactions in real-time by selecting Monitor. Dashboards of the key performance metrics of the transactions are displayed.

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SaaS to SaaS Integrations

These use cases describe how you can use Oracle Integration Cloud Service to quickly create bidirectional data connections between Oracle and other SaaS (Software as a service) applications without complex coding.

Topics

Oracle Sales Cloud to NetSuite Integration

This use case describes how to integrate Oracle Sales Cloud with NetSuite to synchronize account creation quickly. Use Oracle Integration Cloud Service to create the connection between the two applications and synchronize account creation in real-time.

Watch a video presentation of the use case or read the text.

Video

For this use case, you complete these tasks:

- Create the Oracle Sales Cloud and NetSuite connections in Oracle Integration Cloud Service.
- Create the integration and set the data mapping between the Oracle Sales Cloud and NetSuite connections.
- Save and activate the integration.
- Monitor the integration.

Create the connections:

- Log in to the Oracle Integration Cloud Service web console.
- Create a NetSuite connection using the integrated NetSuite Adapter.
- Define the connection name, endpoint connection properties, and security credentials using the .wdsl URL.

- Test NetSuite Adapter connectivity and verify it is successful.
- Create the connection for Oracle Sales Cloud using the integrated Oracle Sales Cloud Adapter.
- Define the connection name, endpoint connection properties, and security credentials using the .wdsl URL.
- Test Oracle Sales Cloud Adapter connectivity and verify it is successful.

Create the integration:

- Select the Map My Data integration to simplify data mapping and send the request data from Oracle Sales Cloud to NetSuite.
- Drag the Oracle Sales Cloud connection to the source section of the integration canvas.
- Name the endpoint and select **Account** as the request and response business objects.
- Verify your selections for your Oracle Sales Cloud configuration including the operation, request object, and response object fields.
- Drag the NetSuite connection to the invoke section of the integration canvas.
- Name the NetSuite endpoint.
- Select the `basic` operation.
- Select **Customer** as the business object.
- Verify the settings are correct.
- Map the data between the two the two endpoints in the mapper. Drag and drop mapping elements or use the Oracle Integration Cloud Service recommendation system to create the mapping automatically.
- Configure data tracking.
- Click **Activate** to activate the integration and enable detailed tracing that can be used for debugging.

Monitor your integration:

- Open the monitoring page.
- Review the general statistics for the integration.

The integration between the Oracle Sales Cloud and NetSuite applications is complete.

Oracle RightNow Cloud Service to NetSuite Integration

This use case describes how Oracle Integration Cloud Service can be used to exchange data and information between Oracle RightNow Cloud Service and NetSuite. In this use case, an account is created in NetSuite every time a new organization is created in Oracle RightNow Cloud Service.

Watch a video presentation of the use case or read the text.

Video

Do you need to integrate Oracle RightNow Cloud Service with NetSuite applications? Do you need to synchronize data between your Oracle RightNow Cloud Service and NetSuite instances? Oracle Integration Cloud Service (ICS) enables you to integrate Oracle RightNow Cloud Service and NetSuite to synchronize data like accounts and organizations.

In this use case, an account is created in NetSuite every time an organization is created in Oracle RightNow Cloud Service. To complete this integration, these tasks are performed in ICS:

- The source and target connections are created.
- The integration is created.
- The data mapping is completed.
- The integration is saved and activated.

Create the connections:

- Log in to the ICS web console.
- Create the Oracle RightNow Cloud Service connection by using the integrated Oracle RightNow Cloud Adapter.
- Enter the connection name and use a .wdsl file to define the connection properties.
- The Oracle RightNow Cloud Service endpoint is password protected. Enter the security credentials for the Oracle RightNow Cloud Service connection.
- Test Oracle RightNow Cloud Service connectivity and save the connection. To use the connection in an integration, it must be tested.
- Create the NetSuite connection by using the integrated NetSuite Adapter.
- Enter the connection name and use a .wdsl file to define the connection properties.
- The NetSuite endpoint is password protected. Enter the security credentials for the NetSuite connection. These credentials include the account and role settings.
- Test NetSuite connectivity and save the connection. To use the connection in an integration, it must be tested.
- Confirm the RightNow and NetSuite connections are identified as configured on the ICS Connections console.

Create a new integration:

- Select the Map My Data integration.
- Build a new integration to create an account in NetSuite when an organization is created in Oracle RightNow Cloud Service.
- Drag the NetSuite connection to the invoke area of the integration canvas.
- Enter a meaningful name for the endpoint and select **Account** as the target operation and business object.
- Verify the selections for Oracle RightNow Cloud Service target endpoint configuration are correct on the Summary page and complete the endpoint configuration.

- Drag the Oracle RightNow Cloud Service connection to the trigger area of the integration canvas.
- Enter a meaningful name for the endpoint.
- Selects the Organization business object for the request and response.
- Verify the selections for Oracle RightNow Cloud Service source endpoint configuration are correct on the Summary page and complete the endpoint configuration
- Verify the integration canvas displays the configured source and invoke connections.

Map the data that is exchanged between the source and invoke connections:

- Open the mapper and drag LookupName in the left pane to acctNAME in the right pane.
- Save the mapping and exit the mapper.
- Open the mapper and drag name in the left pane to LookupName in the right pane to set the response mapping.
- Save the mapping and exit the mapper.

Activate the integration:

- Click **Activate** next to the integration name on the ICS Integrations console.

Any changes made to the organization in Oracle RightNow Cloud Service are automatically reflected in the NetSuite instance.

Oracle Sales Cloud to Oracle RightNow Cloud Service Integration

This use case describes how Oracle Integration Cloud Service is used to synchronize data such as incidents between Oracle Sales Cloud and Oracle RightNow in real-time so that service requests are created in both applications.

Watch a video presentation of the use case or read the text.

 Video

To complete this integration, these tasks are completed in Oracle Integration Cloud Service:

- Creating the integration.
- Performing data mapping.
- Saving and activating the integration.
- Monitoring integration message processing.

Create a new integration using previously created connections:

- Select the Map My Data integration to synchronize account creation between the Oracle Sales Cloud and Oracle RightNow connections.
- Provide details for the service including a meaningful name and description. To simply management, a package name can be included so related integrations can be grouped together.

- Drag the Oracle Sales Cloud connection to the source area of the integration canvas.
- Enter a meaningful name for the endpoint.
- Select the **Account** business object for the request and response.
- Verify the selections for the Oracle Sales Cloud source endpoint configuration are correct on the Summary page and complete the endpoint configuration.
- Drag the Oracle RightNow connection to the invoke area of the integration canvas.
- Enter a meaningful name for the endpoint.
- Select **Opportunity** as the target operation and **Organization** as the business object.
- Verify the selections for the Oracle RightNow target endpoint configuration are correct on the Summary page and complete the endpoint configuration.
- Verify the integration canvas displays the configured source and invoke connections.

Map the data that will be exchanged between the source and invoke connections:

- Upload a file to complete the request mapping.
- Set the response mapping. Open the mapper and view the mapping recommendations in the **Mapping Recommendations** list.
- Filter the mapping fields based on whether they have been previously mapped, how the fields were defined, the mapping origin, and the valid mappings.
- Hide the unmapped fields to make mapping easier.
- Save the mapping and exit the mapper.
- Configure the response so that the source account gets updated with the ID of the corresponding organization in Oracle RightNow. This is required to allow updates to occur against the correct organization.
- Open the mapper and drag the organization ID from the left pane to SourceSystemReferenceValue in the right pane. This allows the response to be returned with the correct ID to Oracle Sales Cloud
- Saves the mapping and exit the mapper.

Activate the integration:

- Click **Activate** next to the integration name on the Oracle Integration Cloud Service Integrations console.

Monitor integration message processing:

- Select **Monitor** on the Oracle Integration Cloud Service Integrations console. On the monitoring page overall message counts and success rate for all integrations as well as the details for individual integrations are displayed.

Salesforce.com to SAP Integration

This use case describes how Oracle Integration Cloud Service is used for bidirectional data synchronization between Salesforce.com and SAP applications.

Watch a video presentation of the use case or read the text.

Video

Create the connections:

- Log in to the Oracle Integration Cloud Service web console.
- Create an SAP connection using the integrated SAP adapter.
- Configure the credentials including the connection name, endpoint connection properties, and security credentials.
- Test the new SAP connection and verify it is successful.
- Create the connection for Salesforce.com using the integrated Salesforce.com adapter.
- Configure the Salesforce.com connection properties using the .wdsl file you created when you defined the object outbound properties in the Salesforce.com application.
- Test the new Salesforce.com connection and verify it is successful.

Create the integration:

- Select the Map My Data integration to simplify data mapping and send the request data from Salesforce.com to SAP.
- Drag the SAP connection to the invoke section of the integration.
- Name the SAP endpoint and identify the business object.
- Select the `BAPI_CUSTOMER_CHANGEFROMDATA1` function to change the personal data of a customer on the SAP system.
- Review the default properties of the SAP connector including stateless interaction and activated schema validation.
- Verify that the selected SAP object is the RFC function to allow customer data to be changed.
- Drag the Salesforce.com connection to the source section of the integration.
- Name the endpoint and identify the outbound messaging interface and the business object which in this use case is **Account**.
- Select the Id, Name, BillingCity, and CreatedById fields.
- Build the field conditions based on the account number.
- Indicate that you want to receive notifications when the account gets created.
- Configure the event notification. Select the `CRUD` operation type.
- Verify your selections for your Salesforce.com configuration including the object name, object fields and when you will receive notifications.

The integration is complete and ready for activation.

Salesforce.com to ServiceNow Integration

This use case describes how to connect your Salesforce.com and ServiceNow applications to synchronize Salesforce.com cases to ServiceNow incidents. UseOracle Integration Cloud Service to create the connection between the two applications and a bidirectional synchronization of case to incident.

Watch a video presentation of the use case or read the text.

Video

When complete, the integration creates configuration audits when a new Salesforce.com case is created. For ease of management, the Salesforce.com case contact is synchronized with a ServiceNow user record. ServiceNow posts updates to the Salesforce.com case when changes are made to the related incident.

For this use case, you complete these tasks:

- Create the Salesforce and ServiceNow connections in Oracle Integration Cloud Service.
- Create the integration and set the data mapping between the Salesforce and ServiceNow connections.
- Save and activate your integration.
- Create a new case in the Salesforce.com application.
- Verify a new incident is created in ServiceNow based on the Salesforce.com case.

Create the connections:

- Log in to the Oracle Integration Cloud Service web console.
- Create a ServiceNow connection using the integrated ServiceNow adapter.
- Configure the credentials including the connection name, endpoint connection properties, and security credentials.
- Test ServiceNow adapter connectivity and verify it is successful.
- Create the connection for Salesforce.com using the integrated Salesforce.com adapter.
- Configure the Salesforce.com connection properties using the .wdsl file you created when you defined the object outbound message properties in the Salesforce.com application.
- Test Salesforce.com adapter connectivity and verify it is successful.

Create the integration:

- Select the Map My Data integration to simplify data mapping and send the request data from Salesforce.com to ServiceNow.
- Drag the Salesforce.com connection to the source section of the integration canvas.
- Name the endpoint and select **Case** as the business object.
- Select the **Id**, **Status**, **Priority**, **Reason**, and **Subject** fields.

- Set the field condition to **Reason=Performance**.
- Indicate that you want to receive notifications when the case gets created.
- Configure the event notification.
- Verify your selections for your Salesforce.com configuration including the object name, object fields and when you will receive notifications.
- Drag the ServiceNow connection to the invoke section of the integration canvas.
- Name the ServiceNow endpoint.
- Select the `insert` operation.
- Select the **Incident [incident]** table.
- Verify the selected table and operation are correct.
- Map the data between the two the two endpoints in the mapper. Drag and drop mapping elements or use the ICS recommendation system to create the mapping automatically.
- Click **Activate** to activate the integration.

Test the integration:

- In the ServiceNow application, select **Incidents**.
- Filter the incidents list so the most recent incidents appear first.
- Create a new case in Salesforce.com using the basic case information.
- Select **Performance** in the **Case Reason** field.
- Save the new case and verify a new incident was created in ServiceNow.

The integration between the Salesforce.com and ServiceNow applications is complete.

FTP Adapter to ERP Adapter Integration

This use case describes how to load data from a secure FTP location to Oracle ERP Cloud by using a trigger file mechanism. The data is sent to Oracle Integration Cloud Service for orchestration. Oracle Integration Cloud Service schedules the integration flow for polling the trigger file.

Video

- Create an orchestrated integration that is triggered by a schedule.
- From the **INVOKE** panel, drag an FTP Adapter into the integration canvas.
- Configure the FTP Adapter to perform the following tasks:
  - Specify a name of `readTriggerFile`.
  - Specify a file name pattern of `*.TRG`.
  - Specify an input directory from which to read a trigger file.
  - Define a schema from a CSV file as the trigger file format.

- From the **ACTIONS** panel, add an Assign action below the FTP Adapter to declare the set of variables.
  - Specify a name of `ExtactFileName`.
  - In the Expression Builder, configure variables, such as extracting the ZIP file name of `*.TRG` from a relative path.
- Add a second invoke FTP Adapter below the Assign action to download and stage the file temporarily in Oracle Integration Cloud Service.
- Configure the FTP Adapter to perform the following tasks:
  - Specify a name of `DownloadFile`.
  - Select the **Download to ICS** operation.
  - Specify the input directory and download directory path.
  - Select the **Unzip the File** option.

    A mapper is automatically added to the integration whenever a Stage File action or new endpoints such as the FTP Adapter are added to the integration. The mapper appears between the Assign action and the **DownloadFile** FTP Adapter.
- In the mapper, map the source extracted ZIP file to the target `DownloadFileToICS` filename element.
- Because the ZIP file may contain multiple files, drag a For-Each action below the **DownloadFIle** FTP Adapter in the integration. This action enables iteration over a repeated element.
- Specify the repeating element and current element name.
- To read each file from the input directory, add a Stage File action below the For-Each action and configure it as follows:
  - In the Expression Builder, specify the file name and directory from which to read the file.
  - Specify the schema file by loading a CSV file that contains the data structure.
- When a file is staged in Oracle Integration Cloud Service, add a second For-Each action below the Stage File action to iterate through each record.
  - Add the repeating element and current element name.
- Add a second Stage File action to write each record into a new file.
  - Specify a name of `WriteRecordToFile`.
  - In the Expression Builder, set the name and the output directory. All the enriched data is appended to the staged file. The schema file for the new ERP file uses the same structure as the source file.
- Perform the data mapping and transformation in the automatically added mapper. Functions, operators, and XSLs are useful to enrich and transform the new file for ERP.

- Add a Stage File action below the `WriteRecordToFile` Stage File action to write a manifest file with the business data details.
  - Specify a name of `CreateManifest`.
  - In the Expression Builder, select the **Write File** option and **Append to Existing File**.
- In the mapper that is automatically created above the **CreateManifest** Stage File action, define the manifest file content.
- Add a Stage File action below the **CreateManifest** Stage File action to rezip the file before sending it to the ERP cloud endpoint.
  - In the Expression Builder, select the **ZIP Files** option.
  - Select the zip file name to concatenate and the directory to zip.
- Add an ERP adapter at the end of the integration to import the data into the ERP Financial application.
  - Select the **Import Payable Invoices** operation.

    Once the data loading and processing are complete, an email notification must be triggered.
  - Select **Email Notification**.
  - Define a callback to retrieve any details about failed records.
- In the mapper above the ERP Adapter, define the file references for the endpoint so that the ERP system processes the rezipped file accordingly.
- Activate the integration and monitor the activity stream from the Runtime Health page. The activity stream and diagnostic logs are available for download.
- Save and activate your integration.
- Invoke the integration.
- Monitor the activity stream and the diagnostics log.