



# iConnect for Oracle CRM On Demand Integration Guide

*Using iConnect to Integrate CRM and Oracle Knowledge Applications*

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Oracle Knowledge Version 8.4.2.2

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**Oracle, Inc.**

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## PREFACE

# About This Guide

This guide provides detailed instructions and supporting information for installing and configuring Oracle Knowledge iConnect for Oracle CRM On Demand Self-Service Portal for use with an Oracle Knowledge application. This guide is intended for application developers and systems administrators who need to plan for and perform integration of the On Demand Self-Service Portal with an Oracle Knowledge application and a supported Oracle CRM application.

This preface includes information on:

- The general organization of this guide
- The InQuira contact information
- The available product documentation

## In This Guide

The iConnect for Oracle CRM On Demand Integration Guide is divided into the following sections:

<b>Chapter 1, CRM On Demand Configuration</b>	This chapter describes Oracle Knowledge CRM On Demand configuration.
<b>Chapter 2, Mapping Tool Setup</b>	This chapter describes how to configure the CRM On Demand mapping tool components that make Oracle Knowledge applications available to the CRM application.
<b>Chapter 3, Self-Service CRM On-Demand Configuration</b>	This chapter describes Oracle Knowledge On Demand Self-Service Portal configuration.
<b>Chapter 4, Setting up Web Services</b>	This chapter describes the Web Service setup necessary for communication between the applications.
<b>Chapter 5, SSP Mapping Tool – Deployment and Setup</b>	This chapter describes how to configure the On Demand Self-Service Portal mapping tool components that make Oracle Knowledge applications available to the SSP application.
<b>Chapter 6, Web Application Configuration</b>	This chapter describes how to configure the SSP web application.
<b>Chapter 7, Configuring Oracle Knowledge</b>	This chapter describes how to configure the Oracle Knowledge System Manager and Information Manager components.
<b>Chapter 8, Self-Service Portal User Administration</b>	This chapter describes how to implement and administer the SSP.
<b>Chapter 9, Reports Configuration</b>	This chapter describes how to configure reporting tools.
<b>Appendix A: Build Configuration Updates</b>	This appendix provides a reference for configuration updates.

**Appendix B:  
Troubleshooting**

This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search.

## Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

## References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

# CRM On Demand Configuration

For iConnect functionality, you must configure the CRM On Demand application.

iConnect for CRMOD has the following requirements :

- Ability to embed Oracle Knowledge answers page (An External Website) as a Web Applet in the Service Request Detail page.
- Ability to pass a set of key information to Oracle Knowledge Find Answers Portal
- Ability to authenticate SSO Token from CRM On Demand in Oracle Knowledge
- Ability to Link/Unlink/Get Linked Oracle Knowledge Answers for a Service Request (Oracle Knowledge Answers are in turn stored in one of the Web Service 1.0 Custom Objects1 - 3)

## Steps for Embedding Oracle Knowledge Search Site within CRM On Demand

- 1 Logon to CRM On Demand Application
- 2 Click on the 'Admin ' link on the top right corner
- 3 Click on the 'Application Customization' link
- 4 Under 'Record Type Setup', click on 'Service Request' link
- 5 Under 'Page Layout Management' click on 'Service Request Web Applet' link
- 6 Click on the 'New' button and enter the following information:

Field	Value
Name	Find Answers
Location	Detail Page
Type	HTML
Web Applet HTML <sup>1</sup>	<pre>&lt;iframe width="100%" height="280" scrolling="yes" frameborder="no" name="myframe"src="https://staging.InQuira.com/iconnect/index?page=cca&amp;sr_key=%%SR_Number%%&amp;question_box=%%Abstract%%&amp;cca_types=solution_id,+resolution_id&amp;ui_mode=question&amp;cca_connected=true&amp;cca_system=crmod&amp;user=%%User id%%&amp;fname=%%Userfirst name%%&amp;lname=%%User last name%%&amp;email=%%Useremail%%&amp;locale=%%User locale code%%&amp;ssoToken=%%SSOToken%%&amp;CONTACT_ID=%%Contact_Id%%&amp;CONTACT_EMAIL=%%Contact_Email%%&amp;cca_case_desc=%%Abstract%%&amp;url=https://secure-ausomxapa.crmondemand.com?id="iconnect"&gt;&lt;/iframe&gt;</pre>

1. Note:

- "src" is the Oracle Knowledge web application access URL, it should be `http://<servername>/support/index?.....`
- "iconnect" is the iconnect web application name deployed. In this case, Application type "iConnect" has been deployed as "iconnect"
- "url" is the ondemand crm application access url for customers. For each customer this url is different.



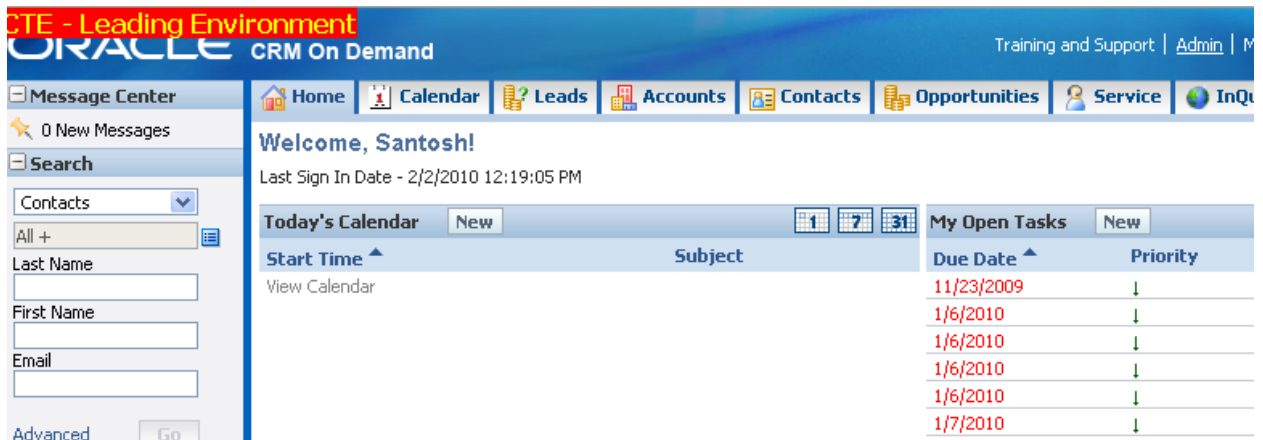
- 7 Click **Save**.
- 8 Go to any Service Request Detail page and click **Edit Layout** in the top right corner and move the 'Find Answers' from Available Related Information to Displayed Related Information.

## WALK-THRU

- 1 Logon to CRM On Demand Application



- 2 Click on the 'Admin ' link on the top right corner

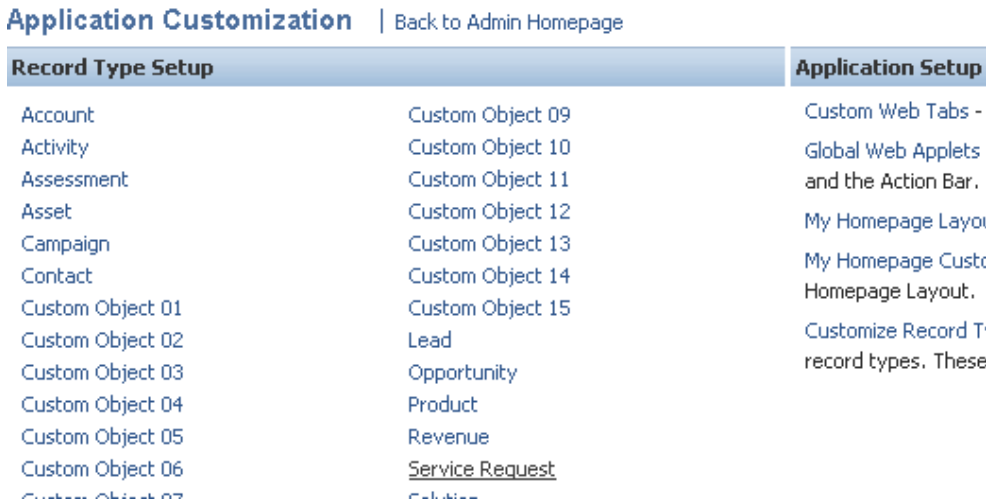


Start Time	Subject	Due Date	Priority
View Calendar		11/23/2009	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/7/2010	↓

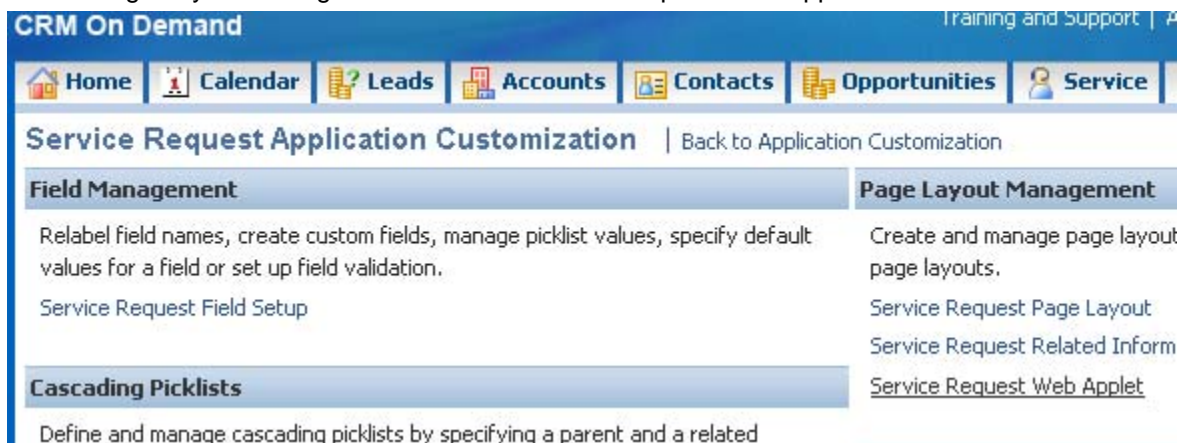
- 3 Click on the 'Application Customization' link



- 4 Under 'Record Type Setup', click on 'Service Request' link



- 5 Under 'Page Layout Management' click on 'Service Request Web Applet' link



- 6 Click on the 'New' button and enter the information listed above in step 6.

- Click on 'Save' button
- Go to any Service Request Detail page and Click on 'Edit Layout' link on the top right corner and Move the 'Find Answers' from Available Related Information to Displayed Related Information

ICONNECT FOR ORACLE CRM ON DEMAND INTEGRATION GUIDE

**Personal Layout** | [Back to Service Request Detail](#)

**Page Layout**

Select the related information content and the order in which you want it to display on the Service Request Detail page.

**Available Related Information**

- Call Scripts
- Customer Satisfaction Surveys
- Find Answers**

**Displayed Related Information**

- SSO Test
- Solutions
- Open Activities
- Completed Activities
- Notes
- Audit Trail
- Attachments

## Setting Up a Symbolic Link

A *symbolic link* is a context-dependent link that has variables embedded in it. Variables embedded in a symbolic link may include user and or environment specific information.

The url specified in the src attribute of the iframe is the symbolic link to access the answers.

Parameter Key	Value
<b>Main URL</b>	http://<server-name>/<iconnect application context-name>/index?page=cca e.g. http://staging:8226/ssp/index?page=cca <b>Note:</b> <application context-name> is used to deploy the iConnect Web Application. Remember this name and make certain that the iConnect web application is registered with the same name.
<b>sr_key</b>	%%%SR_Number%%%
<b>question_box</b>	%%%Abstract%%%
<b>cca_type</b>	solution_id,+resolution_id
<b>ui_mode</b>	question
<b>cca_connected</b>	true
<b>cca_system</b>	crmod
<b>user</b>	%%%User id%%%
<b>fname</b>	%%%User first name%%%
<b>lname</b>	%%%User last name%%%
<b>email</b>	%%%User email%%%
<b>locale</b>	%%%User locale code%%%
<b>ssoToken</b>	%%%SSO Token%%%
<b>SSP Authentication URL</b>	&url=https://secure-ausomxapa.crmondemand.com"
<b>CONTACT_ID</b>	%%%Contact_Id%%%
<b>CONTACT_EMAIL</b>	%%%Contact_Email%%%

## Authenticate the SSO Token

Refer to Oracle Knowledge documentation “How to use and test SSO”

### Single Sign-on

Oracle Knowledge accepts the user credentials (user id and password) that are passed and automatically logs on the user when the user initiates the first search request for a case, if the user is known. If the user is unknown, then the user appears as an anonymous user.

The user is mapped to a user Role, which dictates the privileges for that user that are displayed within the Oracle Knowledge application.

This password encryption/decryption only affects the autologin for system integration. It does not affect the normal login process, being native Oracle Knowledge implementation, LDAP, or any custom made implementation through IAuthenticate.

Using HTTPS communication between CCA and InfoCenter/iConnect further improves the security for sensitive data.

If using Single Sign-on products, such as Site Minder, a customized SSO can replace the AUTOLOGIN delivered.

### CCA Implementation

Define Oracle Knowledge User Name and Password in SSO configuration. The password should be encrypted (entered in encrypted format). The default password is encrypted as it is in Information Manager when a user/password is created. See “Oracle Knowledge InfoCenter Password” on page 21.

### iConnect Application Configuration

Configure the encryption algorithm for entry CRYPTO\_CLASS\_NAME in config.properties for each iConnect application. This can be done though IM console, System Config Expert mode. By default, it is preconfigured as com.inquirafoundation.utilities.CVEncryption.

The encryption algorithm can be custom implemented and plugin to the iConnect system as long as it implements the following interface.

```
package com.inquirafoundation.utilities;
public interface ICVCrypto {
    public String encryptPassword(String str)throws CVSecurityException ;
    public String decryptPassword(String str)throws CVSecurityException ;
}
```

The encryption algorithm should apply on both CCA and on iConnect.

## Steps for Linking/Unlinking/Get Linked Answers

- 1 Customize the Custom Objects and add new fields specific to Oracle Knowledge
- 2 Map the Custom Object to the Oracle Knowledge business object

## Customizing the Custom Objects

iConnect for CRMOD only supports Web Service 1.0 Objects. Only three custom objects are supported in WS 1.0:- CustomObject1, CustomObject2 and CustomObject3.

Oracle Knowledge answers linked to a Service Request must be stored in one of the three custom objects. However at one point of time, only one object must be chosen to represent the Oracle Knowledge answer.

The following example demonstrates configuration for Custom Object 2.

**Note:** Choosing a different custom object, once answers have been associated to a particular custom object and after this custom object has been associated to Service Request, may result in loss of data and data corruption.

The following fields are need to be created for Custom Objects in CRM On Demand :-

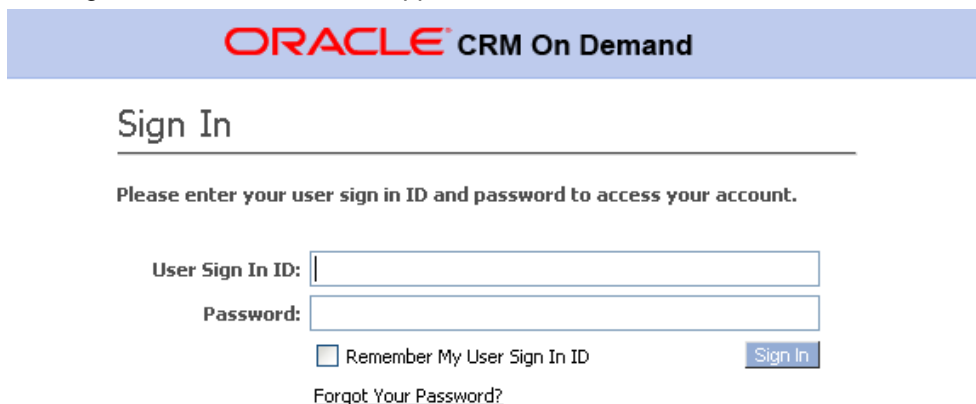
Field Display Name	CRM Data Type
IQTitle	Text (Long)
IQExcerpt	Text (Long)
IQIMDocId	Text (Short)
IQDocType	Text (Short)
IQDocGUID	Text (Long)
IQDocVersion	Text (Short)
IQLinkedDate	Text (Short)
IQDocUrl	Text (Long)

### STEPS:-

- 1 Logon to CRM On Demand Application
- 2 Click on the 'Admin ' link on the top right corner
- 3 Click on the 'Application Customization' link
- 4 Under 'Record Type Setup', click on 'Custom Object 2' link
- 5 Select 'Custom Object 02 Field Setup' under Field Management section
- 6 Click on 'New Field' button
- 7 Set Display Name to 'IQTitle', Field Type to 'Text(Long)' and click 'Save'
- 8 Repeat step 6 and 7 for rest of the fields

## WALK-THRU

- 1 Logon to CRM On Demand Application



**ORACLE CRM On Demand**

### Sign In

Please enter your user sign in ID and password to access your account.

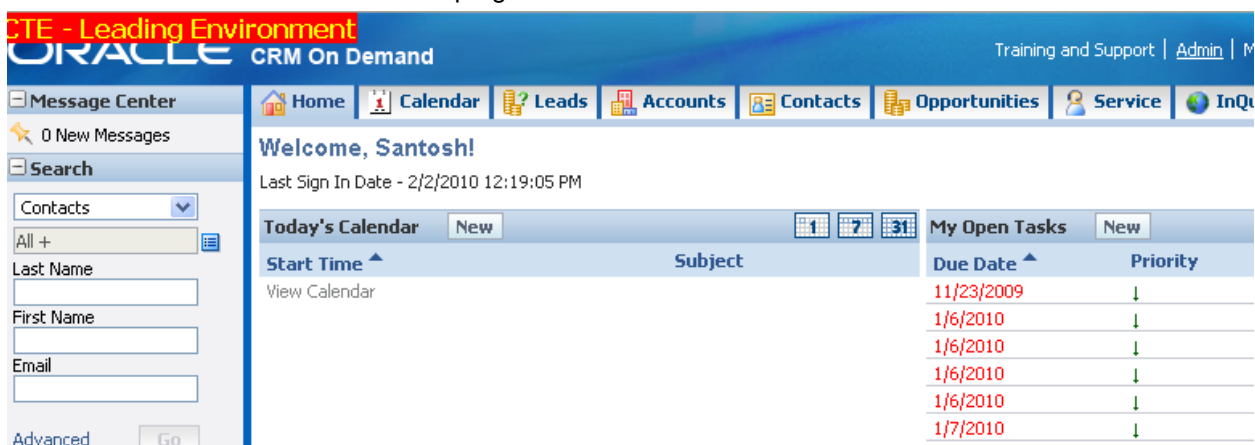
User Sign In ID:

Password:

☐ Remember My User Sign In ID [Sign In](#)

[Forgot Your Password?](#)

- 2 Click on the 'Admin' link on the top right corner



**ORACLE CRM On Demand** Training and Support | [Admin](#) | [My](#)

[Home](#) [Calendar](#) [Leads](#) [Accounts](#) [Contacts](#) [Opportunities](#) [Service](#) [InQ](#)

**Welcome, Santosh!**  
Last Sign In Date - 2/2/2010 12:19:05 PM

**Today's Calendar** [New](#)

Start Time	Subject
<a href="#">View Calendar</a>	

**My Open Tasks** [New](#)

Due Date	Priority
11/23/2009	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/7/2010	↓

- 3 Click on the 'Application Customization' link



**ORACLE CRM On Demand** Training and Support | [Admin](#) | [My](#)

[Home](#) [Calendar](#) [Leads](#) [Accounts](#) [Contacts](#) [Opportunities](#) [Service](#) [InQ](#)

**Admin Homepage** | [Back to My Homepage](#)

**Company Administration**

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**Application Customization**

[Application Customization](#) - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

**User Management & Access Controls**

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

**Business Process Management**

- 4 Under 'Record Type Setup', click on 'Custom Object 2' link

### Application Customization | Back to Admin Homepage

Record Type Setup		Application Setup
Account	Custom Object 09	Custom Web Tabs - C
Activity	Custom Object 10	Global Web Applets - I
Assessment	Custom Object 11	and the Action Bar.
Asset	Custom Object 12	My Homepage Layout
Campaign	Custom Object 13	My Homepage Custom
Contact	Custom Object 14	Homepage Layout.
Custom Object 01	Custom Object 15	Customize Record Typ
<u>Custom Object 02</u>	Lead	record types. These c
Custom Object 03	Opportunity	

- 5 Select 'Custom Object 02 Field Setup' under Field Management section

**CRM On Demand**

Home Calendar Leads Accounts Contacts Opportunities

### Custom Object 02 Application Customization | Back to Application Cust

Field Management	Page L
Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.	Create
<u>Custom Object 02 Field Setup</u>	page k
	Custor
	Custor
	Custor

### Cascading Picklists

Define and manage cascading picklists by specifying a parent and a related

- 6 Click on 'New Field' button

**CRM On Demand** Training a

Home Calendar Leads Accounts Contacts Opportunities

### Custom Object 02 Fields | Back to Custom Object 02 Application Customization

New Field Rename Fields

	Display Name	Field Type
Edit	Account	Picklist (Read-only)
Edit	Account Id	ID
Edit	Account Location	Picklist (Read-only)
Edit	Account External Unique ID	Picklist (Read-only)



## 7 Set Display Name to 'IQTitle', Field Type to 'Text(Long)' and click 'Save'

**Custom Object 02 Field Edit** | [Back to Custom Object 02 Fields](#)

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type c. addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key Information	
Display Name*	<input type="text" value="IQTitle"/>
Mark for Translation	<input type="checkbox"/>
Additional Information	
Required	<input type="checkbox"/>
Read Only	<input type="checkbox"/>

\*= Required Field

Field Type\*

- Checkbox
- Currency
- Date
- Date/Time
- Integer
- Multi-Select Picklist
- Number
- Percent
- Phone
- Picklist
- Text (Long)**
- Text (Short)
- Web Link

## 8 Repeat step 6 and 7 for rest of the fields

Edit	IQDocGUID	Text (Long)	<input type="checkbox"/>
Edit	IQDocType	Text (Short)	<input type="checkbox"/>
Edit	IQDocURL	Text (Long)	<input type="checkbox"/>
Edit	IQDocVersion	Text (Short)	<input type="checkbox"/>
Edit	IQExcerpt	Text (Long)	<input type="checkbox"/>
Edit	IQIMDocId	Text (Short)	<input type="checkbox"/>
Edit	IQLinkedDate	Text (Short)	<input type="checkbox"/>
Edit	IQTitle	Text (Long)	<input type="checkbox"/>

# Create Admin User for SSP integration with iConnect

**Note:** It is recommended to create a separate admin user to be used in the integration between CRMOD and Oracle Knowledge, but not mandatory.

## 1 Click **Back to User Management and Access Control** link.

Home | Calendar | Accounts | Contacts | Cases | Solutions | Reports | Dashboard | Sales Lead | Campaigns

**Role List** | [Back to User Management and Access Controls](#) | [Help](#) | [Printer Friendly](#)

**Role Management** |  | **Translation Language:** English-American

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  Previous | Next

Role Name	Description	Created By	Modified By
Administrator	OnDemand Role	David Wakley 6/1/2010 09:32 AM	InQuira Integration 7/1/2010 02:34 PM
Advanced User	OnDemand Role	David Wakley 6/1/2010 09:32 AM	David Wakley 6/1/2010 09:32 AM

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Previous | Next

Number of records displayed: 100

## 2 Click User Management.

**User Management and Access Controls** | [Back to Admin Homepage](#)

<b>User and Group Management</b> User Management - Create new users and update profiles of existing users. Public Sharing Groups - Define public groups to which users may implicitly share their records and calendar.	<b>Role Management</b> Role Management - Create and update roles for your company.
<b>Access Profile Management</b> Access Profiles - Create and update access profiles for your company; access profiles are grouping of access levels for various record types and their related information that are used to grant data access to users.	

## 3 Click the New User button.

[Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opportunities](#) | [Service](#) | [Reports](#) | [Dashboard](#) | [Help](#) | [Printer Friendly](#)

**User List** | [Back to User Management and Access Controls](#)

User List | All Users | Menu | **New User** | Quick Add

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  Go Previous | Next

	Last Name ^	First Name	Work Phone #	Email	Role	Reports To (Alias)	Status
Edit	Albright	Sean	1 (310) 483-7799	salbright@inquiria.com	Administrator		Inactive
Edit	Chakravarti	Nav	1 (323) 319-3590	nchakravarti@inquiria.com	Administrator		Inactive
Edit	Jarugula	Sarath	1 (650) 246-5023	sjarugula@inquiria.com	Administrator		Active
Edit	Mojahed	Darius	1 (650) 246-5001	dmojahed@inquiria.com	Administrator		Active
Edit	Penn	Samuel	1 (650) 246-5000	samuelpennigtel@gmail.com	Service Rep		Active
Edit	Pilsborough	Ian	+44 2078585907	ipilborough@inquiria.com	Administrator		Inactive

## 4 Fill the required field details.

**User Edit** | [Back to User List](#) [Help](#)

User Edit | Save | Save & New User | Cancel

All personally identifiable information ("personal information") contained in the Personal Profile will be governed by the [Privacy Statement](#). Please keep this information up to date. Occasionally, we may want to send promotional information regarding other products or services that are available, or special events. In order to receive these promotional materials, please specify the preferences below.

**Key User Information:**

First Name* SSP	Job Title SSP Admin
Last Name* Admin	Region
Middle Name	Subregion
Mr./Ms.	Role* Administrator
Status* Active	Primary Group
Reports To	Default Book All +
Supervisor	Default Book for Analytics

**User Detail Information:**

Alias* SSP	Company Sign In ID INQUIRA-DEV
User ID* odcrm-ssp	User Sign In ID* INQUIRA-DEV/odcrm-ssp
Email* od_info@inquiria.com	Division
Secondary Email	Department
Work Phone #* 6502465000	Employee Number
Cellular Phone #	Business Unit
Work Fax #	Business Unit Level 1

Use the following values to complete the required fields:

Field	Value
First Name	SSP
Last Name	Admin
Status	Active
User ID	odcrm-ssp
Email	as applicable
Job Title	SSP Admin

Field ( <i>continued</i> )	Value ( <i>continued</i> )
Role	Administrator
Alias	SSP
User Sign In ID	INQUIRA-DEV/odcrm-ssp (leave default value)
Work phone	as applicable

**Note:** This user ID will be used wherever required as far as CRM integration is concerned with iConnect/SSP.

**5** Click **Save** .

# Mapping Tool Setup

## Introduction

Mapping Tool is a web-based configuration tool for setting up the communication between Oracle Knowledge and CRM On-Demand. It has the following functions:-

- Ability to set up CRM OD Connection Properties
- Ability to set the CRM Objects to Use for mapping
- Ability to view CRM Object Fields (Attributes)
- Ability to map the individual attributes between Oracle Knowledge and CRMOD

Mapping Tool is deployed as part of the InfoManager Configuration Utility.

## CRM On-Demand Connection Properties

This feature provides a mechanism for users to define the connection properties needed for the Web Service Calls.

The following properties are required to be defined:

Property	Description
URL	URL to access Oracle CRM On-Demand
Login	CRM On-Demand Administrator Login
Password	CRM On-Demand Administrator Password
Enable	Select Yes to enable the object.
Max Active Collections	Enter the maximum number of active collections. Default is 5.

Property	Description
Package Name for Oracle Knowledge Objects	Package name of the Oracle Knowledge-specific Value Objects that will be mapped to CRM Out-Of-Box Objects

Property Name	Property Value
Enable	<input checked="" type="radio"/> On <input type="radio"/> Off
URL	https://secure-ausomxapa.crmondemand.com
User Name	INQUIRA-DEV4/SCHAKRAPANI@SERENECORP.COM
Password	inquire123
Max Active Collections	

Property Name	Property Value
Package name for Inquire Objects	com.inquire.crm.vo

**Note:** The URL must not contain any suffixes apart from the URL name.  
Examples of Invalid URLs:

- <https://secure-ausomxapa.crmondemand.com/>
- <https://secure-ausomxapa.crmondemand.com/Services/Integration>

Ensure the User Name and Password are correct.

Check with development team what the fully qualified package name where the Oracle Knowledge Objects [Case, CaseAnswerLinkInfo and CaseActivity] is stored and update the same here.

## Set CRM Object

This feature allows users to define the mapping at the Object level between CRM On-Demand OOB Objects (Service Request, Custom Object 1, Custom Object 2, Activity) and Oracle Knowledge-Specific Value Objects (Case, CaseAnswerLinkInfo, CaseActivity).

**Note:** Note that package name of the Oracle Knowledge-Specific Value Objects must match the property 'Package Name for Oracle Knowledge Objects' defined in the 'CRM On-Demand Connection Properties' section.

**Note:** The Oracle Knowledge objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

Oracle Knowledge Object	CRMOD Installed Object
Case	Service Request
CaseActivity	Activity
CaseAnswerLinkInfo	<Custom Objects>

**INQUIRA™ | CRM On Demand Mapping Configuration**

**Configuration**

- View Properties
- Set CRM Object**
- CRM Object Fields
- Field Mapping

**Default Mapping Settings**

Help Save

CRM Object Name for mapping "Case" : Service Request

CRM Object Name for mapping "CaseActivity" : Activity

CRM Object Name for mapping "CaseAnswerLinkInfo" : Custom Object 1

## View CRM Object Attributes

This functionality allows users to view all the configured attributes of a CRM OD Out-Of-Box Objects. The following attributes are shown: Display Name, Field Name and Data Type.

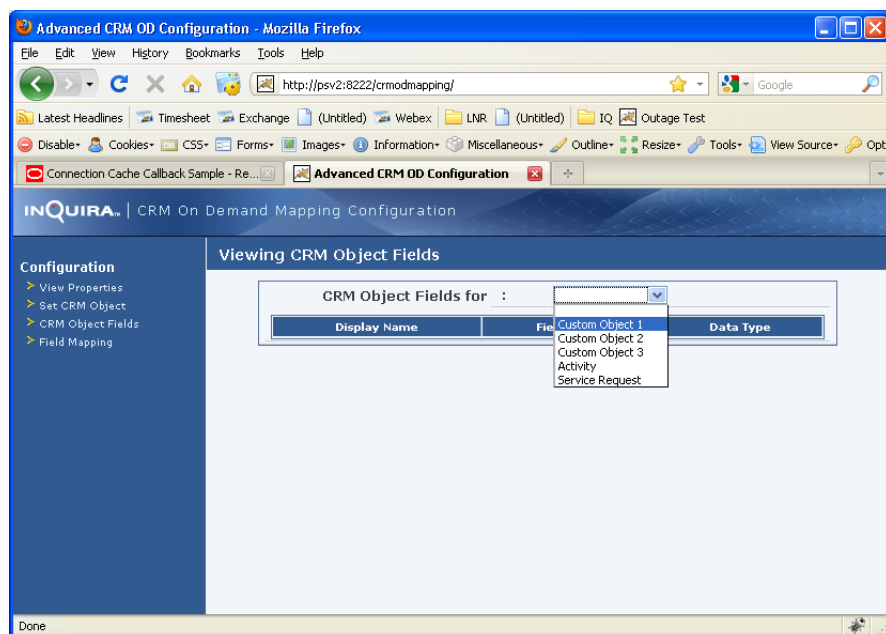


Figure.3.1

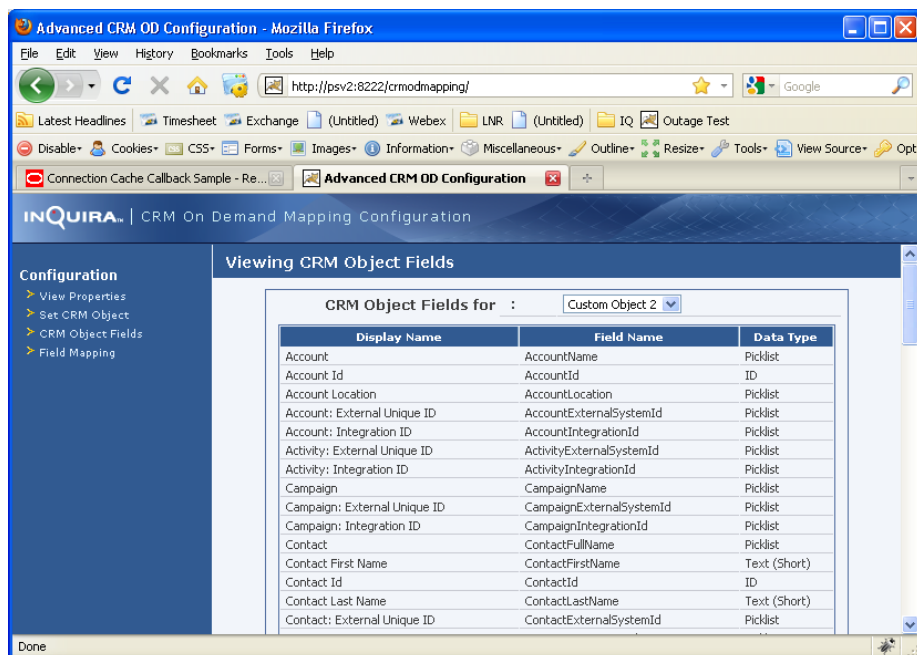


Figure 3.2

## Field Mapping

This is one of the most important feature allows users to define the mapping at the Field level between CRM On-Demand OOB Objects (Service Request, Custom Object 1, Custom Object 2, Activity) and Oracle Knowledge-Specific Value Objects (Case, CaseAnswerLinkInfo, CaseActivity).

**Note:** The Oracle Knowledge objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

**Note:** CRMOD Customization of Custom Objects is the pre-requisite for Field Mapping

Case	Service Request	
Attribute Name	Display Name	Field Name
caseNumber	Service Number	SRNumber
linkedAnswerFlag	IQAnswersLinkedFlag	<Determined during CRMOD customization>
Status	Status	Status

CaseAnswerLinkInfo	Custom Object 1 – 3	
Attribute Name	Display Name	Field Name
caseNumber	Service Request	serviceRequestNumber
key	External Unique Id	externalSystemId
title	IQTitle	<Determined during CRMOD customization>
excerpt	IQExcerpt	<Determined during CRMOD customization>
IMDocId	IQIMDocId	<Determined during CRMOD customization>
docType	IQDocType	<Determined during CRMOD customization>
docGUID	IQDocGUID	<Determined during CRMOD customization>
docVersion	IQDocVersion	<Determined during CRMOD customization>
linkedDate	IQLinkedDate	<Determined during CRMOD customization>
url	IQDocUrl	<Determined during CRMOD customization>
caseNumber	Name	name

CaseActivity	Activity	
Attribute Name	Display Name	Field Name
caseNumber	Service Request	serviceRequestNumber
contactId	Contact Id	primaryContactId
Subject	Subject	subject
description	Description	description
dueDate	Due Date	dueDate
status	Status	status
Type	Type	type

### Example Mapping of CaseAnswerLinkInfo and CustomObject1\_Type

**Mapping Configuration:Create**

Help Cancel Add New

From Type	To Type
com.inquiria.crm.vo.CaseAnswerLinkInfo	crmondemand.ws.customobject1.CustomObject1_Type
caseNumber << Must be mapped to Service Request Number	Service Request
key << Must be mapped to External Unique Id	External Unique ID
title << Title must be mapped to IQTitle	IQTitle
excerpt << Excerpt must be mapped to IQExcerpt	IQExcerpt
caseNumber << This is a dummy assignment to Name	Name << Name is a Mandatory Field
userName << May be optionally mapped to Created By	
IMDocId << Must be mapped to IQIMDocId	IQIMDocId
docType << Must be mapped to IQDocType	IQDocType
docGUID << Must be mapped to IQDocGUID	IQDocGUID
docVersion << Must be mapped to IQDocVersion	IQDocVersion
status << No Need to map Status field	
linkedDate << Must be mapped to IQLinkedDate	IQLinkedDate
url << Must be mapped to IQDocURL	IQDocURL

After Mapping is complete, You should see the following:-

Case Activity	Activity_Type	
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> serviceRequestNumber	×
<input checked="" type="checkbox"/> contactId	<input checked="" type="checkbox"/> primaryContactId	×
<input checked="" type="checkbox"/> subject	<input checked="" type="checkbox"/> subject	×
<input checked="" type="checkbox"/> description	<input checked="" type="checkbox"/> description	×
<input checked="" type="checkbox"/> dueDate	<input checked="" type="checkbox"/> dueDate	×
<input checked="" type="checkbox"/> status	<input checked="" type="checkbox"/> status	×
<input checked="" type="checkbox"/> type	<input checked="" type="checkbox"/> type	×

Case	ServiceRequest_Type	
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> SRNumber	×
<input checked="" type="checkbox"/> linkedAnswerFlag	<input checked="" type="checkbox"/> customBoolean0	×
<input checked="" type="checkbox"/> status	<input checked="" type="checkbox"/> status	×

CaseAnswerLink Info	CustomObject1_Type	
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> serviceRequestNumber	×
<input checked="" type="checkbox"/> key	<input checked="" type="checkbox"/> externalSystemId	×
<input checked="" type="checkbox"/> title	<input checked="" type="checkbox"/> customText4	×
<input checked="" type="checkbox"/> excerpt	<input checked="" type="checkbox"/> customText3	×
<input checked="" type="checkbox"/> caseNumber	<input checked="" type="checkbox"/> name	×
<input checked="" type="checkbox"/> IMDocId	<input checked="" type="checkbox"/> customText32	×
<input checked="" type="checkbox"/> docType	<input checked="" type="checkbox"/> customText32	×
<input checked="" type="checkbox"/> docGUID	<input checked="" type="checkbox"/> customText1	×
<input checked="" type="checkbox"/> docVersion	<input checked="" type="checkbox"/> customText31	×
<input checked="" type="checkbox"/> linkedDate	<input checked="" type="checkbox"/> customText33	×
<input checked="" type="checkbox"/> url	<input checked="" type="checkbox"/> customText0	×



# Self-Service CRM On-Demand Configuration

For Self Service functionality, configuration is required on the CRM On Demand application.

Following are the configuration tasks:-

- Customize Contact
  - Add custom fields to Contact Object
  - Add a new section to display Self Service Portal information
  - Add a new web link 'Register New User' for CRM agent to register on behalf of a new user
- Customize Activity
  - Add 2 new types for Task Activity (UserUpdate & UserTopic)
  - Add a new web link 'Topic Link' for Task Activity
  - Enable the 'Topic Link' web link only for Type 'UserTopic'

## Contact Customization

### Add Custom Fields to Contact

The following fields need to be created for Custom Objects in CRM On Demand :-

Field Display Name	CRM Data Type
• IQAutoPassword	• Checkbox
• IQPassword	• Text (Long)
• IQRegistrationDate	• Date/Time
• IQResetReminder	• Text (Short)
• IQUserRole	• Picklist (Editable)
• IQUserStatus	• Picklist (Editable)
• IQUserType	• Picklist (Editable)

#### **STEPS:**

- 1 Logon to CRM On Demand Application
- 2 Click on the 'Admin ' link on the top right corner
- 3 Click on the 'Application Customization' link
- 4 Under 'Record Type Setup', click on 'Contact' link
- 5 Select 'Contact Field Setup' under Field Management section

- 6 Click on 'New Field' button
- 7 Set Display Name to 'IQAutoPassword', Field Type to 'Checkbox' and click 'Save'
- 8 Repeat step 6 and 7 for rest of the fields
- 9 Click on 'Edit Picklist' for Display Name 'IQUserRole'
- 10 Enter the Picklist values as 'Restricted', 'View My Cases', 'Update My Cases', 'View Company Cases' at the appropriate Order and click on 'Save & New' button
- 11 Enter the Picklist values as 'Update Company Cases' at the appropriate Order and click on 'Save & Close' button
- 12 Click on 'Edit Picklist' for Display Name 'IQUserStatus'
- 13 Enter the Picklist values as 'Needs Approval', 'Approved', 'Registration in process' in the appropriate Order and click on 'Save & New' button
- 14 Enter the Picklist values as 'Denied' at the appropriate Order and click on 'Save & Close' button
- 15 Click on 'Edit Picklist' for Display Name 'IQUserType'
- 16 Enter the Picklist values as 'Internal' and click on 'Save & New' button
- 17 Enter the Picklist values as 'External' and click on 'Save & Close' button
- 18 Click on 'New Field' button and Set Display Name to 'Register Self-Service User', Field Type to 'Weblink' and click 'Save'
- 19 Click on 'Edit Web Link' and update the properties as below:-

Property	Value
Display Text	Register Self-Service User
Web Link Target	Open in New Window
Refresh Parent Window	Check
Display Options	Detail Page
Url	http://<server>/ssp/index?page=register&rp=home&contactId=%%Id%%&contactFirstName=%%First_Name%%&contactLastName=%%Last_Name%%&contactEmail=%%Email_Address%%

## WALK-THRU

- 1 Ligon to CRM On Demand Application

**ORACLE CRM On Demand**

### Sign In

---

Please enter your user sign in ID and password to access your account.

User Sign In ID:

Password:

☐ Remember My User Sign In ID

[Forgot Your Password?](#)

- 2 Click on the 'Admin' link on the top right corner

**CTE - Leading Environment**  
**ORACLE CRM On Demand** Training and Support | Admin | M

Message Center  
 0 New Messages

Search  
 Contacts  
 All +  
 Last Name  
 First Name  
 Email  
 Advanced Go

Welcome, Santosh!  
 Last Sign In Date - 2/2/2010 12:19:05 PM

**Today's Calendar** New  
 Start Time Subject  
 View Calendar

**My Open Tasks** New  
 Due Date Priority  
 11/23/2009 ↓  
 1/6/2010 ↓  
 1/6/2010 ↓  
 1/6/2010 ↓  
 1/6/2010 ↓  
 1/7/2010 ↓

- 3 Click on the 'Application Customization' link

**CRM On Demand** Training and Support | Admin | M

Home Calendar Leads Accounts Contacts Opportunities Service Inquiries

**Admin Homepage** | Back to My Homepage

**Company Administration**  
 Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**User Management & Access Controls**  
 User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

**Application Customization**  
 Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

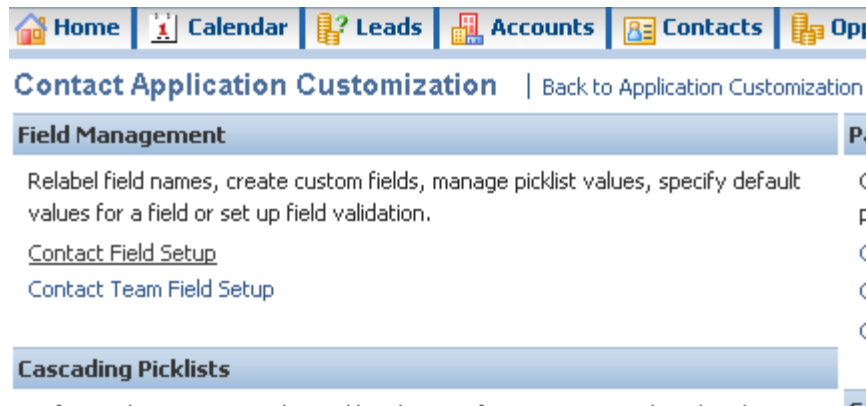
**Business Process Management**

- 4 Under 'Record Type Setup', click on 'Contact' link

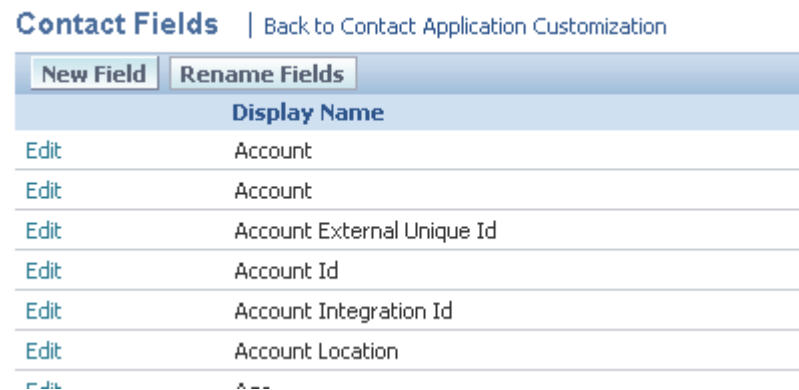
#### Application Customization | Back to Admin Homepage

Record Type Setup	
Account	Custom Object 09
Activity	Custom Object 10
Assessment	Custom Object 11
Asset	Custom Object 12
Campaign	Custom Object 13
Contact	Custom Object 14
Custom Object 01	Custom Object 15

- 5 Select 'Contact Field Setup' under Field Management section



- 6 Click on 'New Field' button



- 7 Set Display Name to 'IQAutoPassword', Field Type to 'Checkbox' and click 'Save'

**Contact Field Edit** | [Back to Contact Fields](#)

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type can't be changed. In addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key Information	
Display Name*	<input type="text" value="IQAutoPassword"/>
Mark for Translation	<input type="checkbox"/>
Additional Information	
Required	<input type="checkbox"/>
Read Only	<input type="checkbox"/>

\*= Required Field

Field Type\*

Default Value

Field Type dropdown options: Checkbox, Currency, Date, Date/Time, Integer, Multi-Select Picklist, Number, Percent, Phone.

- 8 Repeat step 6 and 7 for rest of the fields

Edit	QAutoPassword	Checkbox	<input type="checkbox"/>
Edit	QPassword	Text (Long)	<input type="checkbox"/>
Edit	QRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	QResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	QUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserType	Picklist (Editable)	<input type="checkbox"/>

9 Click on 'Edit Picklist' for Display Name 'QUserRole'

Edit	QAutoPassword	Checkbox	<input type="checkbox"/>
Edit	QPassword	Text (Long)	<input type="checkbox"/>
Edit	QRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	QResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	QUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserType	Picklist (Editable)	<input type="checkbox"/>

10 Enter the Picklist values as 'Restricted', 'View My Cases', 'Update My Cases', 'View Company Cases' at the appropriate Order and click on 'Save & New' button. Enter the Picklist values as 'Update Company Cases' at the appropriate Order and click on 'Save & Close' button

QUserRole						
Save & Close Save & Order Alphabetically Save & New Hide Disabled Cancel						
Order*	Id	Default Value	Picklist Values*	Mark for Translation	Disabled	
2	Restricted	<Custom Value>	Restricted	<input type="checkbox"/>	<input type="checkbox"/>	
3	View My Cases	<Custom Value>	View My Cases	<input type="checkbox"/>	<input type="checkbox"/>	
4	Update My Cases	<Custom Value>	Update My Cases	<input type="checkbox"/>	<input type="checkbox"/>	
5	View Company Cases	<Custom Value>	View Company Cases	<input type="checkbox"/>	<input type="checkbox"/>	
6	Update Company Cases	<Custom Value>	Update Company Cases	<input type="checkbox"/>	<input type="checkbox"/>	
				<input type="checkbox"/>	<input type="checkbox"/>	

\*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

QUserRole						
Save & Close Save & Order Alphabetically Save & New Hide Disabled Cancel						

11 Click on 'Edit Picklist' for Display Name 'QUserStatus'

Edit	QAutoPassword	Checkbox	<input type="checkbox"/>
Edit	QPassword	Text (Long)	<input type="checkbox"/>
Edit	QRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	QResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	QUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserType	Picklist (Editable)	<input type="checkbox"/>

- 12 Enter the Picklist values as 'Needs Approval', 'Approved', 'Registration in process' in the appropriate Order and click on 'Save & New' button. Enter the Picklist values as 'Denied' at the appropriate Order and click on 'Save & Close' button

IUserStatus					
Save & Close Save & Order Alphabetically Save & New Hide Disabled Cancel					
Order*	Id	Default Value	Picklist Values*	Mark for Translation	Disabled
1	Needs Approval	<Custom Value>	Needs Approval	<input type="checkbox"/>	<input type="checkbox"/>
2	Approved	<Custom Value>	Approved	<input type="checkbox"/>	<input type="checkbox"/>
3	Denied	<Custom Value>	Denied	<input type="checkbox"/>	<input type="checkbox"/>
4	Registration in process	<Custom Value>	Registration in process	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

\*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

IUserStatus					
Save & Close Save & Order Alphabetically Save & New Hide Disabled Cancel					

- 13 Click on 'Edit Picklist' for Display Name 'IUserType'

Edit	QAutoPassword	Checkbox	<input type="checkbox"/>
Edit	QPassword	Text (Long)	<input type="checkbox"/>
Edit	QRegistrationDate	Date/Time	<input type="checkbox"/>
Edit	QResetReminder	Text (Short)	<input type="checkbox"/>
Edit Edit Picklist	QUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	QUserType	Picklist (Editable)	<input type="checkbox"/>

- 14 Enter the Picklist values as 'Internal' and click on 'Save & New' button. Enter the Picklist values as 'External' and click on 'Save & Close' button

IUserType			
Save & Close Save & Order Alphabetically Save & New Hide Disabled Cancel			
Order*	Id	Default Value	Picklist Values*
2	Internal	<Custom Value>	Internal
3	External	<Custom Value>	External

\*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

IUserType			
Save & Close Save & Order Alphabetically Save & New Hide Disabled Cancel			

- 15 Click on 'New Field' button and Set Display Name to 'Register Self-Service User', Field Type to 'Weblink' and click 'Save'

## Contact Field Edit | [Back to Contact Fields](#)

[Save](#) [Cancel](#)

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type cannot be changed. In addition, you can define Required, Read Only and Default Value properties for non-system fields.

### Key Information

Display Name\*

Field Type\*

Mark for Translation ☐

### Additional Information

Required ☐

Default Value

Read Only ☒

## 16 Click on 'Edit Web Link' and update the properties

[Edit Web Link](#) [Save](#) [Cancel](#)

Field Display Name

User fields

Contact Fields

Mark for Translation ☐

### Window Properties

Display Text

Web Link Target

Refresh Parent Window ☒

Display Options

### Link Properties

Active Link Condition

Display Link Condition


URL

WARNING: Browsers have different maximum URL lengths. If you specify a URL that is too long, it may not work as intended. The URL may change if you are using parameter substitution.

[Save](#) [Cancel](#)

## Add a new section to display Self Service Portal information

### **STEPS:**

- 1 Logon to CRM On Demand Application
- 2 Click on the 'Admin ' link on the top right corner
- 3 Click on the 'Application Customization' link
- 4 Under 'Record Type Setup', click on 'Contact' link
- 5 Select 'Contact Page Layout' under Page Layout Management section
- 6 Enter 'CustomContact' (User can set Layout Name however they want) for Layout Name and click 'Finish' button
- 7 Click on 'Edit Sections' under Contact Page Layout
- 8 Change the display name to 'Self Service Portal Information' for any one of the unused 'Available Section' and click 'Save' button
- 9 Click on 'Edit' under Contact Page Layout
- 10 Click on 'Field Layout [Step 3]' in the Page Layout Wizard
- 11 Select IQUserRole, IQUserStatus, IQUserType and IQRegistration date from the Available fields and click on , Move it to the right-most section under 'Self Service Portal information'
- 12 Click on finish
- 13 Go back to 'Admin Home Page' and click on 'User Management & Access Controls'
- 14 Click on 'Role Management'
- 15 Click on 'Edit' link under Administrator
- 16 Click on the 'Page Layout Assignment [Step 6]'
- 17 Change the Contact Call Page Layout Name to 'CustomContact'(or any name that was set in the step 6) and click on 'Finish' button.
- 18 Go to any Contact Details page. The 'Self Service Portal Information' Section should show up as shown below



## WALK-THRU

- 1 Logon to CRM On Demand Application



**ORACLE CRM On Demand**

### Sign In

Please enter your user sign in ID and password to access your account.

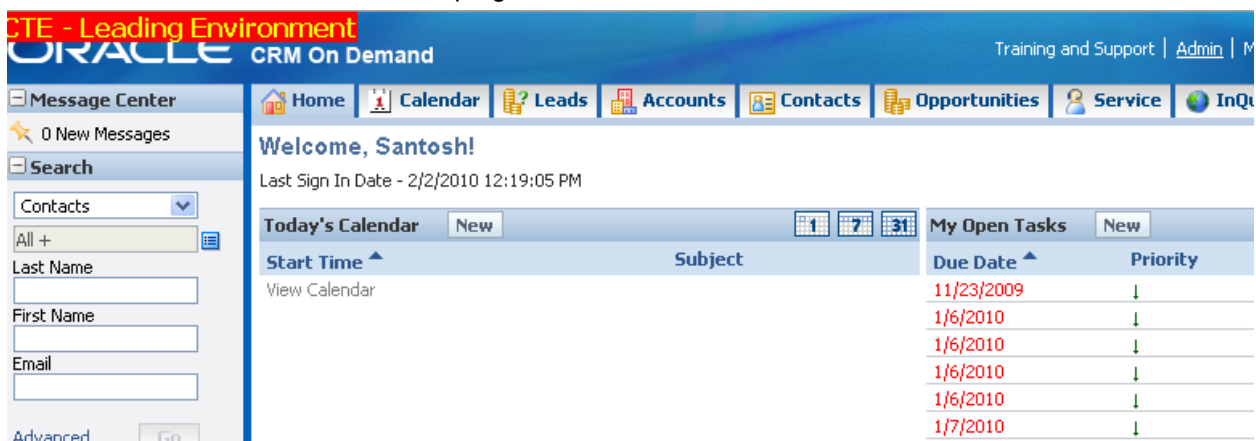
User Sign In ID:

Password:

☐ Remember My User Sign In ID [Sign In](#)

[Forgot Your Password?](#)

- 2 Click on the 'Admin' link on the top right corner



**ORACLE CRM On Demand** Training and Support | Admin | M

Message Center: 0 New Messages

Search: Contacts (dropdown), All + (dropdown), Last Name, First Name, Email, Advanced, Go


Welcome, Santosh!

Last Sign In Date - 2/2/2010 12:19:05 PM

Today's Calendar: New, 1, 2, 31

Start Time ^	Subject	Due Date ^	Priority
View Calendar		11/23/2009	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/6/2010	↓
		1/7/2010	↓

- 3 Click on the 'Application Customization' link



**ORACLE CRM On Demand** Training and Support | Admin | M

Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, InQ

**Admin Homepage** | Back to My Homepage

**Company Administration**

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**User Management & Access Controls**

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

**Application Customization**

Application Customization - Customize custom page layouts, homepage layout layouts; change field names, modify pi cascading picklists, define custom web and rename record types.

**Business Process Management**

- 4 Under 'Record Type Setup', click on 'Contact' link

### Application Customization | [Back to Admin Homepage](#)

#### Record Type Setup

Account	Custom Object 09
Activity	Custom Object 10
Assessment	Custom Object 11
Asset	Custom Object 12
Campaign	Custom Object 13
<u>Contact</u>	Custom Object 14
Custom Object 01	Custom Object 15

- 5 Click on 'Contact Page Layout' under 'Page Layout Management' and then click "Copy" button next to "Contact Page Standard Layout"

### Contact Application Customization | [Back to Application Customization](#)

#### Field Management

Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.

[Contact Field Setup](#)

[Contact Team Field Setup](#)

#### Page Layout Management

Create and manage page layouts and page layouts.

[Contact Page Layout](#)

[Contact Related Information Layout](#)

[Contact Web Applet](#)

#### Cascading Picklists

ORACLE CRM On Demand Train

Message Center 0 New Messages

Search

Contacts

All +

Last Name

Home Calendar Leads Accounts Contacts Opportunities

Contact Page Layout | [Back to Contact Application Customization](#)

New Layout

Name	Last Modified
Copy Contact Page Standard Layout	System Generated

- 6 Enter 'CustomContact' (User can set Layout Name however they want) for Layout Name and click 'Finish' button

Page Layout Wizard: Contact: CustomContact | [Back to Contact Page Layout](#)

Step 1 Layout Name	Step 2 Field Setup	Step 3 Field Layout	Step 4 Related Information	S R
<p><b>Layout Name</b></p> <p>Layout Name* <input type="text" value="CustomContact"/></p> <p>Description <input type="text" value="Custom Contact Page for INQUIRY SSP"/></p>				

- 7 Click on 'Edit Sections' under Contact Page Layout

CRM On Demand Training and Support | [About](#)

[Home](#) | 
 [Calendar](#) | 
 [Leads](#) | 
 [Accounts](#) | 
 [Contacts](#) | 
 [Opportunities](#) | 
 [Service](#)

**Contact Page Layout** | [Back to Contact Application Customization](#)

[New Layout](#)

	Name	Last Modified
<a href="#">Copy</a>	Contact Page Standard Layout	System Generated
<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">Edit Sections</a>	CustomContact	Santosh Chakrapani,02/10/2010 14:53:55

- 8 Change the display name to 'Self Service Portal Information' for any one of the unused 'Available Section' and click 'Save' button

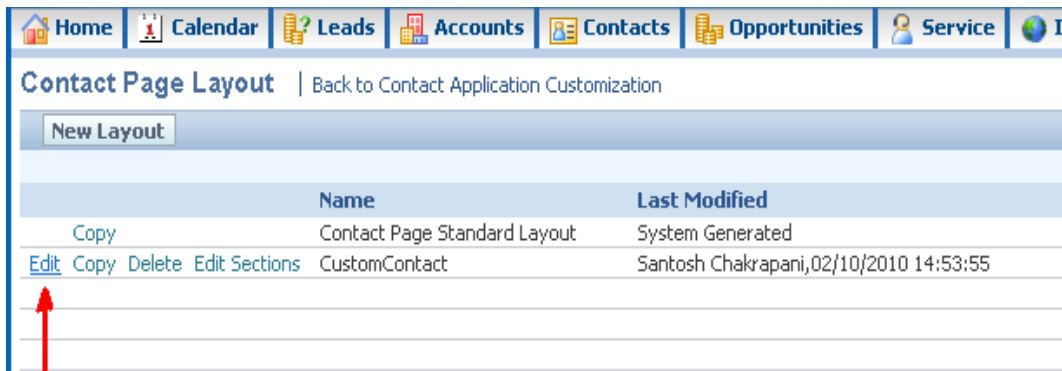
**Section Names Setup** | [Back to Contact Page Layout](#)

[Edit Section Names](#)
[Save](#)
[Cancel](#)
[Track](#)

Click the Mark for Translation checkbox in order to track Display Names that need to be translated into other languages. Use and the changes require translation into another language. Click the help link to learn more.

Display Name	Default Name
<input type="text" value="Key Contact Information:"/>	Key Contact Information:
<input type="text" value="Contact Detail Information:"/>	Contact Detail Information:
<input type="text" value="Additional Information:"/>	Additional Information:
<input type="text" value="Self Service Portal Information"/>	Available Section:
<input type="text" value="Available Section:"/>	Available Section:
<input type="text" value="Available Section:"/>	Available Section:

- 9 Click on 'Edit' under Contact Page Layout



10 Click on 'Field Layout [Step 3]' in the Page Layout Wizard

Page Layout Wizard: Contact: CustomContactLa... | Back to Contact Page Layout



#### Available Contact Fields

From Available Fields, select additional fields you wish to display in the Contact Page Layout.

#### Arrange Contact Page Layout

Use the up, down, left, and right directional buttons to move Contact field fields to display. Certain Large Text Box fields cannot be moved in Field L

#### Available Fields:

Account External Unique Id

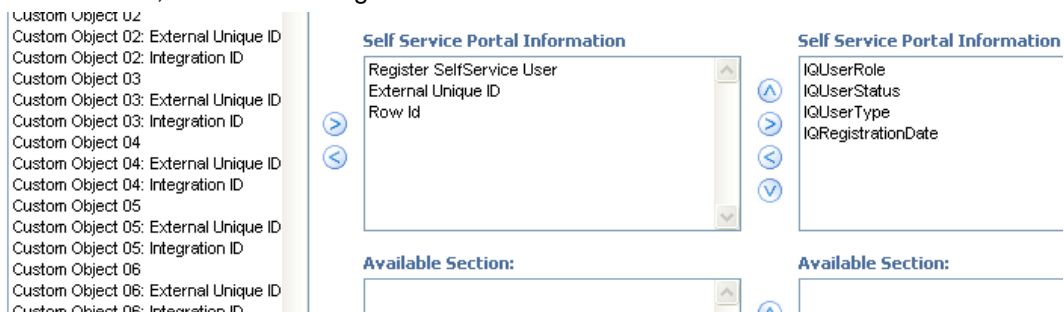
#### Key Contact Information:

Mr Mrs

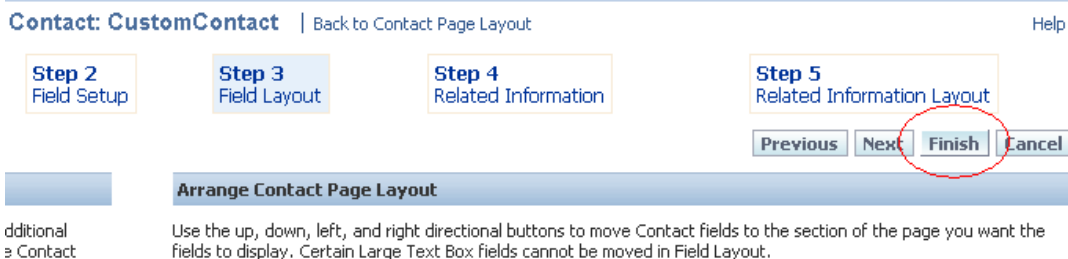
#### Key Contact Information:

Mr Mrs

11 Select IUserRole, IUserStatus, IUserType and IQRegistration date from the Available fields and click on ➡, Move it to the right-most section under 'Self Service Portal information'



12 Click on finish



13 Go back to 'Admin Home Page' and click on 'User Management & Access Controls'

## Admin Homepage | [Back to Contact Detail](#)

### Company Administration

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

### User Management & Access Controls

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage public groups that are used implicitly to share records and calendar among multiple users. Define roles to control users access to data and various application

### Application Customization

Application Customization - Customize app custom page layouts, homepage layouts, layouts; change field names, modify picklist cascading picklists, define custom web tab and rename record types.

### Business Process Management

Data Rules & Assignment - Define the data automatic assignment of records. Manage

## 14 Click on 'Role Management'

### User Management & Access Controls | [Back to Admin Homepage](#)

#### User and Group Management

User Management - Create new users and update profiles of existing users.

Public Sharing Groups - Define public groups to which users may implicitly share their records and calendar.

#### Access Profile Management

#### Role Management

Role Management - Create and update

## 15 Click on 'Edit' link under Administrator

### Role List | [Back to User Management & Access Controls](#)

Role Management		New Role																											Transla	
All			0-9	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	
		Role Name ^	Description	Created By																								Modifi		
Copy	Edit	Administrator	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM																								Santos		
Copy	Edit	Delete	Advanced User	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM																								Chris B	
Copy	Edit	Delete	Executive	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM																								Chris B	
Copy	Edit	Delete	Field Sales Rep	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM																								Chris B	

## 16 Click on the 'Page Layout Assignment [Step 6]

### Role Management Wizard: Administrator | [Back to Role List](#)

**Step 1**  
Role Name

**Step 2**  
Record Type  
Access

**Step 3**  
Access Profiles

**Step 4**  
Privileges

**Step 5**  
Tab Access &  
Order

**Step 6**  
Page Layout  
Assignment

Page Layout Assignment		
Record Type	Page View Type*	Page Layout Name
Account	Static	Account Page Stanc
Account Call	Static	Call Page Standard I
Account Revenue	Static	Account Revenue P.
Appointment	Static	Appointment Page S

- 17** Change the Contact Page Layout Name to 'CustomContact'(or any name that was set in the step 6) and click on 'Finish' button.

Asset	Static	Asset Page Standard Layout
Call Product Detail	Static	Call Product Page Standard Layout
Call Sample Dropped	Static	Call Sample Dropped Page Standard Layout
Campaign	Static	Campaign Page Standard Layout
Contact	Static	Contact Page Standard Layout
Contact Call	Static	Contact Page Standard Layout
Contact Revenue	Static	CustomContact
Custom Object 01	Static	Custom Object 01 Page Standard Layout

- 18** Go to any Contact Details page. The 'Self Service Portal Information' Section should show up as shown below

#### Self Service Portal Information

Register SelfService User [Register Self-Service User](#)

External Unique ID **schakrapani**

Row Id **AAPA-3WZ54B**

IUserRole **Update Company Cases**

IUserStatus **Approved**

IUserType **External**

IQRegistrationDate

## Activity Customization

### Add new Activity Types

The following types need to be created for Activity in CRM On Demand :-

#### New Values for Type

UserTopic

UserUpdate

#### STEPS:

- 1 Logon to CRM On Demand Application
- 2 Click on the 'Admin ' link on the top right corner
- 3 Click on the 'Application Customization' link
- 4 Under 'Record Type Setup', click on 'Activity' link and then select 'Activity Field Setup' under Field Management section
- 5 Click on 'Edit Picklist' for Display Name 'Type'
- 6 Enter the Picklist value as UserTopic at the appropriate Order and click on 'Save & New' button
- 7 Enter the Picklist value as UserUpdate at the appropriate Order and click on 'Save &Close' button

## WALK-THRU

- 1 Logon to CRM On Demand Application

**ORACLE CRM On Demand**

### Sign In

Please enter your user sign in ID and password to access your account.

User Sign In ID:

Password:

☐ Remember My User Sign In ID

[Forgot Your Password?](#)

- 2 Click on the 'Admin' link on the top right corner

**CTE - Leading Environment**  
**ORACLE CRM On Demand**

Training and Support | [Admin](#) | [M](#)

[Message Center](#) | [Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opportunities](#) | [Service](#) | [InQ](#)

0 New Messages

**Search**

Contacts

All +

Last Name

First Name

Email

Advanced

**Welcome, Santosh!**

Last Sign In Date - 2/2/2010 12:19:05 PM

**Today's Calendar**

Start Time	Subject
View Calendar	

**My Open Tasks**

Due Date	Priority
11/23/2009	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/7/2010	↓

- 3 Click on the 'Application Customization' link

**CRM On Demand**

Training and Support | [Admin](#) | [M](#)

[Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opportunities](#) | [Service](#) | [InQ](#)

**Admin Homepage** | [Back to My Homepage](#)

**Company Administration**

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**Application Customization**

[Application Customization](#) - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

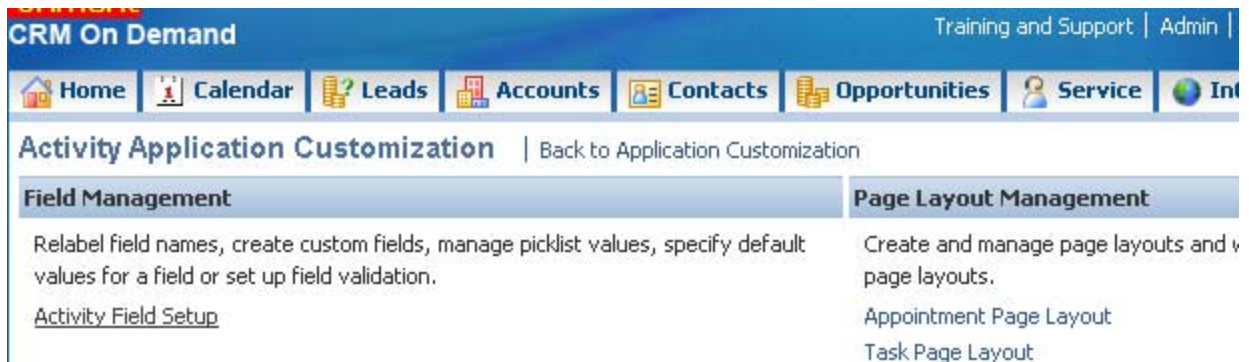
**User Management & Access Controls**

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

**Business Process Management**




- 4 Under 'Record Type Setup', click on 'Activity' link and then select 'Activity Field Setup' under Field Management section



The screenshot shows the 'CRM On Demand' interface. The top navigation bar includes 'Home', 'Calendar', 'Leads', 'Accounts', 'Contacts', 'Opportunities', 'Service', and 'Int'. The main heading is 'Activity Application Customization' with a 'Back to Application Customization' link. Below this, there are two tabs: 'Field Management' and 'Page Layout Management'. The 'Field Management' tab is active, showing a description: 'Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.' and a link to 'Activity Field Setup'.

- 5 Click on 'Edit Picklist' for Display Name 'Type'



The screenshot shows the 'CRM On Demand' interface. The top navigation bar includes 'Home', 'Calendar', 'Leads', 'Accounts', 'Contacts', 'Opportunities', 'Service', and 'InQ'. The main heading is 'Activity Fields' with a 'Back to Activity Application Customization' link. Below this, there are two tabs: 'New Field' and 'Rename Fields'. The 'Rename Fields' tab is active, showing a table of fields.

	Display Name	Field Type	Required	Mo
Edit	Account	Picklist (Read-only)	<input type="checkbox"/>	
Edit	Account External Unique Id	Picklist (Read-only)	<input type="checkbox"/>	
Edit	Total Hold Time	Number	<input type="checkbox"/>	
Edit <a href="#">Edit Picklist</a>	Type	Picklist (Editable)	<input type="checkbox"/>	
Edit	Users	Picklist (Read-only)	<input type="checkbox"/>	
Edit	Wrap Up End Time	Date/Time	<input type="checkbox"/>	

- 6 Enter the Picklist value as UserTopic at the appropriate Order and click on 'Save & New' button
- 7 Enter the Picklist value as UserUpdate at the appropriate Order and click on 'Save & Close' button



Type	Save & Close	Save & Order Alphabetically	Save & New	Hide Disabled	Cancel
Order*	Id	Default Value	Picklist Values*	Mark	
1	Answer	<Custom Value>	Answer		
2	Call	Call	Call		
3	Callback	Callback	Callback		
4	Correspondence	Correspondence	Correspondence		
5	Demonstration	Demonstration	Demonstration		
6	Email	Email	Email		
7	Event	Event	Event		
8	Fax	Fax	Fax		
9	Meeting	Meeting	Meeting		
10	Other	Other	Other		
11	Personal	Personal	Personal		
12	Presentation	Presentation	Presentation		
13	To Do	To Do	To Do		
14	Voicemail	Voicemail	Voicemail		
15	UserUpdate	<Custom Value>	UserUpdate		
16	UserTopic	<Custom Value>	UserTopic		


## Add new web link 'Topic Link' for Task Activity

### STEPS

- 1 Logon to CRM On Demand Application
- 2 Click on the 'Admin ' link on the top right corner
- 3 Click on the 'Application Customization' link
- 4 Under 'Record Type Setup', click on 'Activity' link and then select 'Activity Field Setup' under Field Management section
- 5 Click on 'New Field' and set 'Topic Link' as display name, 'Web Link' as Field Type and click 'Save'
- 6 Click on 'Edit Web Link' and set 'Topic Link' as display text and appropriate URL

## WALK-THRU

- 1 Logon to CRM On Demand Application



**ORACLE CRM On Demand**

### Sign In

Please enter your user sign in ID and password to access your account.

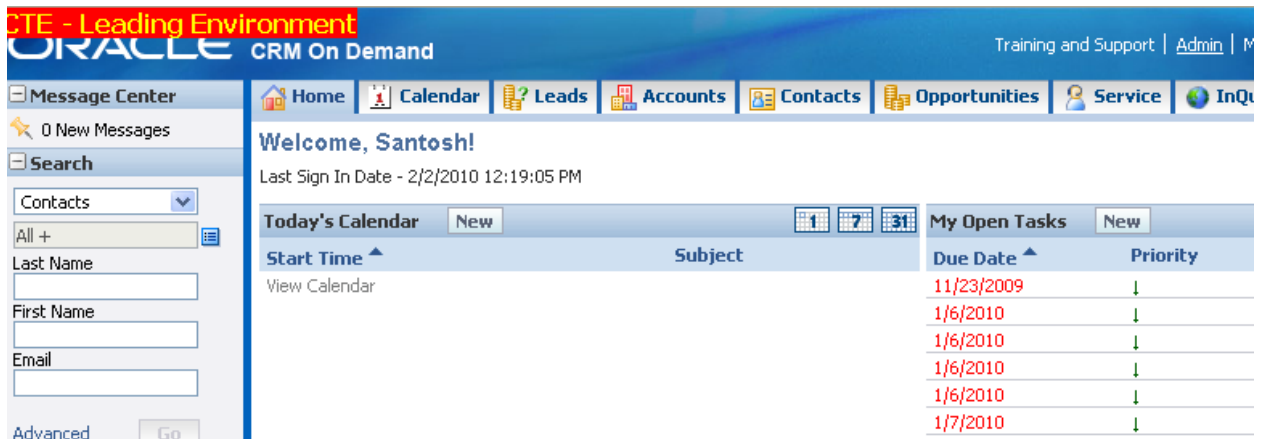
User Sign In ID:

Password:

☐ Remember My User Sign In ID [Sign In](#)

[Forgot Your Password?](#)

- 2 Click on the 'Admin' link on the top right corner



**CTE - Leading Environment**  
**ORACLE CRM On Demand**

Training and Support | [Admin](#) | [M](#)

[Message Center](#) | [Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opportunities](#) | [Service](#) | [InQ](#)

0 New Messages

**Search**

Contacts

All +

Last Name

First Name

Email

Advanced [Go](#)

**Welcome, Santosh!**

Last Sign In Date - 2/2/2010 12:19:05 PM

**Today's Calendar** [New](#)

Start Time	Subject
View Calendar	

**My Open Tasks** [New](#)

Due Date	Priority
11/23/2009	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/7/2010	↓

- 3 Click on the 'Application Customization' link



**CRM On Demand**

Training and Support | [Admin](#) | [M](#)

[Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opportunities](#) | [Service](#) | [InQ](#)

**Admin Homepage** | [Back to My Homepage](#)

**Company Administration**

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**User Management & Access Controls**

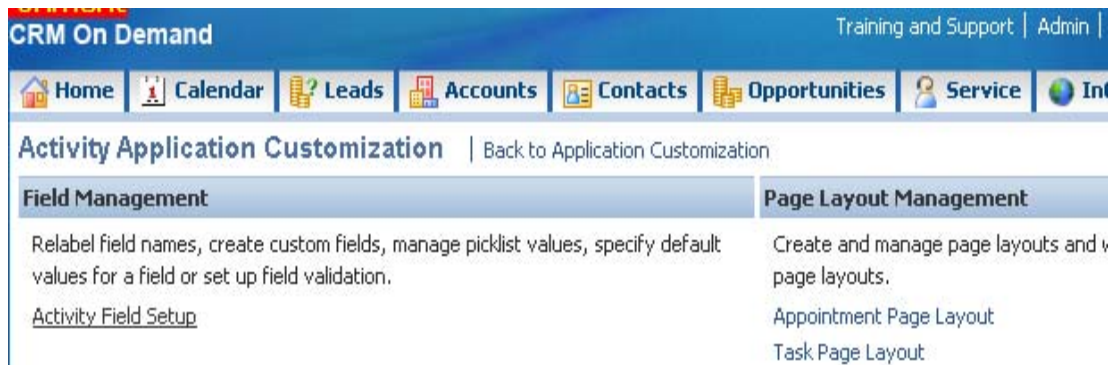
User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage

**Application Customization**

[Application Customization](#) - Customize custom page layouts, homepage layout layouts; change field names, modify picklists, define custom web and rename record types.

**Business Process Management**

- 4 Under 'Record Type Setup', click on 'Activity' link and then select 'Activity Field Setup' under Field Management section



- 5 Click on 'New Field' and Enter Display Name 'Topic Link', Field Type 'Web Link' and click Save

### Activity Field Edit | Back to Activity Fields

Enter a display name and field type for new fields or modify the display name of existing fields. Note that once a field is created, its field type addition, you can define Required, Read Only and Default Value properties for non-system fields.

Key Information	
Display Name*	<input type="text" value="Topic Link"/>
Field Type*	<input type="text" value="Web Link"/>
Mark for Translation	<input type="checkbox"/>
Additional Information	
Required	<input type="checkbox"/>
Read Only	<input checked="" type="checkbox"/>
Default Value	<input type="text"/>

- 6 Click on 'Edit Web Link' and enter details

Edit	Subject	Text	<input checked="" type="checkbox"/>	
Edit Edit Web Link	Topic Link	Web Link	<input type="checkbox"/>	Santosh Chakrapani, 01/14/2010 18:11:25
Edit	Total Field Time	Number	<input type="checkbox"/>	

Field Display Name

User fields

Activity Fields

Mark for Translation ☐

---

**Window Properties**

Display Text

Web Link Target

Refresh Parent Window ☐

Display Options

---

**Link Properties**

Active Link Condition

Display Link Condition

Url

## Enable 'Topic Link' web link for Activity Type 'UserTopic' only

### Create Page Layouts

Create one with Topic Link visible on the UI and the other with Topic Link not visible on the UI).

#### STEPS:

- 1 Go To "Activity Application Customization" and Click on "Task Page Layout"
- 2 Copy "Task Page Layout"
- 3 Edit the copied Layout and Rename it to "NonUserTopicLayout" and click Finish
- 4 Create Another Layout "UserTopicLayout"
- 5 Add the field "Topic Link" in the Field Layout Section [Step 3] of the "UserTopicLayout" and Click on Finish

## WALK-THRU

- 1 Go To “Activity Application Customization” and Click on “Task Page Layout”

### Activity Application Customization | [Back to Application Customization](#)

#### Field Management

Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.

[Activity Field Setup](#)

#### Cascading Picklists

#### Page Layout Management

Create and manage page layouts layouts.

[Appointment Page Layout](#)

[Task Page Layout](#)

[Appointment Related Information](#)

- 2 Copy “Task Page Layout”

### Task Page Layout | [Back to Activity Application Customization](#)

[Help](#) | [Printer Friendly](#)

[New Layout](#)

	Name	Last Modified	Previous
<a href="#">Copy</a>	Task Page Standard Layout	System Generated	
<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">Edit Sections</a>	NonUserTopicLayout	Santosh Chakrapani,02/10/2010 11:51:42	
<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">Edit Sections</a>	UserTopicLayout	Santosh Chakrapani,02/10/2010 11:51:01	

- 3 Edit the copied Layout and Rename it to “NonUserTopicLayout” and click Finish

### Page Layout Wizard: Task: NonUserTopicLayout | [Back to Task Page Layout](#)

[Help](#)

**Step 1**

Layout Name

**Step 2**

Field Setup

**Step 3**

Field Layout

**Step 4**

Related Information

**Step 5**

Related Information Layout

[Next](#) [Finish](#) [Cancel](#)

#### Layout Name

Layout Name\*

Description

\*= Required Field

[Next](#) [Finish](#) [Cancel](#)

- 4 Create Another Layout “UserTopicLayout”

### Page Layout Wizard: Task: UserTopicLayout | [Back to Task Page Layout](#)

[Help](#)

**Step 1**

Layout Name

**Step 2**

Field Setup

**Step 3**

Field Layout

**Step 4**

Related Information

**Step 5**

Related Information Layout

[Next](#) [Finish](#) [Cancel](#)

#### Layout Name

Layout Name\*

Description

\*= Required Field

[Next](#) [Finish](#) [Cancel](#)

- 5 Add the field “Topic Link” in the Field Layout Section [Step 3] of the new Layout and Click on Finish. The New Layout will now have “Topic Link” field displayed on the UI.

**Step 1** Layout Name   **Step 2** Field Setup   **Step 3** Field Layout   **Step 4** Related Information   **Step 5** Related Information Layout

Previous Next Finish Cancel

**Available Task Fields**

From Available Fields, select additional fields you wish to display in the Tasks Page Layout.

**Available Fields:**

- Account External Unique Id
- Account Integration Id
- Account Location
- Activity Subtype
- Address
- Alias
- Assigned Queue
- Call Type
- Campaign External Unique Id
- Campaign Integration Id
- Completed
- Contact External Unique Id
- Contact Integration Id
- Contacts
- Cost
- Created
- Created By
- Created By: Email
- Created By: Email External
- Created By: External Unique ID
- Created By: First Name
- Created By: Integration ID
- Created By: Last Name
- Created By: Login Name

**Arrange Task Page Layout**

Use the up, down, left, and right directional buttons to move Tasks fields to the section of the page you want the fields to display. Certain Large Text Box fields cannot be moved in Field Layout.

**Key Task Information:**

- Owner
- Subject
- Type
- Priority
- Delegated By

**Related Items:**

- Account
- Primary Contact
- Opportunity

**Additional Information:**

- Created External
- Topic Link

**Key Task Information:**

- Due Date
- Completed Date
- Status
- Private
- Activity Currency

**Related Items:**

- Lead
- Campaign
- Service Request

**Additional Information:**

- Modified External

## Create Dynamic Layout

### STEPS:

- 1 Go To “Activity Application Customization” and Click on “Task Dynamic Layout”
- 2 Click on “New Layout” and put Dynamic Layout Name as “UserTopicDynLayout”.
- 3 Assign “User Topic Layout” as the layout for Activity Type “UserTopic” and “NonUserTopicLayout” for rest of the Activity Types and click on Finish

### WALK-THRU:-

- 1 Go To “Activity Application Customization” and Click on “Task Dynamic Layout”

#### Dynamic Layout Management

Manage Dynamic Layouts by associating different page layouts with different values of the picklist that controls page display at runtime.

Appointment Dynamic Layout

Task Dynamic Layout

- Click on “New Layout” and put Dynamic Layout Name as “UserTopicDynLayout”.

**Dynamic Layout Wizard: Task: UserTopicDynLay...** | [Back to Task Dynamic Layout](#) [Help](#)

Step 1  
Specify Name

Step 2  
Assign Layouts

[Next](#) [Finish](#) [Cancel](#)

**Specify Name**

The Task Detail and Task Edit pages may require process driven layouts - i.e, the page layouts must change dynamically based on the values of a specific field.

Please specify a name for the Dynamic Layout and a picklist field whose values will determine which layout is seen by the users. Additionally, please specify a default Layout name.

Specify Name

Dynamic Layout Name\*

Driving Picklist\*

Default Layout\*

Modified By **Santosh Chakrapani** 02/10/2010 11:52:44

Description

- Assign “User Topic Layout” as the layout for Activity Type “UserTopic” and “NonUserTopicLayout” for rest of the Activity Types and click on Finish.

Field Type	Layout Name*
Answer	<input type="text" value="NonUserTopicLayout"/>
Call	<input type="text" value="NonUserTopicLayout"/>
Callback	<input type="text" value="NonUserTopicLayout"/>
Correspondence	<input type="text" value="NonUserTopicLayout"/>
Demonstration	<input type="text" value="NonUserTopicLayout"/>
Email	<input type="text" value="NonUserTopicLayout"/>
Event	<input type="text" value="NonUserTopicLayout"/>
Fax	<input type="text" value="NonUserTopicLayout"/>
Meeting	<input type="text" value="NonUserTopicLayout"/>
Other	<input type="text" value="NonUserTopicLayout"/>
Personal	<input type="text" value="NonUserTopicLayout"/>
Presentation	<input type="text" value="NonUserTopicLayout"/>
To Do	<input type="text" value="NonUserTopicLayout"/>
Voicemail	<input type="text" value="NonUserTopicLayout"/>
UserUpdate	<input type="text" value="NonUserTopicLayout"/>
UserTopic	<input type="text" value="UserTopicLayout"/>

[Previous](#) [Finish](#) [Cancel](#)

## Associate Dynamic Layout to Task

### STEPS:

- Go to ‘Admin Home Page’ and click on ‘User Management & Access Controls’
- Click on ‘Role Management’
- Click on ‘Edit’ link under Administrator
- Click on the ‘Page Layout Assignment [Step 6]’
- Change the Task Page View Type as “Dynamic” and Page Layout Name to ‘UserTopicDynLayout’ and click on ‘Finish’ button.

- Go to any Task Details page. For Type “UserTopic”, the field ‘Topic Link’ should show up as shown below. For any other Type, the field “Topic Link” is not displayed.

## WALK-THRU

- Go to ‘Admin Home Page’ and click on ‘User Management & Access Controls’

**Admin Homepage** | [Back to Task Detail](#)

**Company Administration**

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**User Management & Access Controls**

User Management & Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage public groups that are used implicitly to share records and calendar among multiple users. Define roles to control user's access to data and various application features, and define book hierarchies to manage levels of visibility users have into your company's data.

Territory Management - Define the hierarchy that makes up your company's

- Click on ‘Role Management’

**User Management & Access Controls** | [Back to Admin Homepage](#)

**User and Group Management**

User Management - Create new users and update profiles of existing users.

Public Sharing Groups - Define public groups to which users may implicitly share their records and calendar.

**Role Management**

Role Management - Create and update roles for your company.

- Click on ‘Edit’ link under Administrator

**Role List** | [Back to User Management & Access Controls](#) [Help](#) | [Printer F](#)

**Role Management** [New Role](#) [Translation Language: English-America](#)

[All](#) [0-9](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  [Go](#) [Previous](#)

	Role Name ^	Description	Created By	Modified By
<a href="#">Copy</a> <a href="#">Edit</a>	Administrator	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Santosh Chakrapani 2/10/2010 05:38 PM

- Click on the ‘Page Layout Assignment [Step 6]

**Role Management Wizard: Administrator** | [Back to Role List](#) [Help](#)

[Step 1 Role Name](#) [Step 2 Record Type Access](#) [Step 3 Access Profiles](#) [Step 4 Privileges](#) [Step 5 Tab Access & Order](#) [Step 6 Page Layout Assignment](#) [Step 7 Search Layout Assignment](#) [Step 8 Homepage Layout Assignment](#)

[Previous](#) [Next](#) [Finish](#) [Cancel](#)

**Page Layout Assignment**

Record Type	Page View Type*	Page Layout Name*
Account	Static	Account Page Standard Layout
Account Call	Static	Call Page Standard Layout

- Change the Task Page View Type as “Dynamic” and Page Layout Name to ‘UserTopicDynLayout’ and click on ‘Finish’ button.



Task	Dynamic	UserTopicDynLayout
User	Static	User Page Standard Layout
User Admin	Static	User Admin Page Standard Layout
User Owner	Static	User Owner Page Standard Layout
Wrap Up	Static	Wrap Up Page Standard Layout

[Previous](#)
[Next](#)
[Finish](#)
[Cancel](#)

- 6 Go to any Task Details page. For Type “UserTopic”, the field ‘Topic Link’ should show up as shown below. For any other Type, the field ‘Topic Link’ is not displayed.

Type=UserTopic, ‘Topic Link’ field is present

**Task Detail: Agent Response** | [Back to My Homepage](#) [Edit Layout](#) | [Help](#) | [Printer Fri](#)

[Task Details](#) [New](#) [Edit](#) [Delete](#) [Mark as Completed](#) [Send Email](#)

**Key Task Information:**

Owner	Santosh Chakrapani	Due Date	2/1/2010
Subject	Agent Response	Completed Date	
Type	UserTopic	Status	
Priority	3-Low	Private	<input type="checkbox"/>
Delegated By		Activity Currency	USD

**Related Items:**

Account	Lead
Primary Contact	Vinay Saini
Opportunity	Campaign
	Service Request
	480430-235386389

**Additional Information:**

Created External	Santosh Chakrapani 2/1/2010 11:24 AM	Modified External	Santosh Chakrapani 2/12/2010 11:44 AM
Topic Link	Topic Link		
Description	We are looking into this		

Type=UserUpdate, Topic Link field not present

**Task Detail: Agent Response** | [Back to My Homepage](#) [Edit Layout](#) | [Help](#) | [Printe](#)

[Task Details](#) [New](#) [Edit](#) [Delete](#) [Mark as Completed](#) [Send Email](#)

**Key Task Information:**

Owner	Santosh Chakrapani	Due Date	2/1/2010
Subject	Agent Response	Completed Date	
Type	UserUpdate	Status	
Priority	3-Low	Private	<input type="checkbox"/>
Delegated By		Activity Currency	USD

**Related Items:**

Account	Lead
Primary Contact	Vinay Saini
Opportunity	Campaign
	Service Request
	480430-235386389

**Additional Information:**

Created External	Santosh Chakrapani 2/1/2010 11:24 AM	Modified External	Santosh Chakrapani 2/12/2010 12:09 PM
Description	We are looking into this		

# Setting up Web Services

## Downloading WDSL from CRM On Demand

The Web services provided by Oracle CRM On-Demand allow users of client applications to interact with Oracle CRM On Demand, for example, to insert, update, delete, and query records and to perform a number of administrative tasks. The Web services are available through:

- Web Services v1.0. Used to interact with Custom Objects 01-03, as well as preconfigured objects.
- Web Services v2.0. Used to interact with all Oracle CRM On Demand custom objects, as well as preconfigured objects. Compared to Web Services version 1.0, the Web Services version 2.0 API also offers additional options for issuing queries, using the QueryPage method.
- Service APIs. Used to manage administrative tasks through Web services. For example, service APIs allow the administration of users in Oracle CRM On Demand, and provide the ability to issue queries for system and usage information in relation to Oracle CRM On Demand.

From the Web Services Administration page you can:

- Download the Web Services Description Language (WSDL) files used by applications that access the Web services & Access the Web services documentation

## Steps for downloading WSDL Files from CRM On Demand

You can download WSDL files for each record type, and for each of the service APIs.

To download a WSDL file

- 1 From the Select Service list, select Web Services v1.0, Web Services v2.0, or Service APIs as required.
- 2 From the WSDL Object list, select the required record type, for example, Service Request or the name of the service API.
- 3 The objects displayed in the WSDL Object list depend on the record types that are set up for your company.
- 4 Click the following button:
  - Download Generic WSDL. A page containing the WSDL is displayed.For Generic WSDL, the custom fields are based on generic XML tags: CustomNumber0, CustomCurrency0, and so on. Using these placeholders, together with the Mapping Service allows applications to map to the field names that your company uses.
- 5 Save the WSDL file to your computer.

## Set Up Web Services

1. Login into Oracle CRM On Demand

**ORACLE CRM On Demand**

### Sign In

Please enter your user sign in ID and password to access your account.

User Sign In ID:

Password:

☐ Remember My User Sign In ID

[Forgot Your Password?](#)

2. Click on the Admin link on top right hand side.

**CTE - Leading Environment**  
**ORACLE CRM On Demand**

Training and Support | [Admin](#) | [My](#)

Message Center  
0 New Messages

Search  
Contacts  
All +  
Last Name  
First Name  
Email  
Advanced Go

Home Calendar Leads Accounts Contacts Opportunities Service InQ

Welcome, Santosh!  
Last Sign In Date - 2/2/2010 12:19:05 PM

Today's Calendar New

Start Time	Subject
View Calendar	

My Open Tasks New

Due Date	Priority
11/23/2009	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/6/2010	↓
1/7/2010	↓

3. Select the Web Services Administration link under the Web Services Integration section.

**Admin Homepage** | [Back to My Homepage](#)

### Company Administration

Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

### Applications

Applic  
custo  
lavour  
comp

### Web Services Integration

[Web Services Administration](#) - View and download web services.

[Web Services Utilization](#) - Review a summary of services used by your company.

4. Select 'Web Services v1.0' and click on 'Go' button and download Generic WSDL for Activity, Service Request, Contact, Custom Object 1. Select 'Web Services v2.0' and click 'Go' button and download Generic WSDL for Service Request.

CRM On Demand Training and Support | Admin | My Secu

Home Calendar Leads Accounts Contacts Opportunities Service InQuira A

Web Services Administration | Back to Admin Homepage

Choose which object you would like to create a WSDL for. Download Documentation

Select Service: Web Services v1.0 Go

Web Services v1.0 can be used to create application Web Services v2.0 CRM On Demand allowing users to perform operations on both Custom Objects 1-3. Web Services v1.0 Service APIs

WSDL Object

- Account
- Activity
- Asset
- Campaign
- Contact
- Current User
- Custom Object 01
- Custom Object 02
- Custom Object 03
- Lead
- Note
- Opportunity
- Product

Download Custom WSDL

Download Generic WSDL

Download Custom Schema

Download Generic Schema

Web Services Administration | Back to Admin Homepage

Choose which object you would like to create a WSDL for. Download Documentation

Select Service: Web Services v2.0 Go

Web Services v2.0 can be used to create applications which interact with CRM On Demand and offers support for all CRM On Dema box objects. Web Services v2.0 also offers additional options to issue queries using the QueryPage method.

WSDL Object

- Custom Object 12
- Custom Object 13
- Custom Object 14
- Custom Object 15
- Group
- Lead
- Note
- Opportunity
- Product
- Service Request
- Solution
- Territory
- User

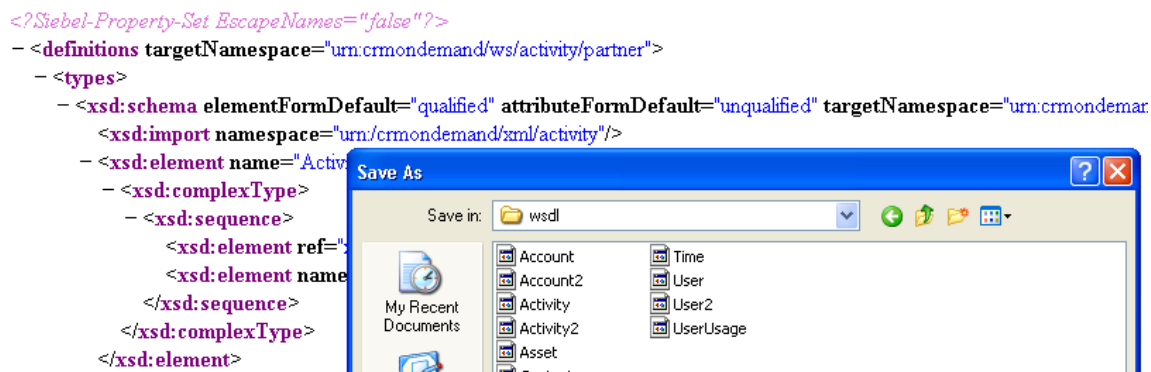
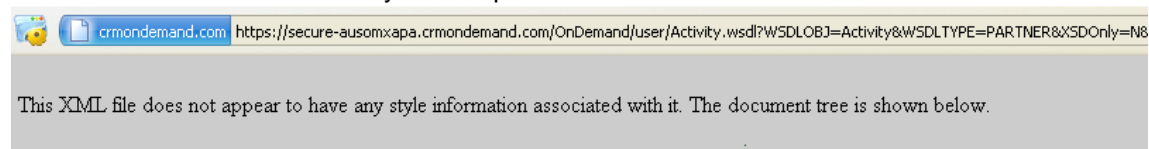
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Download Custom Schema

Download Generic Schema

## 5. Save the WSDL into your computer.



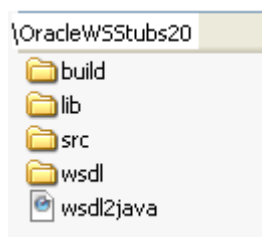
# Generating Java Stubs from WSDL

## Introduction

Using open-source tools such as Apache-Axis (WSDL2Java), necessary java code can be generated from the WSDL downloaded from CRM On-Demand. The java source code must be compiled and packaged as a jar file that must be placed under the appropriate classpath of the application that is required to communicate with CRM On-Demand using Web Service Calls.

## Steps

- 1 Create a project called OracleWSSubs20 with the following project structure



- 2 The wsdl2java is an xml file that is used to manage the wsdl and generated source code

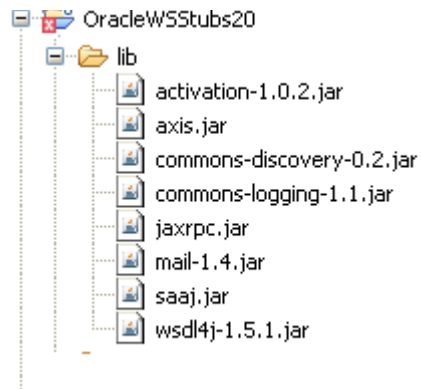
```
<project name="OracleWS2.0" default="generateStubs1" basedir=".">
  <property name="axislib" value="${basedir}/../OracleWSSubs20/lib" />
  <property name="wsldir" value="${basedir}/wsdl" />
  <path id="axiscp">
    <fileset dir="${axislib}">
      <include name="**/*.jar" />
    </fileset>
  </path>
  <target name="generateStubs1" depends="ws1"/>
  <target name="ws1">

    <java fork="true" classname="org.apache.axis.wsdl.WSDL2Java">
      <arg line="${wsldir}/Account.wsdl -n -s -o src -f ${wsldir}/NSToPkg2.properties"/>
      <classpath refid="axiscp"/>
    </java>

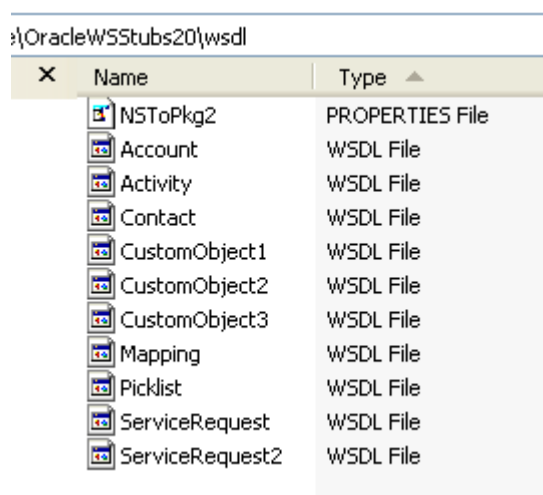
    <java fork="true" classname="org.apache.axis.wsdl.WSDL2Java">
      <arg line="${wsldir}/Account2.wsdl -w -a -o src -f ${wsldir}/NSToPkg2.properties"/>
      <classpath refid="axiscp"/>
    </java>

  </target>
</project>
```

- 3 The **axislib** property points to the lib directory containing the necessary jar files required to generate the stubs



- 4 The **wsdlidir** property points to the wsdl files that was downloaded from CRMOD

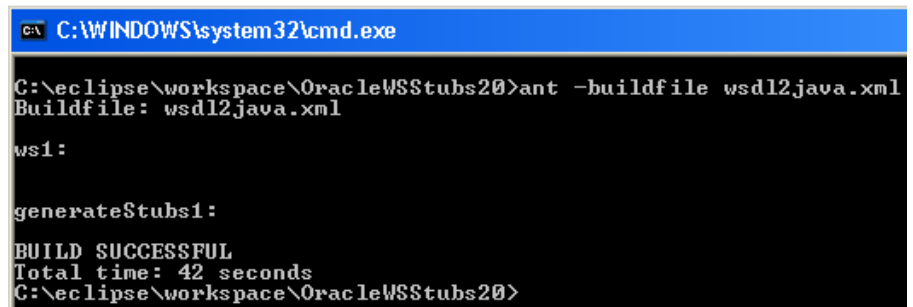


- 5 Individual entries in the wsdl2java.xml file. Replace the ?.wsdl with the actual wsdl references

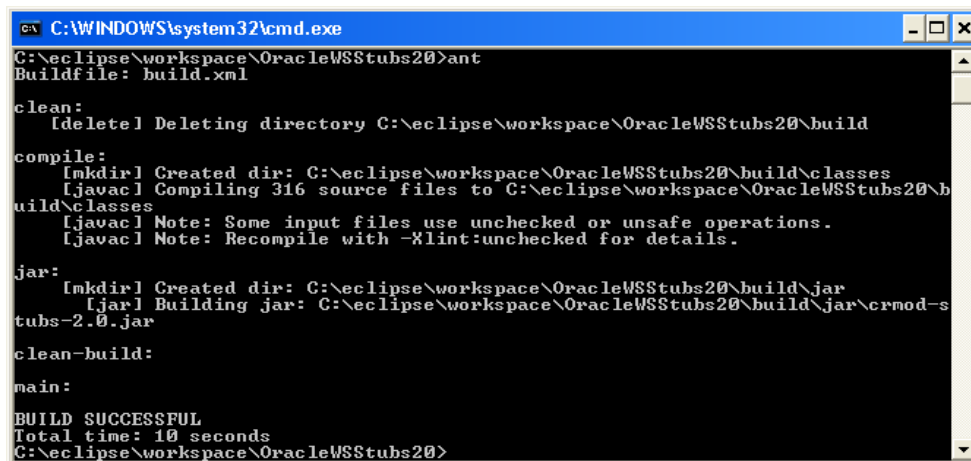
```
<java fork="true" classname="org.apache.axis.wsdl.WSDL2Java">
  <arg line="\${wsdlidir}/?.wsdl -n -s -o src -f
    \${wsdlidir}/NSToPkg2.properties"/>
  <classpath refid="axiscp"/>
</java>
```

- 6 Using ant tool, run the following command at the root of the project structure

( ant -buildfile  
wsdl2java.xml )



- 7 Using ant tool, run the following command at the root of the project structure  
( ant)  
This should compile the classes and generate a jar



```
C:\WINDOWS\system32\cmd.exe
C:\eclipse\workspace\OracleWSStubs20>ant
Buildfile: build.xml

clean:
[delete] Deleting directory C:\eclipse\workspace\OracleWSStubs20\build

compile:
[mkdir] Created dir: C:\eclipse\workspace\OracleWSStubs20\build\classes
[javac] Compiling 316 source files to C:\eclipse\workspace\OracleWSStubs20\build\classes
[javac] Note: Some input files use unchecked or unsafe operations.
[javac] Note: Recompile with -Xlint:unchecked for details.

jar:
[mkdir] Created dir: C:\eclipse\workspace\OracleWSStubs20\build\jar
[jar] Building jar: C:\eclipse\workspace\OracleWSStubs20\build\jar\crmod-s-tubs-2.0.jar

clean-build:

main:
BUILD SUCCESSFUL
Total time: 10 seconds
C:\eclipse\workspace\OracleWSStubs20>
```

# SSP Mapping Tool – Deployment and Setup

## Introduction

Mapping Tool is a web-based configuration tool for setting up the communication between Oracle Knowledge and CRM On-Demand. It has the following functions:-

- Ability to set up CRM OD Connection Properties
- Ability to set the CRM Objects to Use for mapping
- Ability to view CRM Object Fields (Attributes)
- Ability to map the individual attributes between Oracle Knowledge and CRMOD

Mapping Tool is deployed as part of the InfoManager Configuration Utility

## Deploying the tool

If deploying as a stand-alone web application:

- 1 Check-out the code
- 2 Move the config property file under the src/properties folder into an external file location and update the web.xml entries for `CONFIG_PROPERTIES` (config.properties)
- 3 Build application as a war file
- 4 Deploy the war file in tomcat server

## CRM On-Demand Connection Properties


This feature provides a mechanism for users to define the connection properties needed for the Web Service Calls.

The following properties are required to be defined:

Property	Description
Enable	Select <b>On</b> to enable the object.
URL	URL to access Oracle CRM On-Demand
User Name	CRM On-Demand Administrator Login
Password	CRM On-Demand Administrator Password
Max Active Collections	Enter the maximum number of active collections. Default is 5.



Property	Description
Package Name for Oracle Knowledge Objects	Package name of the Oracle Knowledge-specific Value Objects that will be mapped to CRM Out-Of-Box Objects



Property Name	Property Value
Enable	<input checked="" type="radio"/> On <input type="radio"/> Off
URL	https://secure-ausomxapa.crmondemand.com
User Name	INQUIRA-DEV4/SCHAKRAPANI@SERENECORP.COM
Password	inquire123
Max Active Collections	

Property Name	Property Value
Package name for Inquire Objects	com.inquire.crm.vo

**Important!** The URL must not contain any suffixes apart from the URL name.

Example of Invalid URLs:

https://secure-ausomxapa.crmondemand.com/

https://secure-ausomxapa.crmondemand.com/Services/Integration

**Important!** Ensure the User Name and Password are correct. Check with development team what the fully qualified package name where the Oracle Knowledge Objects [Case, CaseAnswerLinkInfo, CaseActivity, SSPCase, SSPContact, SSPActivity] is stored and update the same under 'Package name for Oracle Knowledge objects'.

The password is encrypted in the appconfig.properties

```

appconfig.properties
#Mon Feb 22 13:53:52 PST 2010
OD_WS_LOGIN_USERNAME=INQUIRA-DEV3/DMOJAHED
FROM_PACKAGE=com.inquire.crm.vo
OD_WS_LOGIN_ADDRESS=https://secure-ausomxapa.crmondemand.com
OD_WS_LOGIN_PASSWORD=1VFoBr11/z0Z3o9Gbq1iow\=\=\

```

## Set CRM Object

This feature allows users to define the mapping at the Object level between CRM On-Demand OOB Objects (*Service Request, Contact, Activity, Custom Object X*) and SSP Specific Value Objects (*SSPCase, SSPActivity, SSPContact*).

**Note:** Note that package name of the Oracle Knowledge-Specific Value Objects must match the property 'Package Name for SSP Objects' defined in the 'CRM On-Demand Connection Properties' section.

**Note:** The SSP objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

**Oracle Knowledge Object    CRM Object Installed Object**

Case	Service Request
CaseActivity	Activity
CaseAnswerLinkInfo	<Custom Objects>
SSPCase	Service Request
SSPContact	Contact
SSPActivity	Activity

**Default Mapping Settings**

Help

Save

CRM Object Name for mapping "SSPActivity"	:	Activity	▼
CRM Object Name for mapping "SSPContact"	:	Contact	▼
CRM Object Name for mapping "CaseActivity"	:	Activity	▼
CRM Object Name for mapping "SSPAttachment"	:	- None -	▼
CRM Object Name for mapping "CaseAnswerLinkInfo"	:	Custom Object 1	▼
CRM Object Name for mapping "SSPCase"	:	Service Request	▼
CRM Object Name for mapping "Case"	:	Service Request	▼

## View CRM Object Attributes

This functionality allows users to view all the configured attributes of a CRM OD Out-Of-Box Objects. The following attributes are shown: Display Name, Field Name and Data Type.

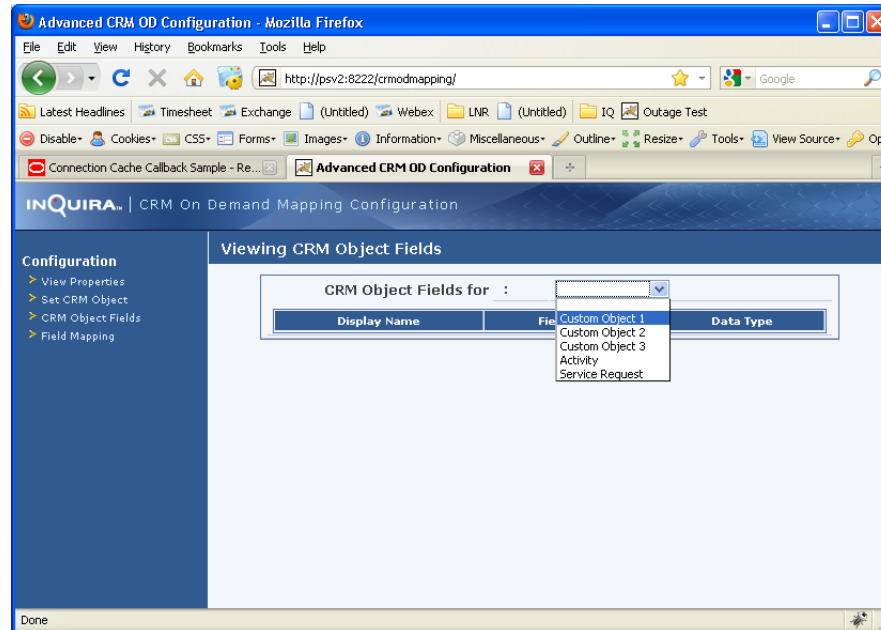


Figure.3.1

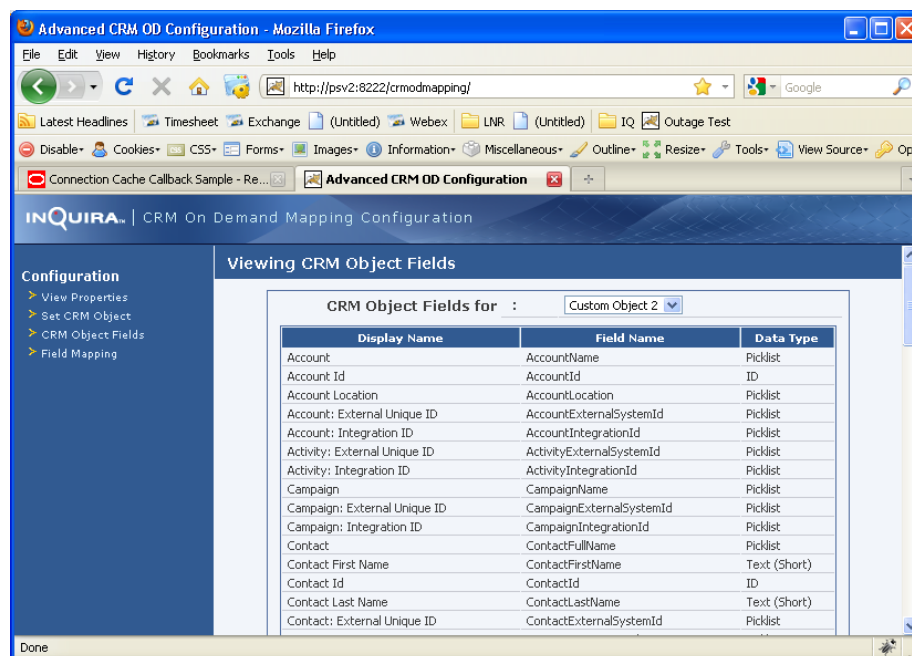


Figure 3.2

## Field Mapping

This is one of the most important feature allows users to define the mapping at the Field level between CRM On-Demand OOB Objects (*Service Request, Contact, Activity*) and SSP-Specific Value Objects (*SSPCase, SSPContact*).

**Note:** The Oracle Knowledge objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

**Note:** CRMOD Customization of Custom Objects is the pre-requisite for Field Mapping

SSPContact	Contact	
Attribute Name	Display Name	Field Name
contactId		contactId
accountId		accountId
description		description
contactType		contactType
createdDate		createdDate
contactEmail		contactEmail
externalSystemId		externalSystemId
contactFirstName		contactFirstName
contactFullName		contactFullName
contactLastName		contactLastName
mrMrs		mrMrs
middleName		middleName
modifiedBy		modifiedBy
modifiedById		modifiedById
modifiedDate		modifiedDate
ownerId		ownerId
owner		owner
ownerFullName		ownerFullName
timeZoneName		timeZoneName
workPhone		workPhone
iqPassword		<Determined during CRMOD customization>
iqUserRole		<Determined during CRMOD customization>
iqStatus		<Determined during CRMOD customization>
iqUserType		<Determined during CRMOD customization>
iqRegistrationDate		<Determined during CRMOD customization>
iqAutoPassword		<Determined during CRMOD customization>

SSPCase	Service Request	
Attribute Name	Display Name	Field Name
serviceRequestId		serviceRequestId
createdDate		createdDate
modifiedDate		
accountName		accountName
accountId		accountId
accountLocation		accountLocation
area		area
cause		cause
closedTime		closedTime
contactEmail		contactEmail
contactFirstName		contactFirstName
contactFullName		contactFullName
contactId		contactId
contactLastName		contactLastName
createdByName		createdByName
subject		subject
description		description
ownerId		ownerId
owner		owner
SRNumber		SRNumber
status		status
priority		priority
listOfAttachment		
listOfActivity		

The following mapping is required if linked answers (from iConnect) need to be displayed in Case Details.

Case	Service Request	
Attribute Name	Attribute Name	Attribute Name
	Refer to "Field Mapping" on page 18	

CaseAnswerLinkInfo	Custom Object 1 – 3	
Attribute Name	Display Name	Field Name
	Refer to "Field Mapping" on page 55	

CaseActivity	Activity	
Attribute Name	Display Name	Field Name
	Refer to "Field Mapping" on page 55	

### Example Mapping of Contact

After Mapping is complete, user should see the following:

SSPContact	Contact_Type	
contactId	contactId	×
accountId	accountId	×
description	description	×
contactType	contactType	×
createdDate	createdDate	×
contactEmail	contactEmail	×
externalSystemId	externalSystemId	×
contactFirstName	contactFirstName	×
contactFullName	contactFullName	×
contactLastName	contactLastName	×
mrMrs	mrMrs	×
middleName	middleName	×
modifiedBy	modifiedBy	×
modifiedById	modifiedById	×
modifiedDate	modifiedDate	×
ownerId	ownerId	×
owner	owner	×
ownerFullName	ownerFullName	×
timeZoneName	timeZoneName	×
workPhone	workPhone	×
iqPassword	customText0	×
iqUserRole	customPickList2	×
iqStatus	customPickList1	×
iqUserType	customPickList3	×
iqRegistrationDate	customDate0	×
iqAutoPassword	customBoolean0	×
iqResetReminder	customText30	×

### Example Mapping of Service Request

After Mapping is complete, user should see the following:-

SSPCase	ServiceRequest_Type
<input checked="" type="checkbox"/> serviceRequestId	<input checked="" type="checkbox"/> serviceRequestId
<input checked="" type="checkbox"/> createDate	<input checked="" type="checkbox"/> createDate
<input checked="" type="checkbox"/> modifiedDate	<input checked="" type="checkbox"/> modifiedDate
<input checked="" type="checkbox"/> accountName	<input checked="" type="checkbox"/> accountName
<input checked="" type="checkbox"/> accountId	<input checked="" type="checkbox"/> accountId
<input checked="" type="checkbox"/> accountLocation	<input checked="" type="checkbox"/> accountLocation
<input checked="" type="checkbox"/> area	<input checked="" type="checkbox"/> area
<input checked="" type="checkbox"/> cause	<input checked="" type="checkbox"/> cause
<input checked="" type="checkbox"/> closedTime	<input checked="" type="checkbox"/> closedTime
<input checked="" type="checkbox"/> contactEmail	<input checked="" type="checkbox"/> contactEmail
<input checked="" type="checkbox"/> contactFirstName	<input checked="" type="checkbox"/> contactFirstName
<input checked="" type="checkbox"/> contactFullName	<input checked="" type="checkbox"/> contactFullName
<input checked="" type="checkbox"/> contactId	<input checked="" type="checkbox"/> contactId
<input checked="" type="checkbox"/> contactLastName	<input checked="" type="checkbox"/> contactLastName
<input checked="" type="checkbox"/> createdByName	<input checked="" type="checkbox"/> createdByName
<input checked="" type="checkbox"/> subject	<input checked="" type="checkbox"/> subject
<input checked="" type="checkbox"/> description	<input checked="" type="checkbox"/> description
<input checked="" type="checkbox"/> ownerId	<input checked="" type="checkbox"/> ownerId
<input checked="" type="checkbox"/> owner	<input checked="" type="checkbox"/> owner
<input checked="" type="checkbox"/> SRNumber	<input checked="" type="checkbox"/> SRNumber
<input checked="" type="checkbox"/> status	<input checked="" type="checkbox"/> status
<input checked="" type="checkbox"/> priority	<input checked="" type="checkbox"/> priority
<input checked="" type="checkbox"/> listOfAttachment	<input checked="" type="checkbox"/> listOfAttachment
<input checked="" type="checkbox"/> listOfActivity	<input checked="" type="checkbox"/> listOfActivity

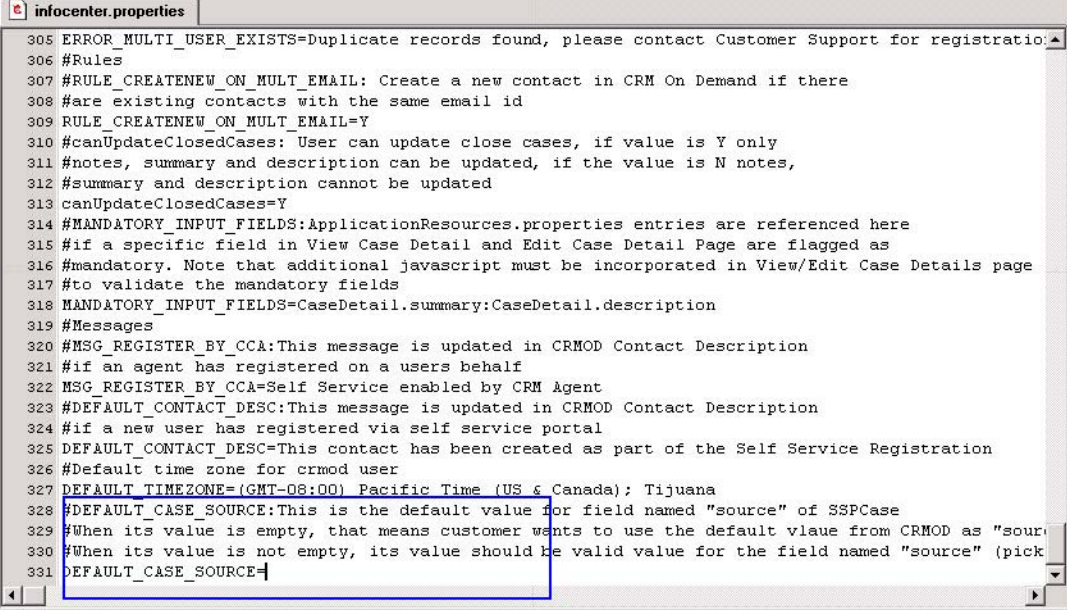
### Mapping of the "source" field for SSPCase and CRMOD Service Request

If you choose to use the default value of CRMOD Service Request field "source" as the value of the "source" field for SSPCase, set the default value of CRMOD service Request field "source" in CRMOD side and no additional configuration is necessary.

SSPCase	ServiceRequest_Type
<input checked="" type="checkbox"/> serviceRequestId	<input checked="" type="checkbox"/> serviceRequestId
<input checked="" type="checkbox"/> createDate	<input checked="" type="checkbox"/> createDate
<input checked="" type="checkbox"/> modifiedDate	<input checked="" type="checkbox"/> createDate
<input checked="" type="checkbox"/> accountName	<input checked="" type="checkbox"/> accountName
<input checked="" type="checkbox"/> accountId	<input checked="" type="checkbox"/> accountId
<input checked="" type="checkbox"/> accountLocation	<input checked="" type="checkbox"/> accountLocation
<input checked="" type="checkbox"/> area	<input checked="" type="checkbox"/> area
<input checked="" type="checkbox"/> cause	<input checked="" type="checkbox"/> cause
<input checked="" type="checkbox"/> source	<input checked="" type="checkbox"/> source
<input checked="" type="checkbox"/> closedTime	<input checked="" type="checkbox"/> closedTime
<input checked="" type="checkbox"/> contactEmail	<input checked="" type="checkbox"/> contactEmail
<input checked="" type="checkbox"/> contactFirstName	<input checked="" type="checkbox"/> contactFirstName

If you choose to set the value of the "source" field for SSPCase not using the default value of CRMOD Service Request field "source", complete the following additional configuration steps:

- 1 While doing the field mapping configuration, you also must do the field mapping for field "source" of SSPCase and CRMOD Service Request in System Manager side.
- 2 Do the configuration to set the value of field "source" of SSPCase in "infocenter.properties". The related key is "DEFAULT\_CASE\_SOURCE" and the configured value should be one valid value of the field "source" of CRMOD Service Request. For example, "Portal" is one valid value of the field "source" of CRMOD Service Request, so users can set it like this "DEFAULT\_CASE\_SOURCE=Portal". After that, the field "source" of all CRMOD Service Request from SSP will be set as "Portal".



```

305 ERROR_MULTI_USER_EXISTS=Duplicate records found, please contact Customer Support for registrati
306 #Rules
307 #RULE_CREATENEW_ON_MULT_EMAIL: Create a new contact in CRM On Demand if there
308 #are existing contacts with the same email id
309 RULE_CREATENEW_ON_MULT_EMAIL=Y
310 #canUpdateClosedCases: User can update close cases, if value is Y only
311 #notes, summary and description can be updated, if the value is N notes,
312 #summary and description cannot be updated
313 canUpdateClosedCases=Y
314 #MANDATORY_INPUT_FIELDS:ApplicationResources.properties entries are referenced here
315 #if a specific field in View Case Detail and Edit Case Detail Page are flagged as
316 #mandatory. Note that additional javascript must be incorporated in View/Edit Case Details page
317 #to validate the mandatory fields
318 MANDATORY_INPUT_FIELDS=CaseDetail.summary:CaseDetail.description
319 #Messages
320 #MSG_REGISTER_BY_CCA:This message is updated in CRMOD Contact Description
321 #if an agent has registered on a users behalf
322 MSG_REGISTER_BY_CCA=Self Service enabled by CRM Agent
323 #DEFAULT_CONTACT_DESC:This message is updated in CRMOD Contact Description
324 #if a new user has registered via self service portal
325 DEFAULT_CONTACT_DESC=This contact has been created as part of the Self Service Registration
326 #Default time zone for crmod user
327 DEFAULT_TIMEZONE=(GMT-08:00) Pacific Time (US & Canada); Tijuana
328 #DEFAULT_CASE_SOURCE:This is the default value for field named "source" of SSPCase
329 #When its value is empty, that means customer wants to use the default vlaue from CRMOD as "sour
330 #When its value is not empty, its value should be valid value for the field named "source" (pick
331 DEFAULT_CASE_SOURCE=

```



# Web Application Configuration

This section describes step-by-step approach for setting up web services communication with CRM On Demand in Self Service Portal.

- 1 Following jar files specific to SSP are placed under CRMODServices/SelfService/lib directory

Jar File	Source
gson-1.3.jar	<a href="http://code.google.com/p/google-gson/">http://code.google.com/p/google-gson/</a>
crmod-stubs-ws2.jar	This is generated from the WSDL's provided by CRM On Demand. The name of the jar file can be anything as long as it does not conflict with other jar files in the library
displaytag-1.2.jar	<a href="http://displaytag.sourceforge.net/1.2/download.html">http://displaytag.sourceforge.net/1.2/download.html</a>

- 2 Update web.xml to include Quartz scheduler, MappingInitServlet, SSPRegValServlet, CaptchaServlet, ViewSRAttachment.

File (Web XML Entries)	Purpose
MappingInitServlet	Load the mapping, appconfig and crmodconfig properties into memory on application startup
SSPRegValServlet	Servlet to activate a registration activated via an email link
QuartzInitializer	Load the quartz.properties into memory on application startup. This required for running jobs that refresh the session pool
CaptchaServlet	Servlet required for word verification during user registration
ViewSRAttachment	Servlet required for downloading files associated with a Service Request
SSPTagLib	Tag Library for SSP

```

<!-- ssp changes start -->
<servlet>
  <description></description>
  <display-name>MappingInitServlet</display-name>
  <servlet-name>MappingInitServlet</servlet-name>
  <servlet-
class>com.inquiria.crmod.ssp.tools.mapper.web.MappingInitServlet</servlet-
class>
  <load-on-startup>1</load-on-startup>
  <init-param>
    <param-name>crmod-source</param-name>
    <param-value>properties</param-value>
  </init-param>
</servlet>
<servlet-mapping>
  <servlet-name>MappingInitServlet</servlet-name>
  <url-pattern>/InitialiseMapping</url-pattern>
</servlet-mapping>

<servlet>
  <description></description>
  <display-name>SSPRegValServlet</display-name>
  <servlet-name>SSPRegValServlet</servlet-name>
  <servlet-class>com.inquiria.crmod.ssp.web.SSPRegValServlet</servlet-class>

</servlet>
<servlet-mapping>
  <servlet-name>SSPRegValServlet</servlet-name>
  <url-pattern>/sspregcmp</url-pattern>
</servlet-mapping>

<servlet>
  <servlet-name>QuartzInitializer</servlet-name>
  <servlet-class>org.quartz.aa.servlet.QuartzInitializerServlet
  </servlet-class>
  <init-param>
    <param-name>config-file</param-name>
    <param-value>quartz.properties</param-value>
  </init-param>
  <init-param>
    <param-name>start-scheduler-on-load</param-name>
    <param-value>true</param-value>
  </init-param>
  <load-on-startup>2</load-on-startup>
</servlet>

```

```
<servlet>
  <servlet-name>viewSRAttachment</servlet-name>
  <servlet-class>com.inquirar.crmod.ssp.web.ViewSRAttachment</servlet-
class>
  </servlet>
<servlet-mapping>
  <servlet-name>viewSRAttachment</servlet-name>
  <url-pattern>/viewSRAttachment</url-pattern>
</servlet-mapping>
<taglib>
  <taglib-uri>/SSPTagLib</taglib-uri>
  <taglib-location>/WEB-INF/tlds/ssp.tld</taglib-location>
</taglib>
<!-- ssp changes end -->
```

- 3 Place quartz.properties and jobs.xml under classpath (e.g. WEB-INF/classes). Ensure to update the package name of the ODSessionRefreshJob class

#### **'quartz.properties'**

```
org.quartz.scheduler.instanceName=TestQuartzScheduler
org.quartz.threadPool.class=org.quartz.simpl.SimpleThreadPool
org.quartz.threadPool.threadCount=10
org.quartz.threadPool.threadPriority=5
org.quartz.threadPool.threadsInheritContextClassLoaderOfInitializingThread=
true
```

```
org.quartz.plugin.jobInitializer.class=
org.quartz.plugins.xml.JobInitializationPlugin
org.quartz.plugin.jobInitializer.fileName=jobs.xml
org.quartz.plugin.jobInitializer.overWriteExistingJobs=true
org.quartz.plugin.jobInitializer.failOnFileNotFound=true
org.quartz.plugin.jobInitializer.scanInterval=10
```



```

`jobs.xml'
<?xml version='1.0' encoding='utf-8'?>
<!-- This is the dev copy -->

<quartz xmlns="http://www.opensymphony.com/quartz/JobSchedulingData"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opensymphony.com/quartz/JobSchedulingData
    http://www.opensymphony.com/quartz/xml/job_scheduling_data_1_5.xsd"
  version="1.5">
  <calendar class-name="org.quartz.impl.calendar.HolidayCalendar" replace=
    "true">
    <name>holidayCalendar</name>
    <description>HolidayCalendar</description>
    <base-calendar class-name="org.quartz.impl.calendar.WeeklyCalendar">
      <name>weeklyCalendar</name>
      <description>WeeklyCalendar</description>
      <base-calendar class-name="org.quartz.impl.calendar.AnnualCalendar">
        <name>annualCalendar</name>
        <description>AnnualCalendar</description>
      </base-calendar>
    </base-calendar>
  </calendar>

  <!-- Job to keep the OD Sessions in pool alive. -->
  <job>
    <job-detail>
      <name>ODSessionRefreshJob</name>
      <group>InQuiraBatchJobs</group>
      <description>Job to keep the OD Sessions in pool alive.</description>
      <job-class><package-name>.ODSessionRefreshJob</job-class>
      <volatility>false</volatility>
      <durability>false</durability>
      <recover>false</recover>
    </job-detail>
    <trigger>
      <cron>
        <name>ODSessionRefreshJobTrigger</name>
        <group>InQuiraBatchJobs</group>
        <description>Trigger for ODSessionRefreshJob to evict idle sessions</
description>
        <job-name>ODSessionRefreshJob</job-name>
        <job-group>InQuiraBatchJobs</job-group>
        <!-- Scheduled to trigger every 5 minutes -->
        <cron-expression>0 0/5 * ? * *</cron-expression>
      </cron>
    </trigger>
  </job>
</quartz>

```

- 4 Make the following entries in `infocenter.properties`:

```

#####BEGIN:SSP ENTRIES#####
#application type
appType=SSP

#Default length of the auto generated password
#Used in Registration process
DEFAULT_SSP_PASSWORD_LENGTH=5

#File Size Limit
#This is the total allowed limit for uploading attachments in MegaBytes
#Important:Maximum Limit allowed by CRMOD is 10MB
SSP_MAX_FILESIZE_IN_MB=1

#Default Page size
#This is the default number of records to be displayed by default when
#viewing cases
ViewCases.pageSize=10

#ssp template file
masterSSPTemplate=/apps/infocenter/system/templates/t_ssp2col.jsp

#SSPDefaultDiscussionBoards
sspDefaultDiscussionBoards=INTEGRATION_ISSUES+SSP_DEFECTS

caseAnswerClass=/apps/infocenter/system/components/crmssp/c_case_answer_box.jsp
caseDetailViewClass=/apps/infocenter/system/components/crmssp/c_case_detail_box.jsp
caseDetailEditClass=/apps/infocenter/system/components/crmssp/c_case_detail_edit.jsp
searchCasesClass=/apps/infocenter/system/components/crmssp/c_search_cases_box.jsp
viewCasesClass=/apps/infocenter/system/components/crmssp/c_view_cases_box.jsp
viewCompanyCasesClass=/apps/infocenter/system/components/crmssp/
c_view_company_cases_box.jsp

#Categories

#CRMOD User Status
#Other Allowed values are 'Needs Approval', 'Denied'
DEFAULT_CRMOD_USER_STATUS=Approved

#CRMOD User Role
#Other Allowed values are 'Update My Cases', 'View Company Cases', 'Update Company
Cases'
DEFAULT_CRMOD_USER_ROLE=View My Cases

#CRMOD User Type
#Other Allowed values are 'Internal'
DEFAULT_CRMOD_USER_TYPE=External

#Case Category
CASE_CATEGORIES=CASE_CATEGORY1:CASE_CATEGORY2:CASE_CATEGORY3
CASE_CATEGORY1_ENABLED=YES
CASE_CATEGORY1_LABEL=Area
CASE_CATEGORY1_CRM_FIELDNAME=Area

```

```

CASE_CATEGORY2_ENABLED=YES
CASE_CATEGORY2_LABEL=Cause
CASE_CATEGORY2_CRM_FIELDNAME=Cause

CASE_CATEGORY3_ENABLED=NO
CASE_CATEGORY3_LABEL=
CASE_CATEGORY3_CRM_FIELDNAME=

#Error
ERROR_USER_EXISTS=User already exists in the system
ERROR_MULTI_USER_EXISTS=Duplicate records found, please contact Customer Support for
registration

#Rules
#RULE_CREATENEW_ON_MULT_EMAIL: Create a new contact in CRM On Demand if there
#are existing contacts with the same email id
RULE_CREATENEW_ON_MULT_EMAIL=Y

#canUpdateClosedCases: User can update close cases, if value is Y only
#notes, summary and description can be updated, if the value is N notes,
#summary and description cannot be updated
canUpdateClosedCases=Y

#MANDATORY_INPUT_FIELDS:ApplicationResources.properties entries are referenced here
#if a specific field in View Case Detail and Edit Case Detail Page are flagged as
#mandatory. Note that additional javascript must be incorporated in View/Edit Case
Details page
#to validate the mandatory fields
MANDATORY_INPUT_FIELDS=CaseDetail.summary:CaseDetail.description

#Messages
#MSG_REGISTER_BY_CCA:This message is updated in CRMOD Contact Description
#if an agent has registered on a users behalf
MSG_REGISTER_BY_CCA=Self Service enabled by CRM Agent

#DEFAULT_CONTACT_DESC:This message is updated in CRMOD Contact Description
#if a new user has registered via self service portal
DEFAULT_CONTACT_DESC=This contact has been created as part of the Self Service
Registration

#Default time zone for crmod user
DEFAULT_TIMEZONE=(GMT-08:00) Pacific Time (US & Canada); Tijuana

```



- 5 Make the following entries in ApplicationResources.properties:

```

Userbox.received=<strong>Registration Request Received</strong><br>An activation email has been sent
Userbox.relogin= Kindly relogin for changes to take effect.
SupportBox.viewMyCases=View My Cases
SupportBox.viewCompanyCases=View Company Cases
SupportBox.searchCases=Search Cases
SupportBox.ManageCases=Manage Cases
Register.invalidCaptcha=The characters you entered didn't match the word verification. Please try again
Register.multiMail=Duplicate records found for this email, Please contact Customer Support for assistance
# Search page label
SearchCases.title=Search Cases
SearchCases.tableTitle=Filter Criteria
SearchCases.caseId=Case Id
SearchCases.summary=Case Summary
SearchCases.status=Case Status
SearchCases.orginator=Contact
SearchCases.priority=Priority
SearchCases.search=Search
SearchCases.clear=Clear
SearchCases.searchAddAnswer=More Answers
# View Cases page label
ViewMyCases.title=View My Cases
ViewMyCompanyCases.title=View Company Cases
# View Cases table label
ViewCases.tableTitle=Support Case List
ViewCases.allCases=All Cases
ViewCases.openCases=Open Cases
ViewCases.closedCases=Closed Cases
ViewCases.SRNumber=#
ViewCases.summary=Case Summary
ViewCases.priority=Priority
ViewCases.status=Status
ViewCases.originator=Contact
ViewCases.createdDate=Created Date
ViewCases.action=Action
ViewCases.view=View
ViewCases.update=Update
ViewCases.record=Records per page
ViewCases.previous=Previous
ViewCases.next=Next
ViewCases.empty=No Case found

#Case detail label
NewCaseDetail.pageTitle=Submit Case Online
NewCaseDetail.contactFirstName=Contact First Name
NewCaseDetail.contactLastName=Contact Last Name
NewCaseDetail.contactEmailId=Contact Email Id

ViewCaseDetail.pageTitle=View Case Details
EditCaseDetail.pageTitle=Edit Case Details
EditCaseDetail.userInfo=User Information

CaseDetail.createCaseMessage=A case has been successfully created
CaseDetail.updateCaseMessage=The case has been successfully updated

```

CaseDetail.postTopic=Post as Topic  
 CaseDetail.searchAnswer=Search Answer  
 CaseDetail.update=Update  
 CaseDetail.cancel=Cancel

CaseDetail.caseInfo=Case Information  
 CaseDetail.caseId=Case Number  
 CaseDetail.status=Status  
 CaseDetail.createdDate=Created Date  
 CaseDetail.modifiedDate=Last Updated  
 CaseDetail.caseOwner=Case Owner

CaseDetail.moreInfoTitle=More Information  
 CaseDetail.priority=Priority  
 CaseDetail.contactName=Contact Name  
 CaseDetail.area=Area  
 CaseDetail.cause=Cause  
 CaseDetail.summary=Case Summary  
 CaseDetail.description=Description  
 CaseDetail.attachments=Attachments

CaseDetail.notesInfoTitle=Notes  
 CaseDetail.notesInfoSubject=Subject  
 CaseDetail.notesInfoDescription=Description  
 CaseDetail.notesInfoModifiedDate=Modified Date  
 CaseDetail.notesInfoCreatedDate=Created Date  
 CaseDetail.notesInfoEmpty=No notes found  
 CaseDetail.topicsInfoTitle=Topics  
 CaseDetail.topicsInfoTopic=Topic  
 CaseDetail.topicsInfoCreatedDate=Created Date  
 CaseDetail.topicsInfoEmpty=No topics found  
 CaseDetail.linkAnsHeader=Linked Answers  
 CaseDetail.linkAnsTitle=Title  
 CaseDetail.linkAnsExcerpt=Excerpt  
 CaseDetail.linkAnsDocType=Doc Type  
 CaseDetail.linkAnsDocId=Doc Id  
 CaseDetail.linkAnsVersion=Version  
 CaseDetail.linkAnsEmpty=No Linked answers found  
 CaseDetail.searchAnswers=Search Answers  
 CaseDetail.searchAddAnswer=More Answers  
 CaseDetail.remove=Remove  
 CaseDetail.addAttachment=Add another attachment  
 CaseDetail.save=Save  
 CaseDetail.clear=Clear

CaseDetail.fileSizeError=Total File Size cannot exceed  
 CaseDetail.fileSizeError2=MB  
 CaseDetail.subjectEmptyError=Subject cannot be empty  
 CaseDetail.formError=Error while submitting the case, please try after some-  
 time  
 CaseDetail.makeMeOwner=Make me Contact  
 CaseDetail.fileNameLengthError=File Name length cannot be more than 30 char-  
 acters

SSPCRMOD.serverUnavailableError=We are experiencing some technical problems  
 processing your request



Application.Error=<strong>We are experiencing some technical problems.</strong><br/>Please try again after some time. If the problem persists, please contact customer support.

CaseManagement.Error=<strong>We are experiencing some technical problems with Case Management.</strong><br/>Please try again after some time. If the problem persists, please contact customer support.

Register.timeZoneName=My Time Zone

Application.errorResetPassword=<strong>We are experiencing some technical problems.</strong><br/>Please try resetting the password again after some time. If the problem persists, please contact customer support.

## Timezone list ##

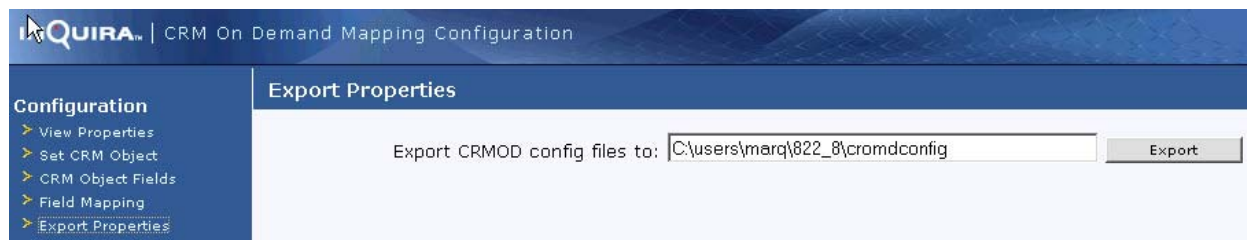
TimeZone1=(GMT) Casablanca, Monrovia  
 TimeZone2=(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London  
 TimeZone3=(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna  
 TimeZone4=(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague  
 TimeZone5=(GMT+01:00) Brussels, Copenhagen, Madrid, Paris  
 TimeZone6=(GMT+01:00) Sarajevo, Skopje, Sofija, Vilnius, Warsaw, Zagreb  
 TimeZone7=(GMT+01:00) West Central Africa  
 TimeZone8=(GMT+02:00) Athens, Istanbul, Minsk  
 TimeZone9=(GMT+02:00) Bucharest  
 TimeZone10=(GMT+02:00) Cairo  
 TimeZone11=(GMT+02:00) Harare, Pretoria  
 TimeZone12=(GMT+02:00) Helsinki, Riga, Tallinn  
 TimeZone13=(GMT+02:00) Jerusalem  
 TimeZone14=(GMT+03:00) Baghdad  
 TimeZone15=(GMT+03:00) Kuwait, Riyadh  
 TimeZone16=(GMT+03:00) Moscow, St. Petersburg, Volgograd  
 TimeZone17=(GMT+03:00) Nairobi  
 TimeZone18=(GMT+03:30) Tehran  
 TimeZone19=(GMT+04:00) Abu Dhabi, Muscat  
 TimeZone20=(GMT+04:00) Baku, Tbilisi, Yerevan  
 TimeZone21=(GMT+04:30) Kabul  
 TimeZone22=(GMT+05:00) Ekaterinburg  
 TimeZone23=(GMT+05:00) Islamabad, Karachi  
 TimeZone24=(GMT+05:00) Tashkent  
 TimeZone25=(GMT+05:30) Calcutta, Chennai, Mumbai, New Delhi  
 TimeZone26=(GMT+05:45) Kathmandu  
 TimeZone27=(GMT+06:00) Almaty, Novosibirsk  
 TimeZone28=(GMT+06:00) Astana, Dhaka  
 TimeZone29=(GMT+06:00) Sri Jayawardenepura  
 TimeZone30=(GMT+06:30) Rangoon  
 TimeZone31=(GMT+07:00) Bangkok, Hanoi, Jakarta  
 TimeZone32=(GMT+07:00) Krasnoyarsk  
 TimeZone33=(GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi  
 TimeZone34=(GMT+08:00) Irkutsk, Ulaan Bataar  
 TimeZone35=(GMT+08:00) Kuala Lumpur, Singapore  
 TimeZone36=(GMT+08:00) Perth  
 TimeZone37=(GMT+08:00) Taipei  
 TimeZone38=(GMT+09:00) Osaka, Sapporo, Tokyo  
 TimeZone39=(GMT+09:00) Seoul  
 TimeZone40=(GMT+09:30) Adelaide  
 TimeZone41=(GMT+09:30) Adelaide  
 TimeZone42=(GMT+09:30) Darwin  
 TimeZone43=(GMT+10:00) Brisbane  
 TimeZone44=(GMT+10:00) Canberra, Melbourne, Sydney  
 TimeZone45=(GMT+10:00) Guam, Port Moresby

TimeZone46=(GMT+10:00) Hobart  
TimeZone47=(GMT+10:00) Vladivostok  
TimeZone48=(GMT+11:00) Magadan, Solomon Is., New Caledonia  
TimeZone49=(GMT+12:00) Auckland, Wellington  
TimeZone50=(GMT+12:00) Fiji, Kamchatka, Marshall Is.  
TimeZone51=(GMT+13:00) Nuku'alofa  
TimeZone52=(GMT-01:00) Azores  
TimeZone53=(GMT-01:00) Cape Verde Is.  
TimeZone54=(GMT-02:00) Mid-Atlantic  
TimeZone55=(GMT-03:00) Brasilia  
TimeZone56=(GMT-03:00) Salta  
TimeZone57=(GMT-03:30) Newfoundland  
TimeZone58=(GMT-04:00) Atlantic Time (Canada)  
TimeZone59=(GMT-04:00) La Paz  
TimeZone60=(GMT-04:00) Manaus  
TimeZone61=(GMT-04:00) Santiago  
TimeZone62=(GMT-04:30) Caracas  
TimeZone63=(GMT-05:00) Bogota, Lima, Quito  
TimeZone64=(GMT-05:00) Eastern Time (US & Canada)  
TimeZone65=(GMT-05:00) Indiana (East)  
TimeZone66=(GMT-06:00) Central America  
TimeZone67=(GMT-06:00) Central Time (US & Canada)  
TimeZone68=(GMT-06:00) Mexico City  
TimeZone69=(GMT-06:00) Saskatchewan  
TimeZone70=(GMT-06:00) Tegucigalpa  
TimeZone71=(GMT-07:00) Arizona  
TimeZone72=(GMT-07:00) Chihuahua, La Paz, Mazatlan  
TimeZone73=(GMT-07:00) Mountain Time (US & Canada)  
TimeZone74=(GMT-08:00) Pacific Time (US & Canada); Tijuana  
TimeZone75=(GMT-09:00) Alaska  
TimeZone76=(GMT-10:00) Hawaii  
TimeZone77=(GMT-11:00) Midway Island, Samoa  
TimeZone78=(GMT-12:00) Eniwetok, Kwajalein

# Configuring Oracle Knowledge

## Export Properties

Use the Export Properties feature to export the CRMOD configuration files for Oracle Knowledge webapp's integration with CRMOD.



Field	Description
Export CRMOD config files to:	Enter the full file path for the location where the CRMOD integration configuration properties files to be exported. The exported files are <code>appconfig.properties</code> , <code>crmconfig.properties</code> and <code>mapping.properties</code> . Click <b>Export</b> .

If the specific directories do not exist, the user will be asked to create the directory first.

If the directories and files already exist, the exported files will over write the existing files.

When completed, the system displays this message: The properties files are exported successfully.

## Setting Up Contact Center Advisor in System Manager

You must complete the Contact Center Advisor setup in System Manager. See *iConnect Developers Guide*, Chapter 3, "Deploying iConnect in a CRM Environment" for details on completing this setup.

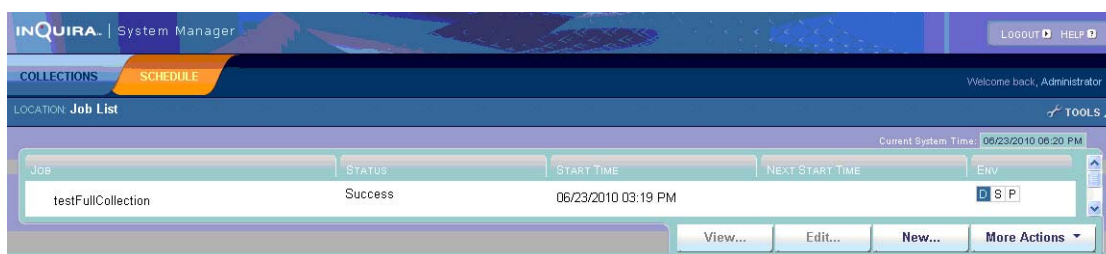
Use the following parameters:

Parameter	Entry
<b>cca-response-handler-impl</b>	
Item name	cmrod
cca-response-handler-impl	com.InQuira.response.cca.CCACRMODLinkedAnswersResponseHandler
<b>cca-request-handler-impl</b>	
Item name	cmrod
cca-request-handler-impl	com.InQuira.request.cca.CCACRMODHandler
<b>Call Center Adviser</b>	
cca-request-handler	cmrod (select from picklist)
cca-response-handler-impl	cmrod (select from picklist)

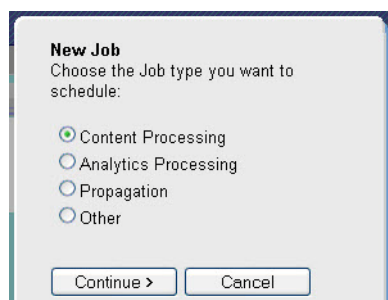
Parameter	Entry
Base URL	This is the crmod URL provided to the customer.
User Name	User name with admin privilege created on CRMOD.
Password	Password of above user.

## Propagate number.xml file to Synch with Runtime

- 1 Logon to Oracle Knowledge System Manager at `http://<server-name>:port(if required)/InQuirawb/app`
- 2 Create the schedule job to synch. Go to Schedule->New



- 3 Select **Content Processing** and click **Continue**.



The Job Setup page displays.



**Job Setup** Step 1: Define Job

Name your Job and configure the Tasks involved.

**Job Name:** cca-synch  
(Warning: The name cannot be changed once saved.)

**Job Type:** Content Processing \*

**Valid Environments:** ☒ Development  
☐ Staging  
☐ Production

**Job Tasks** [Show all tasks](#)

**Content Processing: Collection**

☐ Status Reset ☐ Incremental Document Conversion (Subcoll)  
☐ Content Update ☐ Collection Maintenance  
☐ Incremental Index (Subcoll)

**Content Processing: Cross-Collection**

☒ Classification  
☒ Global Maintenance  
☒ Mark Revisions for Synchronization

**Environment Communication**

☒ Synchronization (Cleanup)

**Next >** **Cancel**

- 4 Enter the parameters provided below and click **Next**.

Parameter	Entry
Job Name:	cca-synch
Valid Environments:	Select <b>Development</b> .
<b>Job Tasks</b>	
Content Processing: Collection	Leave all fields clear
Content Processing: Cross-Collection	Select all.
Environment Communication	Select <b>Synchronization (cleanup)</b> .

- 5 Click **Next**.

**Job Setup: cca-synch** Step 3: Schedule Run Times

Determine when the Job will run and how often it will repeat.

How often do you want to run this Job?

Repeat: **On Demand**

**< Back** **Next >** **Cancel**

- 6 Click **Save**.

**Job Setup: cca-synch** Step 4: Configure Notifications

Configure who will be notified of Job processing events.

Send e-mail notification to:  
 Administrators

When the Job...

☐ starts

☐ succeeds

☒ fails

< Back Save Cancel

7 Select the job and click More Actions-> Start Job Now.

Current System Time: 06/23/2010 06:36 PM

Job	Status	Next Start Time	Env
testFullCollection	Succ		D S P
synchcca	On D		D S P
cca-synch	On D		D S P

**Start Job cca-synch**

☒ Start Job now

☐ Temporarily modify job before starting

☐ Continue Job Processing

☐ Restart from Failure

Continue > Cancel

View... Edit... New... More Actions

8 Click **Continue**.

Allow the job to run to completion.

## Information Manager Setup and Configuration

The following sections describe:

- **Updating System Configuration**
- **Deploying SSP Web Application**
- **Deploying iConnect Web Application**

## Updating System Configuration

- 1 Login to Information Manager Console from Web Application server. (<http://<servername>/InfoManager>).

**INQUIRA | information manager**

Please enter your username, password and repository to log into Information Manager.

USERNAME:

PASSWORD:

REPOSITORY:  [Log in](#)

[Forgot Password?](#)

- 2 Go to "Tools->System:Configure-> Go to Expert Mode" as shown below.

**INQUIRA | Information Manager**

Active Repository: [Customer](#) [CHANGE](#) [HELP](#) [LOGOUT](#)

**INBOX SEARCH CONTENT FEEDBACK USERS REPOSITORY TOOLS**

**Information Manager Settings**

Current Configuration	Instructions
1. <a href="#">Resource Configuration</a>	<a href="#">Instructions</a>
2. <a href="#">LDAP Configuration</a>	
3. <a href="#">Email Configuration</a>	
4. <a href="#">InQura Search Configuration</a>	
5. <a href="#">Delegate Classes Configuration</a>	
6. <a href="#">Delegate Translation</a>	

[Go to Expert Mode](#)

The following screen appears:

**INQUIRA | Information Manager**

Active Repository: [Customer](#) [CHANGE](#)

**INBOX SEARCH CONTENT FEEDBACK USERS REPOSITORY TOOLS**

**Information Manager Settings**

**Parameters (95)**

1. <b>AddToCartAction</b> - Fully qualified java delegate class used with Add to Cart form action. Must be available on runtime CLASSPATH <b>VALUE:</b> (Default Value)
2. <b>ADMIN_CSS_FILENAME</b> - Cascading style sheet used to format the look and feel of the Management Console <b>VALUE:</b> (Default Value)
3. <b>ADMIN_EMAIL</b> - Administrator Email <b>VALUE:</b> (Default Value)
4. <b>ALLOW_REPOSITORY_TEMPLATE_IMPORT</b> - Enable the import of special KnowledgeBase Repository pre-configured for SAP. Available value is true/false or Y/N. <b>VALUE:</b> (Default Value)
5. <b>APP_DESC</b> - The instruction about building appropriate application. <b>VALUE:</b> (Default Value)
6. <b>APP_TYPES</b> - APP_TYPES defines each web app type's name and starting point for the installation path relative to \$IM_HOME/install. Each web app type is separated by comma. For instance InfoCenter:taglib. It basically indicates that this web app type is "InfoCenter", and "taglib" is the starting directory for the installation path relative to \$IM_HOME/install. <b>VALUE:</b> (Default Value)

**Note:** This screen shot shows a partial page. All parameters listed below appear on the full page.

- 3 Click on a parameter link to modify/configure the value. Follow the below table for the parameters need to be changed and values.

Parameter Name / Field	Value
<b>APP_TYPES</b>	
Parameter Value	InfoCenter:taglib,SSP:ssp,iConnect:iconnect
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
<b>LDAP_SINGLE_SIGN_ON</b>	
Parameter Value	Set to true if you wish to enable single sign-on for repositories with LDAP authentication; otherwise set to false.
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
<b>REMOTE_AUTHENTICATION_CLASS</b>	
Parameter Value	com.InQuira.services.ldapservices.CRMODSSOAuthenticator
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
<b>REMOTE_AUTHENTICATION_ENABLED</b>	
Parameter Value	True
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
<b>REMOTE_CRM_CHECKEMAILFORUSER_ENABLED</b>	
Parameter Value	True
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
<b>REMOTE_CRM_CHECKROLEANDVIEW_ENABLED</b>	
Parameter Value	False
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select
<b>REMOTE_SSO_ENABLED</b>	
Parameter Value	True
Allow administrators to edit value	Select
Encrypt Value	Clear
Save to default value	Select

## Deploying SSP Web Application

- 1 Follow the InfoCenter web application registration. On the application registration page, select **SSP** as the **Application Type**, as shown below.

INQUIRA | Information Manager

### Web Application Properties

URL To Container

Context\*

Application Type:

InfoCenter  
InfoCenter  
SSP  
iConnect

Correct application type to register.

Directory: /opt/inquiras/shared/InfoManager

Choose the web application deployment directory

Move To parent directory

clientLibrary

- 2 After completing the Web application registration, copy the files `appconfig.properties`, `crmodconfig.properties` and `mapping.properties` from the Indexer server, exported from System Manager Export Properties utility under the folder `$Inquiras_Home/instances/$INQUIRA_Instance/appserverim/webapps/$SSP_Instance/WEB-INF/classes` on the server where web application is deployed.

## Deploying iConnect Web Application

- 1 Follow InfoCenter web application registration. On the application registration page, select **iConnect** as the **Application Type**, as shown below.

Context\*

Application Type:

InfoCenter  
InfoCenter  
SSP  
iConnect

Correct application type to register.

Directory: /opt/inquiras/shared/InfoManager

Choose the web application deployment directory

Move To parent directory

**Important!** Make certain that the iConnect application context name is same as in the ODCRM:Service Request Web Applet. E.g. if the URL in ODCRM is `https://staging.Inquiras.com/support/` then the Context here would be `/support`.

- 2 Login to machine where the iConnect application is deployed.
- 3 Go to folder `/usr/local/Inquiras/Inquiras_8.2.2/instances/imcd1-1/appserverim/webapps/support/WEB-INF/`.
- 4 Open the `infocenter.properties` file.
- 5 Set the value of `ccaDraftContentChannels`, `ccaRecommendationChannels` and `ccaDiscussionBoards`. Values are the REF\_KEY configured in InformationManager channels and discussion boards. E.g. `ccaDraftContentChannels=SOLUTIONS`, `ccaRecommendationChannels=SOLUTIONS`, `ccaDiscussionBoards=DISCUSSION`.



# Self-Service Portal User Administration

## User Registration Introduction

Oracle Knowledge's Self Service Portal is an online case (Service Request) management system that enables companies implement web self-service. Self Service integrates Intelligent Search, Discussion Forums, and Information Manager together with Case Management capabilities into a comprehensive knowledge portal that reduces the cost of implementation and ensures consistency of information across all user constituencies, including customer, employees and partners.

It is important to understand that the portal user is represented as a Contact on CRM On Demand with additional custom fields specific to Self Service Portal.

Self Service portal supports escalation processes where a user can submit a case (Service Request) themselves through the knowledge portal. It uses Intelligent Search to attempt to deflect the case or email by providing potential answers to the user's question. Customers can open and track cases online. Employees of a company (Customer) can open and track company cases. They can create topics in discussion forums from their specific case context. They can create notes, upload attachments for a case.

Portal has Time Zone Support for end-users. User can specify the time zone they belong to during the time of registration; they can also modify their time zone settings.

Self Service portal supports new user registration and user account activation triggered via email notification. A newly registered user is created as a contact in CRM On Demand with default status and roles needed to access the portal.

Once a user completes registration, CRM Agents may need to update user's self-service status and roles, and sometimes perform new user registration on behalf of the user if users are unable to do so by themselves.

After a case (Service Request) is created by a Self Service User, CRM Agents can assign the case (Service Request) to appropriate owners, they can communicate with end-users (CRM On Demand Contacts) via special type of notes. Apart from these, CRM agents will work on Service Requests as they would normally do.

CRM agents can also view the topics that the self-service end-users post from the context of a case. Further, agents can view the search history and document history of a case created by an end-user giving some insight to what the user was searching for and what documents they viewed before submitting a case (Service Request).

## Registering Users

Self-Service portal allows new users to register themselves. But there are times when users may not be able to perform self-registration. For example, if the user already exists as a contact in CRM On- Demand or if there are multiple contacts matching their email id. It is also possible that there are multiple contacts in the CRM On Demand with matching email ids. It is CRM agent's responsibility to determine if the user,

requesting to register, already exist as contacts in CRM On-Demand and if there are multiple contacts for the same user, identify the right user. Verify if the users already have an Infocenter account (by asking the users), if so then they need not go through the registration process as the portal automatically creates a contact in CRM On Demand when the users logs in into Self Service Portal using Infocenter login and password.

External user registration allows for an email address to entered as the user ID. The field accepts a maximum of 50 characters. If the user does not select the option **Display Name to Public?**, the registration page prompts for an alias. Information Manager creates the web user record with First Name, Last Name, User ID, and the CRM OD contact ID. If the user selected Use my user ID as my email address, Information Manager stores the email address as the User ID. The contact ID is used when creating or updating activities in CRM OD.

The following CRM OD contact record fields and Oracle Knowledge web user record fields are required for SSP user registration.

#### CRM OD Contact Record Required Fields

First Name	
Last Name	
Email Address	
IQAutoPassword	Defaults to Yes to initiate password reset upon login.
IQRegistrationDate	import date
IQUserRole	DEFAULT_CRMOD_USER_ROLE from infocenter.properties file
IQUserStatus	DEFAULT_CRMOD_USER_STATUS from the infocenter.properties file
IQUserType	DEFAULT_CRMOD_USER_TYPE from the infocenter.properties file

#### Oracle Knowledge Web User Record Required Fields

First Name	
Last Name	
User ID	
Password	Set to default password.
Email Address	
showName	<b>Display Name to Public?</b> option. When enabled, SSP displays the user's name.
Alias	Required ONLY if the user <i>does not</i> select the <b>Display Name to Public?</b> option.

## Remote Authentication Configuration


To complete the require remote authentication configuration:

- 1 Log in to IM System Manager.
- 2 Navigate to Tools > System(Configuration) > ExpertMode.
- 3 Select REMOTE\_FIELD\_BUILDER\_CLASS from the list.
- 4 Enter **com.inquiraservices.Idapervices.CRMODFieldBuilder** as input value.
- 5 Save changes.



## New User Registration

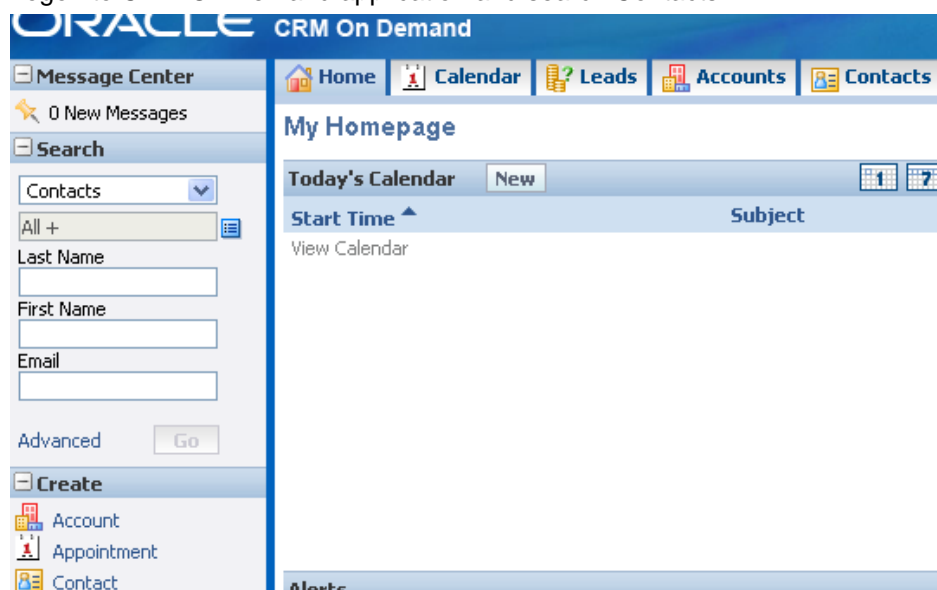
Steps to register a new user:

- 1 Logon to CRM On Demand application and search Contacts
- 2 If the contact does not already exist, create a contact (First Name, Last Name, and Email required). If the contact already exists and is not an existing SSP user, Click on the 'Register Self-Service User' web link. First Name, Last Name and Email Id are automatically pre-populated.
- 3 Enter a user id of the callers choice
- 4 Enter all the required fields (If the word verification is not legible, Click on  to get a new word)
- 5 Click on 'Register'

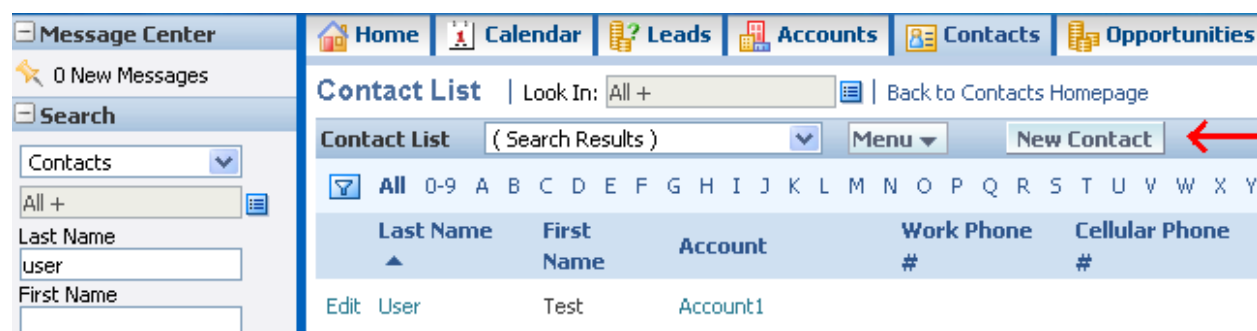
If the registration fails, appropriate error messages will be displayed

### WALK-THRU

- 1 Logon to CRM On Demand application and search Contacts



- 2 If the contact does not already exist, create a contact (First Name, Last Name, and Email required), If the contact already exists and is not an existing SSP user, Click the [Register Self-Service User](#) link.



### Self Service Portal Information

Register SelfService User [Register Self-Service User](#)

External Unique ID

Row Id **AAPA-40QNRE**

IQPassword

Description

IQUserRole

IQUserStatus

IQUserType



IQRegistrationDate


'New User Registration' page opens in a new browser window. First Name, Last Name, and Email Id are automatically pre-populated.

[Home](#) > [Registration](#)

## New User Registration

Use the form below to edit your profile and settings. All fields are required.

Account Information	
User ID:	<input type="text"/> <input type="checkbox"/> Use my user id as my email address
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Display Name to Public:	<input type="checkbox"/>
Email:	<input type="text"/>
Display Email Address to public:	<input type="checkbox"/> (Checking box enables other users to view your email address)
My Time Zone	(GMT-07:00) Arizona <input type="button" value="v"/>
Additional Requests (Optional)	
	<input type="checkbox"/> (I would like to manage cases online)
Word Verification:	<input type="text"/>  (By entering this text you help us prevent spam and fake registrations)
	
<input type="button" value="Register"/> <input type="button" value="Cancel"/>	

- Enter the 'User ID' of the callers choice
- Enter all the required fields and checkboxes, if applicable (If the word verification is not legible, Click on  to get a new word)
- Click on 'Register'

The following message displays on the SSP Home page.

**INQUIRA** | Information Center

[Home](#) | [FAQS](#) | [Discussions](#)

## Welcome


**Registration Request Received**  
 An activation email has been sent

In case registration fails because the User id is already taken, you will see the following error message, choose another User Id and try again

## New User Registration

**✖ Sorry, that username is already taken.** Although you indicated you're a new user, an account already exists for the User ID you entered. Please select a different User ID or [Sign in](#) first. Forgot your password [click here](#) for assistance.

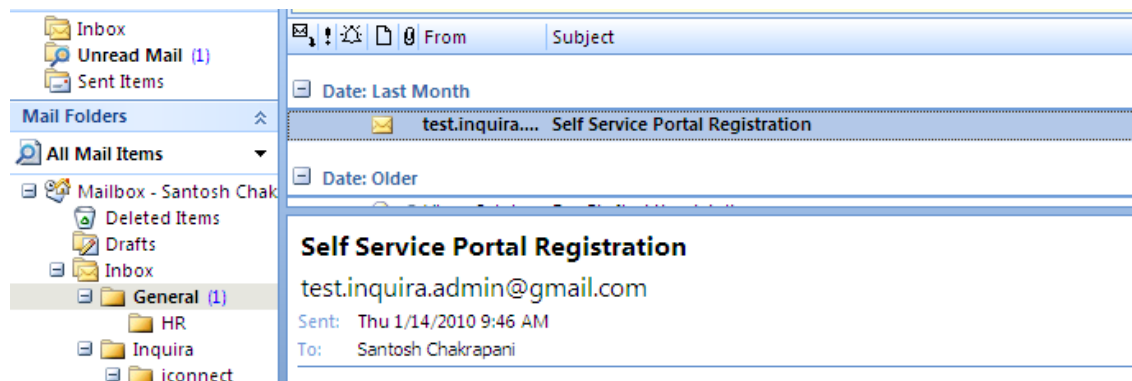
In case registration fails because the User Email id is already taken, you will see the following error message. Remind the user that this email id is already taken. Ask the user if they recall creating a self-service portal or an existing Infocenter account

## New User Registration

**✖ Sorry, that email address is already taken.** Although you indicated you're a new user, an account already exists for the Email address you entered. Please [Sign in](#) or if you forgot your password [click here](#) for assistance.

## Account Activation

- 1 If registration process was successful, notify the user (if still on the phone) that an activation email will be sent to the user. Users will receive an email as below:-



- 2 Email contains the steps required to activate the newly registered user

### Self Service Portal Registration

test.inquira.admin@gmail.com

Sent: Thu 1/14/2010 9:46 AM

To: Santosh Chakrapani

Hi Santosh,

Thanks for registering with Self Service Portal.

1. Click the following link to complete your activation process:-

[Click here to complete registration](#)

2. After successful activation, you may login with following credentials :-

Login: schakrapani

Password: 22fdc

**Note:** You may not be able to access case management if you login without activating your account!

- 3 Self-Service portal user should follow the steps provided in the email and complete the registration process and activate the user account.
- 4 Upon activation via email, the following status are possible depending upon portal configuration

**Note:** User passwords between Information Manager and CRMOD must be synchronized manually.

(1)

IUserRole **View My Cases**  
IUserStatus **Approved**  
IUserType **External**

(2)

IUserRole **View My Cases**  
IUserStatus **Needs Approval**  
IUserType **External**

(3)

IUserRole **Restricted**  
IUserStatus **Approved**  
IUserType **External**

(4)

IUserRole **Restricted**  
IUserStatus **Needs Approval**  
IUserType **External**

- 5 By default all contacts created via the new user registration process are considered as '**External**' User Type. External User types are Web Users in Infocenter. '**Internal**' User types are Console Users in Infocenter. Case Management for Internal users is not supported in the current version of the portal.

## Managing Self-Service User Privileges

The Self-Service Portal uses the following parameters to determine access to various functions:

- User Type
- User Status
- User Role

## User Type

**User Type:** A user type represents the level of security a user is assigned within the portal. Every portal user is assigned a user type. The assigned user type determines the functions user can perform when they are logged into Self-Service Portal. A user type is assigned to upon approval of the registration request and/or by a CRM On-Demand Agent or Administrator.

The allowed values for Portal User are:

User Type	Definition
<b>External</b>	An end-user who has issues with the products, searches the Infocenter to look for solutions to issues, creates cases via web self-service and has limited access to advanced Infocenter capabilities.
<b>Internal</b>	Internal users are typically employees of a company who have administrative capabilities of Infocenter. Internal users have no access to case management.

## User Status

**User Status:** User status is an indication of the state of the user within the Self-Service Portal.

The following User Statuses are supported:

User Status	Definition
<b>Approved</b>	This is the normal state for a fully functional portal user after a user has activated and completed the registration process. External Users can access case management only if their User Status is <b>Approved</b> .
<b>Needs Approval</b>	Alternative initial state after the user has activated and completed the registration process. The CRM Agent manually updates the status to <b>Approved</b> after reviewing the request.
<b>Registration in Process</b>	A user has registered but must complete the process by clicking the link in the verification email sent by the portal to confirm that the user is at the email address given upon registration. In this state, users can sign-in but external users cannot access Case Management capabilities.
<b>Denied</b>	A denied user cannot access case management capabilities ever. A denied user can still access limited Infocenter capabilities if the user is an external user and an internal user can access advanced Infocenter capabilities.

## User Role

**User Role:** User Role describes the type of actions the user are allowed to perform in the context of Case Management. Upon registration, a default role is assigned to the user based on portal configuration. If the user wishes to modify the assigned role, they must contact the assigned organization.

The following user roles are supported:

User Role	Definition
<b>Restricted</b>	This role restricts all access to case management. The internal user is assigned this role. Depending on portal configuration, an external user could be assigned this role upon registration.
<b>View My Cases</b>	This role is valid only for External user type and allows read-only access to cases that the users own. A user with View My Cases can submit a case but does not have sufficient privileges to update the case once it has been submitted, or view others cases.
<b>Update My Cases</b>	This role is valid only for External users and allows update access to all cases that a user owns. A user with Update My Cases can submit a case, and update user's own cases; however they cannot delete a case or view others cases.
<b>View Company Cases</b>	This role is valid only for External users and allows update access to the all cases that a user owns and read-only access to the cases of users that this user manages. A user with View Company Cases can submit a case, update own, and view company cases; however they cannot delete any case.
<b>Update Company Cases</b>	This role is valid only for External users and allows update access to the all cases that a user owns and also the cases of users that this user manages. A user with Update Company Cases can submit a case, update own or company cases; however they cannot delete a case.

## Setting Up Role Change Notification Workflow

- 1 Go to the Admin Homepage.

The screenshot displays the Admin Homepage with a top navigation bar containing 'Admin Homepage', 'Back to Contact List', 'Help', and 'Printer Friendly'. The main content area is divided into several sections:

- Company Administration**: Manage your company profile and global information, including currencies and active languages. Monitor usage and set password policies. Define company Fiscal Calendars. Create Homepage alerts.
- User Management and Access Controls**: Create and manage user profiles and relationships. Set up user roles that define data access levels, privileges to various application features and presentation of information. Manage groups of users to share data and calendar entries.
- Territory Management**: Define the hierarchy that makes up your company's Territory.
- Data Management Tools**: Import and Export Tools - Import your company data, export your company data, or view the import and export queues. Batch Delete Queue - View the batch delete requests (active and completed).
- Web Services Integration**: Web Services Administration - View and download web services. Web Services Utilization - Review a summary of services used by your company.
- Application Customization**: Customize application specific to your company; create custom page layouts, homepage layouts, search result layouts, and dynamic layouts; change field names, modify picklist values, create custom fields, specify cascading picklists, define custom web tabs and applets, set up custom audit trail and rename record types.
- Business Process Management**: Workflow Configuration - Extend business processes with workflow rules to send emails, create, update or delete information, wait for a time period and enable outbound integration requests. Workflow rules and actions will not be processed unless the "Enable Workflow" checkbox is checked on the Company Profile Page. Workflow Monitor - Monitor and manage active instances of waiting workflows, and review workflow error messages. Data Rules & Assignment - Define the data rules for your company, including automatic assignment of records, forecasting, and sales methodologies.
- Content Management**: Content Management - Define your company Product list and hierarchy. View, delete and replace all of your company's Attachments. Manage access to Reports Folders and define visibility to shared custom analyses folders. Define your company's assessments templates.

- 2 Click [Workflow Configuration](#) in the **Business Process Management** section.
- 3 Click **New**.

**Workflow Rule New** | [Back to Workflow Rules List](#)

**Workflow Rule New** Save Save & New Workflow Cancel

**Key Workflow Rule Details**

Workflow Name\*  Record Type\*

Active ☐ Trigger Event\*

Order

Created By **Vinay Saini** Modified By **Vinay Saini**

**Workflow Rule Condition**

Workflow Rule Condition


**\*= Required Field**

Workflow rules will not be processed unless the "Enable Workflow" flag is selected on the Company Profile page.  
If the Workflow Rule Condition is blank or undefined, any selected trigger event will execute the workflow actions.  
If a Workflow Rule Condition is defined, only records meeting the condition will execute the workflow actions.

Save Save & New Workflow Cancel

#### 4 Complete the following fields:

Field	Value
<b>Workflow Name</b>	Send Email on Role Change
<b>Record Type</b>	Contact
<b>Trigger Event</b>	When modified record saved
<b>Active</b>	Select to activate this configuration; clear to inactivate.
<b>Workflow Rule Condition</b>	PRE('<pIIUserRole_ITAG>')<>[<pIIUserRole_ITAG>] <sup>1</sup>

Click  to complete this field.

1. i.Previous IUserRole does not match current IUserRole when saved.

**Note:** The workflow condition must reflect the correct field name.

**Workflow Rule New** | [Back to Workflow Rules List](#)

**Workflow Rule New** Save Save & New Workflow Cancel

**Key Workflow Rule Details**

Workflow Name\* Send Email on Role Change Record Type\* Contact

Active ☒ Trigger Event\* When modified record saved

Order

Created By **Vinay Saini** Modified By **Vinay Saini**

**Workflow Rule Condition**

Workflow Rule Condition PRE('<ContactRole>') <> [<ContactRole>]

**\*= Required Field**

Workflow rules will not be processed unless the "Enable Workflow" flag is selected on the Company Profile page.  
If the Workflow Rule Condition is blank or undefined, any selected trigger event will execute the workflow actions.  
If a Workflow Rule Condition is defined, only records meeting the condition will execute the workflow actions.

Save Save & New Workflow Cancel



- 5 Click **Save**.
- 6 On the *Workflow Rule Detail* page, **Actions** section, select Menu > Send Email.

**Workflow Rule Detail: Email when role changes** | Back to Workflow Rules List

Workflow Rule Details | New | Edit | Copy | Delete | Edit Order

**Key Workflow Rule Details**

Workflow Name: Email when role changes | Record Type: Contact

Active: ☒ | Trigger Event: When modified record saved

Order: 1

Created By: SSP User 5/19/2010 01:45 PM | Modified By: SSP User 5/19/2010 01:53 PM

Workflow Rule Condition: PRE("<plIQUserRole\_ITAG>"<>["<plIQUserRole\_ITAG>"])

OCCAM\_MCAFFEE\_ACTI\_IF\_FALSE

OCCAM\_MCAFFEE\_CANCEL\_SAVE ☐

OCCAM\_MCAFFEE\_DISP\_MSG

**Actions** | Menu | Edit Order

- Send Email
- Create Task
- Wait

The *Workflow Action Edit* page appears.

**Workflow Action Edit** | Back to Workflow Rule Detail

Send Email | Save | Cancel

**Key Action Details**

Action Name\*: Send Email

Active: ☒

**Email Message**

From\*: Default Email Address

To\*: Specific Email Address / [<ContactEmail>]

Subject\*: Self-service role changed

Message Body\*: Your self-service role has changed to %%%[<plIQUserRole\_ITAG>]%%%

- 7 Complete the following fields:

Field	Value
<b>Key Action Details</b>	
<b>Action Name</b>	Send Email
<b>Active</b>	Select to activate this configuration; clear to inactivate
<b>Email Message</b>	
<b>From</b>	Default Email Address
<b>To</b>	Specific Email Address / [<ContactEmail>]
<b>Subject</b>	Self-Service Role Change
<b>Message Body</b>	Your Self-Service Role has been changed to %%%[<plIQUserRole_ITAG>]%%%

- 8 Click **Save**.



## Managing User Activities

During the course of case management, users may update their cases by adding notes, creating topics in the context of the case. Note that 'Notes' created by the user in the portal are not directly related to the term 'Notes' in CRM On-Demand. In fact when a user adds notes to a case, an activity of the type 'UserUpdate' is created against the Service Request in CRM On-Demand. Similarly when a user posts a topic to the community in the context of a case, an activity of the type 'UserTopic' is created against the Service Request in CRM On-Demand.

CRM Agents can utilize the feature of user notes to communicate with a portal user by creating an activity of the type 'UserUpdate' in a service request, with relevant information for the end-user to view. CRM Agents can view the topics posted to the community by the user in order to get a better understanding of the issue faced by the users and in-turn provide better case handling.

Activities are also created within CRM On-Demand that indicates the recent searches and documents viewed by the user within the Oracle Knowledge portal before submitting a case. These could provide significant insight to what the user was searching for before he/she decided to create a case online.

## Activity with Self-Service Context Information

- 1 [Self-Service Portal] User performs some searches and views some documents in Self-Service portal. Recent searches and documents viewed are stored in infocenter profiles.

The screenshot displays the INQUIRA Information Center interface. At the top, there is a navigation bar with links for Home, FAQs, and Discussions. Below this, a breadcrumb trail shows 'Home > Results'. The main heading is 'Find Answers'. Underneath, there is a search bar with the text 'How is iconnect configured in CRM On Demand' and a 'Search' button. To the left of the search bar, there is a dropdown menu for 'All Content' and a link for 'Specified Languages'. To the right of the search bar, there is a 'Start Over' link. Below the search bar, there is a section for 'Pages [Next]' and a 'Results' section. The results section shows a list of search results, including 'Serene Corporation' and 'E&C CRM Features and Functions Contact and Lead Management, Marketing ROI and Analytics ... Project and Demand Planning'. Below the search results, there is a 'Personal Profile' section. This section is divided into two parts: 'Recent Search Questions:' and 'Recently Viewed Articles:'. The 'Recent Search Questions:' part lists four search queries: 'How is iconnect configured in CRM On Demand', 'How do i connect to CRMOD', 'Dev4 SSO Training', and 'Test'. The 'Recently Viewed Articles:' part lists one article: 'FAQ4 - Serene Implements CRM On Demand'.

- 2 [Self-Service Portal ]User then creates a case online

## Submit Consumer Support Case

### Step 3: Complete Support Request Form

User Information	
Contact Email Id	<input type="text" value="schakrapani@serenecorp.com"/>
Contact First Name	<input type="text" value="Test"/>
Contact Last Name	<input type="text" value="User"/>
Case Information (*required field)	
Area	<input type="text" value="Training"/>
Cause	<input type="text" value="User Needs Training"/>
Priority	<input type="text" value="1-ASAP"/>
Case Summary *	<input type="text" value="Updating notes for a closed case"/>
Description *	<input type="text" value="I would like to add some notes to a closed case. How can i do that?"/>

## View Case Details

Case Information	
Case Number	480430-243526023
Status	Open
Last Updated	03-09-2010 07:40 PM
Case Owner	
More Information	
Priority	1-ASAP
Contact Name	Test User

### 3 [CRM On-Demand] A Service Request is created in CRM On Demand

**Service Request Detail: Updating notes for a...** | [Back to Service Request List](#) [Edit Layout](#)

**Service Request Details** New Edit Delete Merge

**Contact Information:**

Service Number **480430-243526023** Contact **Test User**  
 Account **ACME Computer Parts** Work Phone #  
 Email **schakrapani@serenecorp.com**

**Service Detail Information:**

Area **Training** Priority **1-ASAP**  
 Cause **User Needs Training** Status **Open**  
 Type  
 Source  
 Modified External **Darius Mojahed 3/9/2010 07:40 PM** Opened Time **3/9/2010 07:40 PM**  
 Created External **Darius Mojahed 3/9/2010 07:40 PM** Closed Time  
 Owner  
 SR Currency **USD** Reassign Owner ☐

**Additional Information:**

Subject **Updating notes for a closed case**  
 Description **I would like to add some notes to a closed case. How can i do that?**

**Solutions** Add

**Open Activities** New Appt New Task

**Completed Activities** Log A Call

Priority	Subject	Activity	Type	Due Date	Completed Date	Status
Edit	Service Request Context	Task	Other	3/9/2010	3/9/2010 07:40 PM	Completed

[Show Full List](#)

### 4 [CRM On-Demand] Activity of type 'Other' is created with a subject 'Service Request Context'

**Completed Activities** Log A Call

Priority	Subject	Activity	Type	Due Date	Completed Date	Status
Edit	Service Request Context	Task	Other	3/9/2010	3/9/2010 07:40 PM	Completed

[Show Full List](#)

### Task Detail | [Back to Service Request Detail](#)

**Task Details** New Edit Delete Mark as Completed Send Email

**Key Task Information:**

Owner **Darius Mojahed**  
 Subject **Service Request Context**  
 Type **Other**  
 Priority  
 Delegated By

**Related Items:**

Account  
 Primary Contact  
 Opportunity

**Additional Information:**

Created External **Darius Mojahed 3/9/2010 07:40 PM**  
 Description **Search History**

1) How is iconnect configured in CRM On Demand  
 2) How do i connect to CRMOD  
 3) Dev4 SSO Training  
 4) Test

**Documents Viewed**

1) FAQ4-Serene Implements CRM On Demand

## User Notes as an Activity

- 1 [Self-Service Portal] Portal users can create notes in the application as shown below:-

### Edit Case Details

**User Information**

**Case Details (\*required field)**

**Case Number** 480430-243526023 **Status** Open

**Priority** 1-ASAP

**Area** Training

**Cause** User Needs Training

**Case Summary \*** Updating notes for a closed case

**Description \*** I would like to add some notes to a closed case. How can i do that?

**Attachments** Browse... Clear

**Notes**

No notes found, Add New

New Notes

New Notes Description

**Topics**

**Linked Answers**

Save Cancel

- 2 [CRM On-Demand] Activity of the type 'UserUpdate' gets created in the Service Request

**Additional Information:**

**Subject** Updating notes for a closed case

**Description** I would like to add some notes to a closed case. How can i do that?

**Solutions** Add

**Open Activities** New Appt New Task

	Priority	Subject	Activity	Type	Due Date	Status
Edit Done		New Notes	Task	UserUpdate	3/9/2010	In Progress
Edit Done		Some More notes	Task	UserUpdate	3/9/2010	In Progress

Show Full List

- 3 [CRM On-Demand] If the CRM Agent chooses to communicate to the end-user using these notes, a new activity of the type 'UserUpdate' can be created within the Service Request.

**Task Edit** | [Back to Service Request Detail](#)

**Task Details** | [Save](#) | [Save & New Task](#) | [Cancel](#)

**Key Task Information:**

Owner\*

Subject\*

Type

Priority\*

Delegated By

Due Date\*

Completed Date

Status

Private ☐

Activity Currency

**Related Items:**

Account

Primary Contact

Opportunity

Lead

Campaign

Service Request

**Additional Information:**

Created External **Dariush Mojahed** Modified External **Dariush Mojahed**

Description

\*= Required Field

[Save](#) | [Save & New Task](#) | [Cancel](#)

Open Activities						
New Appt   New Task						
	Priority	Subject	Activity	Type	Due Date	Status
<a href="#">Edit</a> <a href="#">Done</a>		New Notes	Task	UserUpdate	3/9/2010	In Progress
<a href="#">Edit</a> <a href="#">Done</a>		Some More notes	Task	UserUpdate	3/9/2010	In Progress
<a href="#">Edit</a> <a href="#">Done</a>	3-Low	Notes can be updated	Task	UserUpdate	3/9/2010	Not Started

End-User can view your notes in the portal as shown below:-

Notes	
Subject	Description
New Notes	New Notes Description
Some More notes	Some more notes description
Notes can be updated	Based on your configuration, you may be able to create notes for closed cases
3 items found, displaying all items.	

## User Topics as an Activity

Self-Service portal has discussion forums where users can post topics, recommend solutions based on their privileges. Portal supports posting topics from the context of a Case

- 1 [Self-Service Portal] Users can post topics from the context of their cases.

- 2 [CRM On-Demand] An activity of the type 'UserTopic' gets created for the Service Request

**Service Detail Information:**

Area	Training	Priority	1-ASAP
Cause	User Needs Training	Status	Open
Type		Opened Time	3/9/2010 07:40 PM
Source		Closed Time	
Modified External	Dariush Mojahed 3/9/2010 07:40 PM	Owner	
Created External	Dariush Mojahed 3/9/2010 07:40 PM	Reassign Owner	<input type="checkbox"/>
SR Currency	USD		

**Additional Information:**

Subject: Updating notes for a closed case  
 Description: I would like to add some notes to a closed case. How can i do that?

**Solutions**

**Open Activities**

	Priority	Subject	Activity	Type	Due Date	Status
Edit Done		New Notes	Task	UserUpdate	3/9/2010	In Progress
Edit Done		Some More notes	Task	UserUpdate	3/9/2010	In Progress
Edit Done	3-Low	Notes can be updated	Task	UserUpdate	3/9/2010	Not Started
Edit Done		Updating notes for a closed case	Task	UserTopic	3/10/2010	In Progress

### 3 [CRM On-Demand] CRM Agents can view the topic posted in the context of a case [SR]

**Task Detail** | [Back to Service Request Detail](#) [Edit Layout](#) | [Help](#) | [Print](#)

**Task Details** [New](#) [Edit](#) [Delete](#) [Mark as Completed](#) [Send Email](#)

**Key Task Information:**

Owner <b>Darius Mojahed</b>	Due Date <b>3/10/2010</b>
Subject <b>Updating notes for a closed case</b>	Completed Date
Type <b>UserTopic</b>	Status <b>In Progress</b>
Priority	Private <input type="checkbox"/>
Delegated By	Activity Currency <b>USD</b>

**Related Items:**

Account	Lead
Primary Contact	Campaign
Opportunity	Service Request <b>480430-243526023</b>

**Additional Information:**

Created External **Darius Mojahed 3/10/2010 10:04 AM** Modified External **Darius Mojahed 3/10/2010 10:04 AM**

[Topic Link](#) [Topic Link](#)

Description **801690372f6280e7012745ce29d4007ed1**

**Users** [Add](#)

Last Name	First Name	Email	Job Title
Mojahed	Darius	dmojahed@inquir.com	

[Show Full List](#)


**Contacts** [Add](#)

**Attachments** [Add Attachment](#) [Add URL](#)

### 4 [CRM On-Demand] Agents can view the topic details by clicking on the Topic Link

[Back](#) [View Category](#) [Reply to this Topic](#)

**Comments: 0** [Topic \[Next\]](#)

**Santosh Chakra**  
  
 Posts: 0  
 Registered: 6 days ago

**Updating notes for a closed case**  
 Posted 1 minute ago  
 How do i resolve this issue? Please help.

[Reply](#) [Email](#)

**Pages: 1**

# Reports Configuration

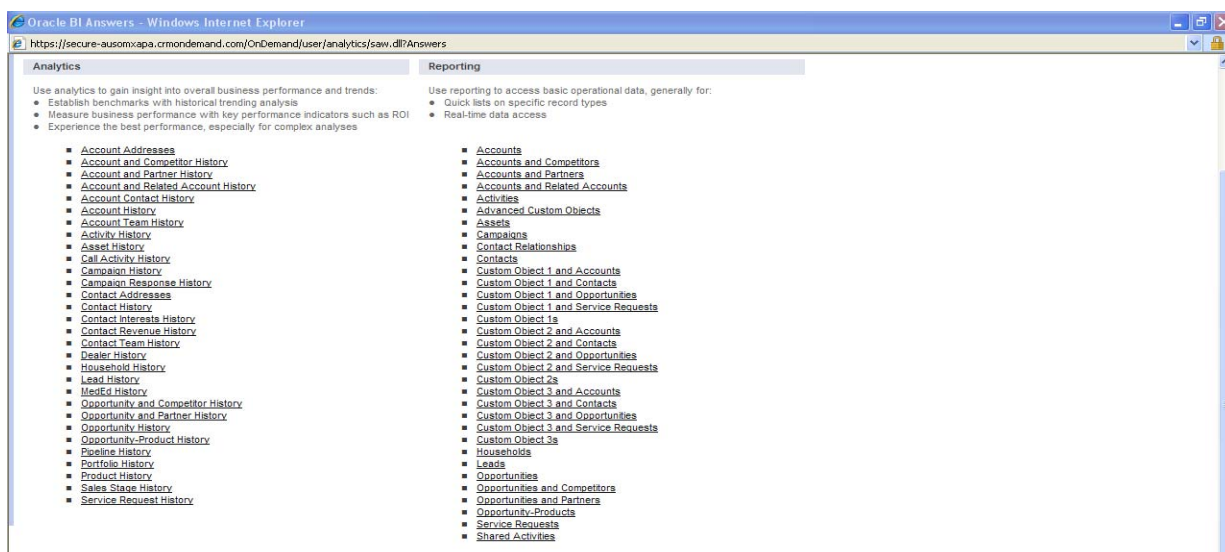
This chapter describes configuration for the following reports:

- **Participation Rate Report**
- **Participation Rate Report by User**
- **Add To Service Home Page: Participation Report (optional)**

## Participation Rate Report

The following Oracle CRM On Demand analytics report is a calculated metric to provide management guidance for measuring effectiveness of knowledge articles in solving ALL service cases.

- 1 Login as an Oracle CRM On Demand user with the Administor role.
- 2 From the Report screen (tab) select the Design Analyses link. Then, click on the 'Service Requests' subject area in the Reporting Column.



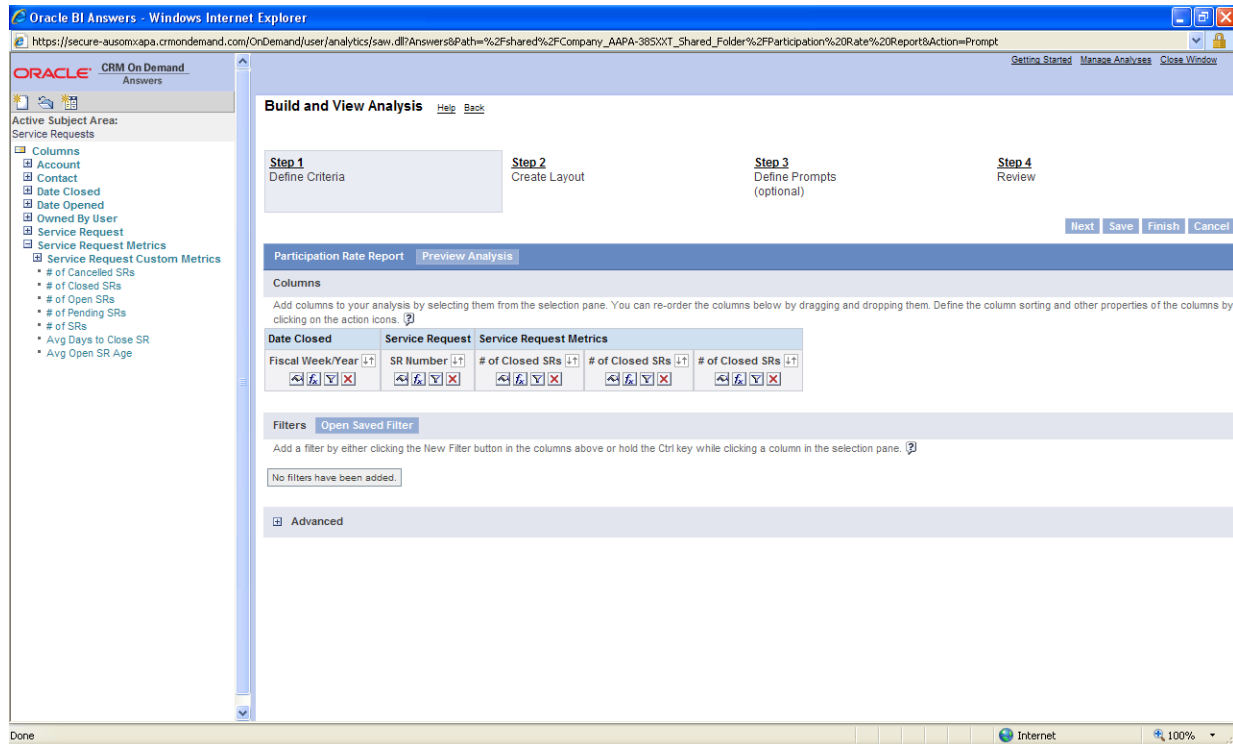
- 3 Add columns from left hand pane to the right pane as follows:

**Note: NOTE:** To add columns in the following steps simply click and drag the choice. This will then populate the column in the section on the right of the screen to begin building the formula.

- a Add the column - **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.

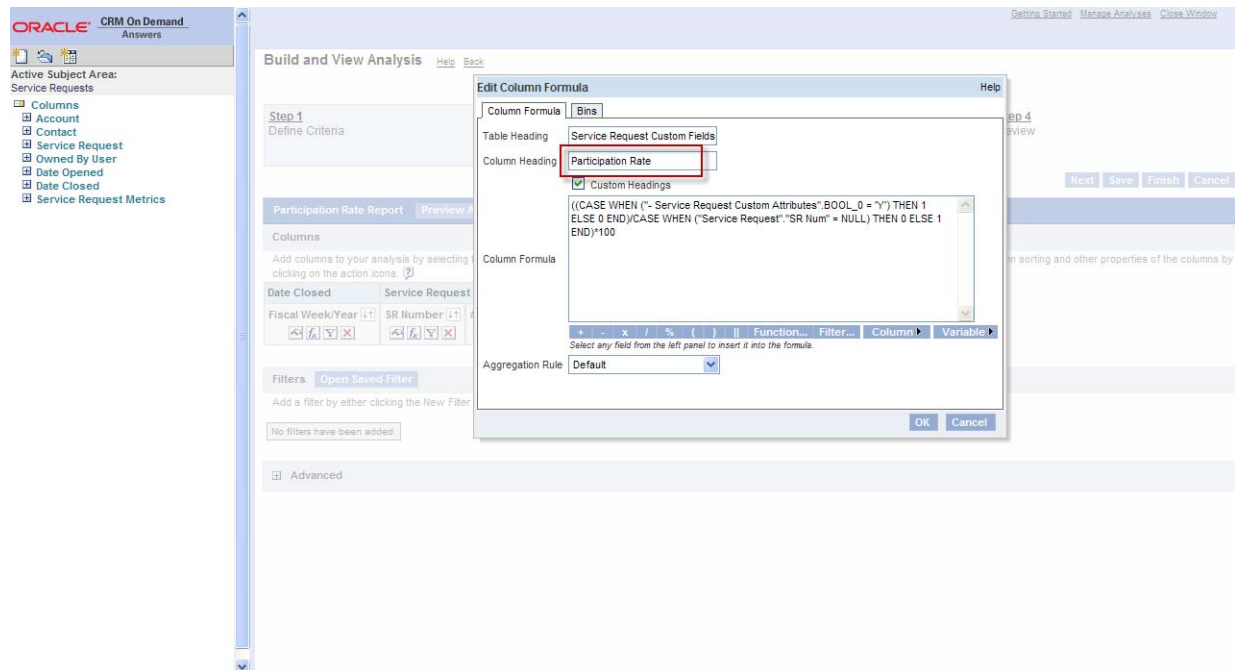


- b Add the column - **SR Number** from Service Request section from left hand pane to the right pane.
- c Add the column - **# of Closed SRs** from the Service Request Metrics from the left pane to the right. We will be using this column to store some calculated values. **TIP:** Repeat this step three (3) times so that you have a template to work from for subsequent steps.



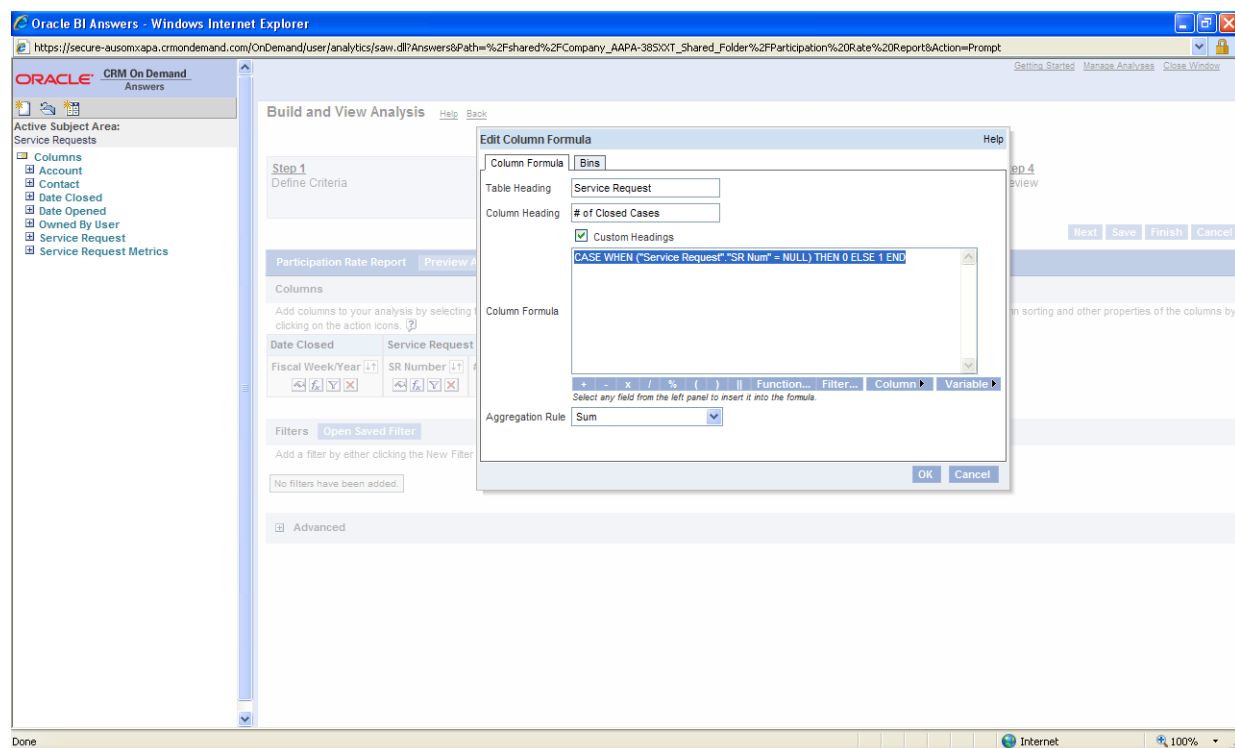
- 4 Rename one of the **# of Closed SRs** columns to **Participation Rate**. Check the 'Custom Headings' check box and then type the new name.
- 5 Create the following formula in the Column Formula field. And set Aggregation Rule's value as "Sum" and set Table Heading as "Service Request". You may cut and paste the formula from below.
 

```
((CASE WHEN (" - Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END)/CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0 ELSE 1
END)*100
```



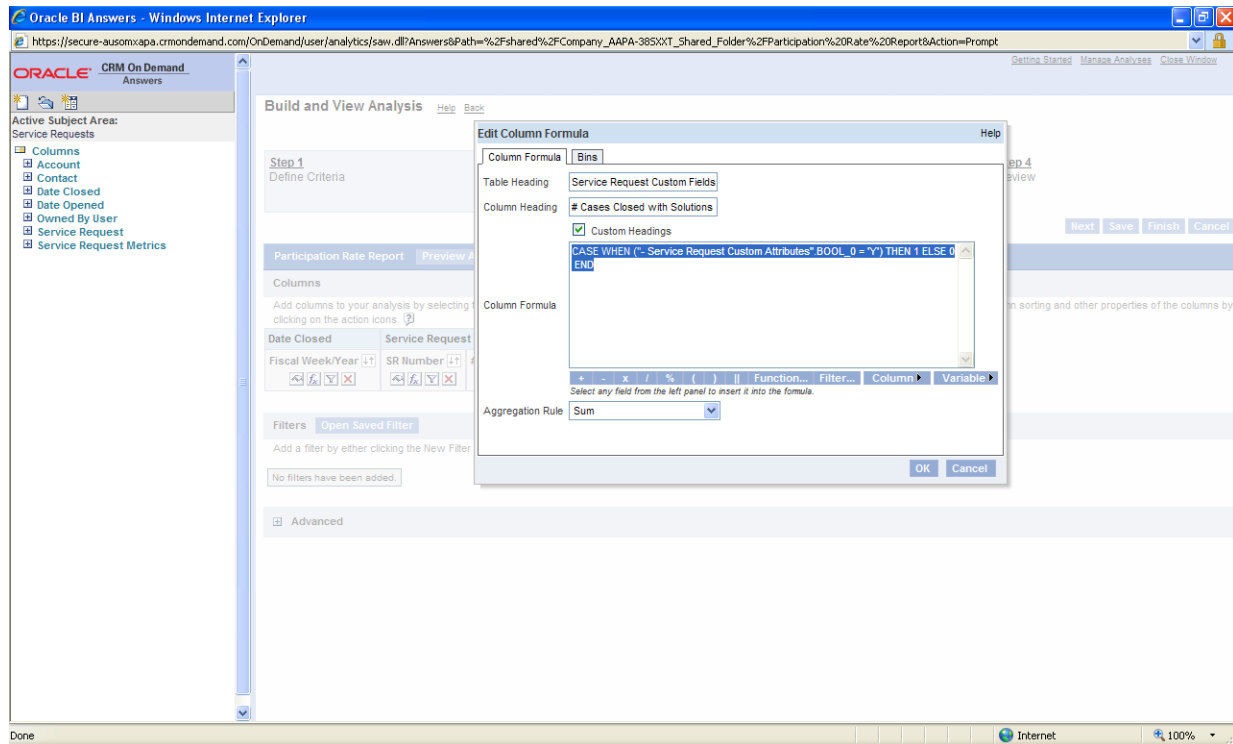
- 6 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the 'Custom Headings' check box and then type the new name.
- 7 Create the following formula in the Column Formula field. And set Aggregation Rule's value as "Sum" and set Table Heading as "Service Request".

CASE WHEN ("Service Request"."SR Num"=NULL) THEN 0 ELSE 1 END.

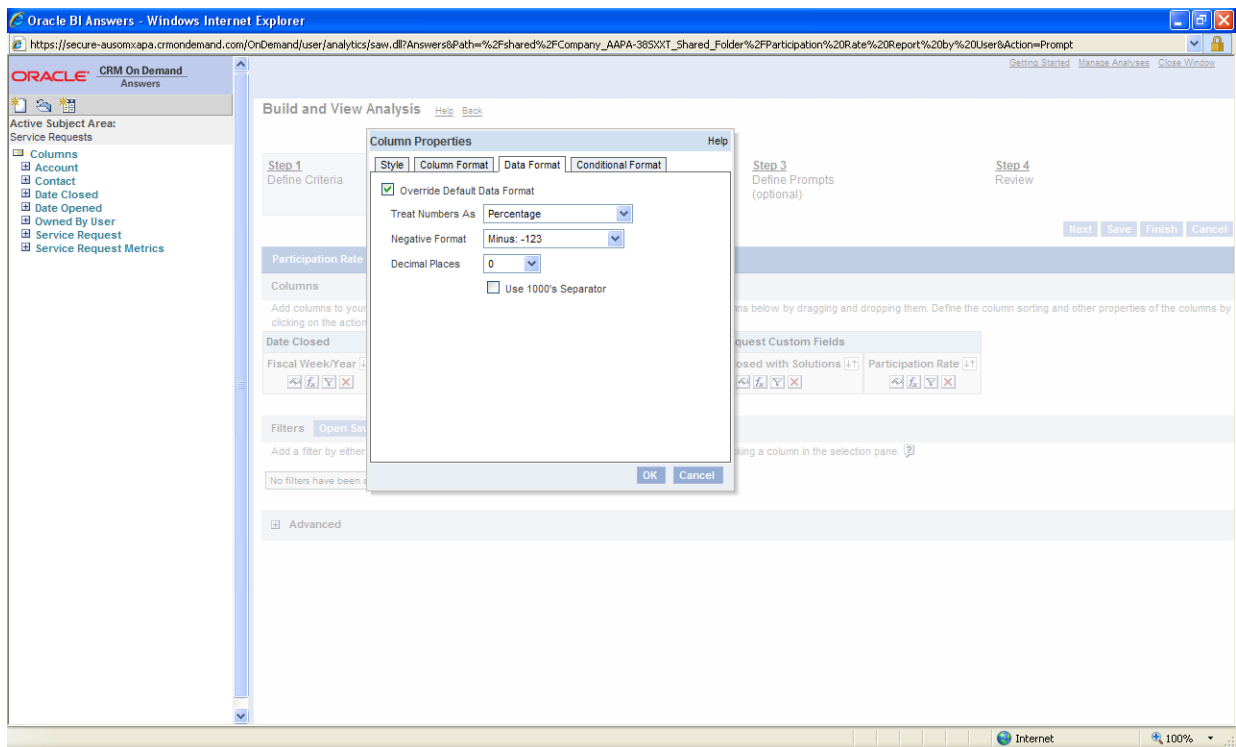


- 8 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the 'Custom Headings' check box and then type the new name.
- 9 Create the following formula in the Column Formula field. And set Aggregation Rule's value as "Sum", set Table Heading's value as "Service Request Custom Fields".

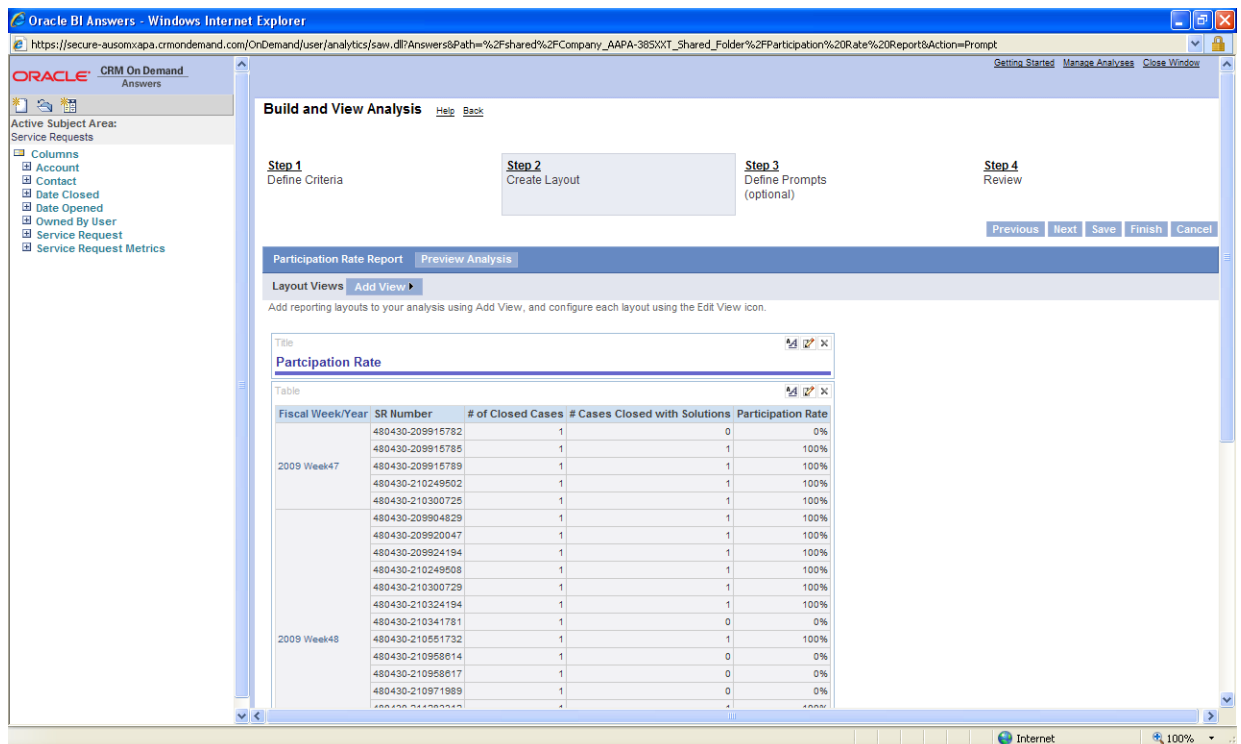
```
CASE WHEN (" - Service Request Custom Attributes".BOOL_0='Y') THEN 1
ELSE 0 END
```



- 10 From the column 'Participation Rate' click the Column Properties icon (hand icon). Check the box 'Override Default Data Type', and change the 'Treat Numbers As' dropdown to **Percentage**.



11 Click **Next** to go to Step 2, Create Layout.



12 Click **Add View** and select 'Pivot Table' from the list.

**Build and View Analysis** Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Participation Rate Report Preview Analysis

Layout Views Add View

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Title Participation Rate

Fiscal Week/Year	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week 47	480430-209915782	1	0	0%
	480430-209915785	1	1	100%
	480430-209915789	1	1	100%
	480430-210249502	1	1	100%
	480430-210300725	1	1	100%
2009 Week 48	480430-209904829	1	1	100%
	480430-209920047	1	1	100%
	480430-209924194	1	1	100%
	480430-210249508	1	1	100%
	480430-210300729	1	1	100%
	480430-210324194	1	1	100%
	480430-210341781	1	0	0%
	480430-210551732	1	1	100%
	480430-210958614	1	0	0%
	480430-210958617	1	0	0%
480430-210971989	1	0	0%	

**13** Move the following three (3) columns to the Measures section on the right.

- # of Closed Cases
- # of Closed Cases with Solutions
- Participation Rate

**14** Move the Service Request column to the Excluded section which is just to the right of the Measures section.

Oracle BI Answers - Windows Internet Explorer

https://secure-ausom.xpa.cmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2Fshared%2FCompany\_AAPA-3850XT\_Shared\_Folder%2FParticipation%20Rate%20Report&Action=Prompt

Step 1 Define Criteria | Step 2 Create Layout | Step 3 Define Prompts (optional) | Step 4 Review

Edit View: Pivot Table:2

Participation Rate Report

☒ Show Controls | ☐ Chart Pivoted Results

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages: [X]

Sections: [X] [A]

Columns: [X]

Measure Labels: [X]

Rows: [X]

Date Closed

Fiscal Week/Year [X] [A]

Measures

Service Request Custom Fields

Service Request

Participation Rate

# Cases Closed with Solutions

# of Closed Cases

☒ Display Results

Fiscal Week/Year	Participation Rate	# Cases Closed with Solutions	# of Closed Cases
2009 Week47		4	5
2009 Week48		9	15
2009 Week52		0	1
2010 Week02		0	5
2010 Week03		0	2
2010 Week04		0	1
2010 Week07		1	2
2010 Week10		0	1

Done

Internet 100%

- 15 Click the More Options small rectangle box next to the **# of Closed Cases** column, then go to the 'Aggregation Rule' option and select **Sum**.

Oracle BI Answers - Windows Internet Explorer

https://secure-ausom.xpa.cmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2Fshared%2FCompany\_AAPA-3850XT\_Shared\_Folder%2FParticipation%20Rate%20Report&Action=Prompt

Step 1 Define Criteria | Step 2 Create Layout | Step 3 Define Prompts (optional) | Step 4 Review

Edit View: Pivot Table:2

Participation Rate Report

☒ Show Controls | ☐ Chart Pivoted Results

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages: [X]

Sections: [X] [A]

Columns: [X]

Measure Labels: [X]

Rows: [X]

Date Closed

Fiscal Week/Year [X] [A]

Measures

Service Request

# of Closed Cases

Service Request Custom Fields

Participation Rate

☒ Display Results

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%

Format Headings...

Format Measure Values...

Show Data As

Aggregation Rule

Display as Running Sum

Duplicate Layer

Remove Column

Default

Sum

Min

Max

Average

First

Last

Count

Count Distinct

None

Server Complex Aggregate

Report-Based Total (when applicable)

javascript:void(null)

Internet 100%

- 16 Click the More Options small rectangle box next to the **# of Closed Cases with Solutions** column, go to the 'Aggregation Rule' option and select **Sum**.

The screenshot shows the Oracle BI Answers 'Participation Rate Report' configuration screen. The 'Aggregation Rule' dropdown menu is open, showing options like Sum, Min, Max, Average, First, Last, Count, Count Distinct, None, Server Complex Aggregate, and Report-Based Total (when applicable). The 'Sum' option is selected.

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%

- 17 Click the More Options small rectangle box next to the **Participation Rate** column, go to the 'Aggregation Rule' option and select **Average**.

The screenshot shows the Oracle BI Answers 'Participation Rate Report' configuration screen. The 'Aggregation Rule' dropdown menu is open, showing options like Sum, Min, Max, Average, First, Last, Count, Count Distinct, None, Server Complex Aggregate, and Report-Based Total (when applicable). The 'Average' option is selected.

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%

- 18 Click on the 'Sum' sign next to Rows and select **After**.

**Oracle BI Answers - Windows Internet Explorer**

https://secure-ausom.xpa.crmondemand.com/OnDemand/user/Analytics/saw.dll?Answers&Path=%2Fshared%2FCompany\_AAPA-3850%2FShared\_Folder%2FParticipation%20Rate%20Report%20by%20User&Action=Prompt

**Step 1** Define Criteria | **Step 2** Create Layout | **Step 3** Define Prompts (optional) | **Step 4** Review

**Edit View: Pivot Table** [Previous] [Next] [Save] [Finish] [Cancel]

**Participation Rate Report by User**

☒ Show Controls | ☐ Chart Pivoted Results [OK] [Cancel]

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

**Pages** [X] | **Sections** [X] | **Columns** [X] | **Measure Labels** [X]

**Rows** [X] | **Measures**

**Service Request** | **# of Closed Cases** | **# Cases Closed with Solutions** | **Participation Rate**

**Service Request Custom Fields** | **Participation Rate**

☒ **Display Results**

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%
<b>Grand Total</b>	<b>32</b>	<b>14</b>	<b>43%</b>

- 19** Select the Pivot Table View Properties (hand icon) ; this opens the 'Edit View' window as shown below. Check the box 'Enable alternative row green bar styling'. From the Alternate dropdown choose 'All Columns'



**Build and View Analysis** [Help](#) [Back](#)

**Step 1** Define Criteria **Step 2** Create Layout **Step 3** Define Prompts (optional) **Step 4** Review

Edit View: Pivot Table [Previous](#) [Next](#) [Save](#) [Finish](#) [Cancel](#)

**Participation Rate Report** [Show Controls](#) [Chart Pivoted Results](#) [OK](#) [Cancel](#)

Add report [Edit View](#) [Figure each layout using the Edit View icon.](#)

**Pages** [2](#)

**Sections**

**Rows** [2](#)

**Measures**

**Display Results**

Fiscal Week/Year	# of Closed Cases	# of Closed Cases with Solutions	Participation Rate
2010 Week12	46	9	19%
2010 Week13	1	1	100%
2010 Week14	6	3	50%
<b>Grand Total</b>	<b>53</b>	<b>13</b>	<b>24%</b>

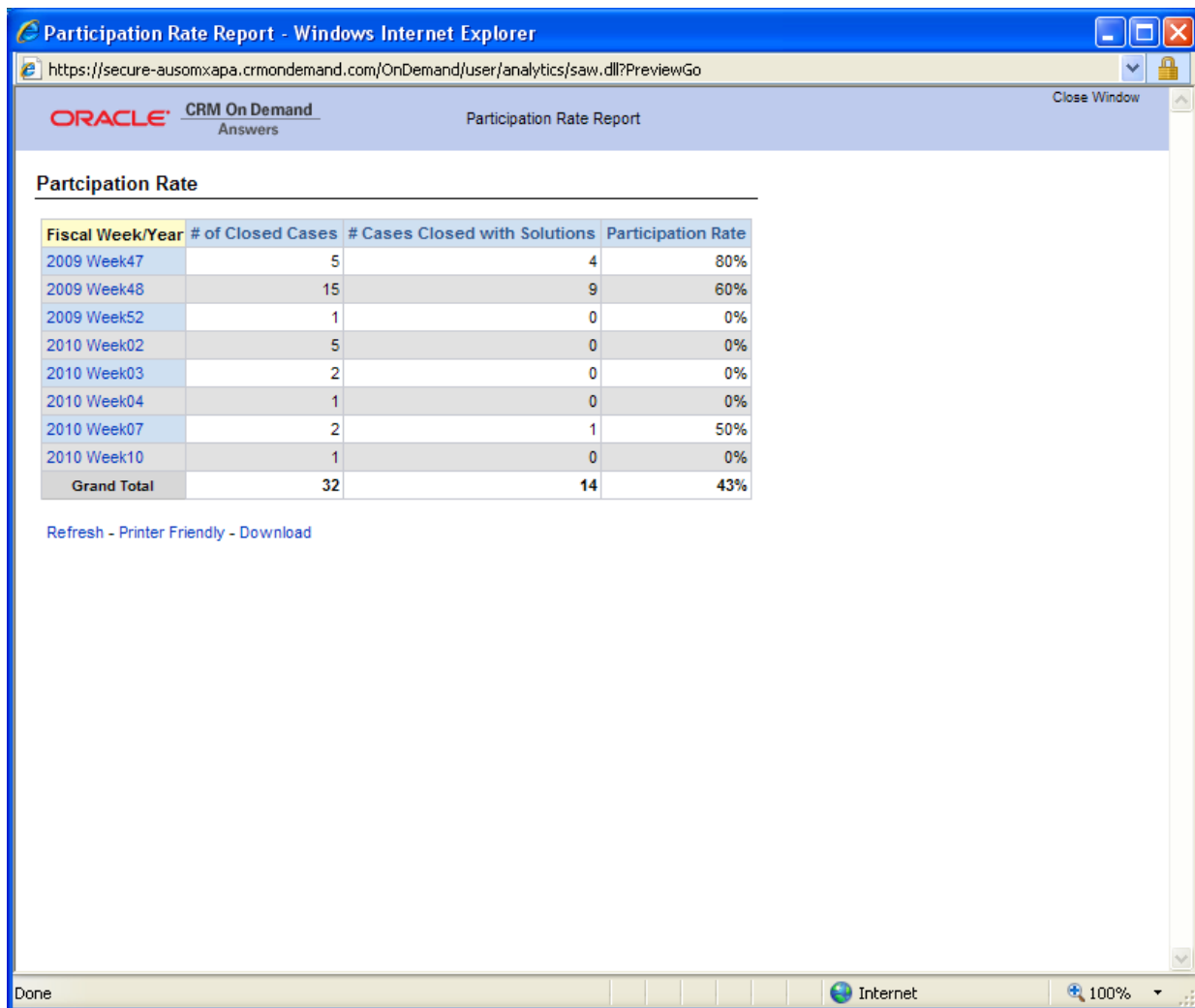
**20** Click 'OK' to go back to the main view of the pivot table for Participation Rate Report

**21** Delete the Table View by selecting the X icon on the table view, confirm the delete

The screenshot shows the Oracle BI Answers interface in a Windows Internet Explorer browser. The URL is [https://secure-ausom.xpa.crmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2Fshared%2FCompany\\_AAPA-385%2FShared\\_Folder%2FParticipation%20Rate%20Report&Action=Prompt](https://secure-ausom.xpa.crmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2Fshared%2FCompany_AAPA-385%2FShared_Folder%2FParticipation%20Rate%20Report&Action=Prompt). The interface is titled 'Build and View Analysis' and includes a sidebar with 'Active Subject Area: Service Requests' and a list of columns: Account, Contact, Date Closed, Date Opened, Owned By User, Service Request, and Service Request Metrics. The main area shows a four-step process: Step 1 (Define Criteria), Step 2 (Create Layout), Step 3 (Define Prompts (optional)), and Step 4 (Review). The 'Participation Rate Report' is selected, and the 'Preview Analysis' button is visible. Below this, the 'Layout Views' section shows a table titled 'Participation Rate' with the following data:

Fiscal Week/Year	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	480430-209915782	1	0	0%
	480430-209915785	1	1	100%
	480430-209915789	1	1	100%
	480430-210249502	1	1	100%
	480430-210300725	1	1	100%
2009 Week48	480430-209904829	1	1	100%
	480430-209920047	1	1	100%
	480430-209924194	1	1	100%
	480430-210249508	1	1	100%
	480430-210300729	1	1	100%
	480430-210324194	1	1	100%
	480430-210341781	1	0	0%
	480430-210551732	1	1	100%
	480430-210558614	1	0	0%
	480430-210558617	1	0	0%
480430-210971989	1	0	0%	

**22** Select Preview Analysis and validate that the report looks as per requirements.



Participation Rate Report - Windows Internet Explorer

https://secure-ausomxapa.crmondemand.com/OnDemand/user/analytics/saw.dll?PreviewGo

ORACLE CRM On Demand Answers Participation Rate Report Close Window

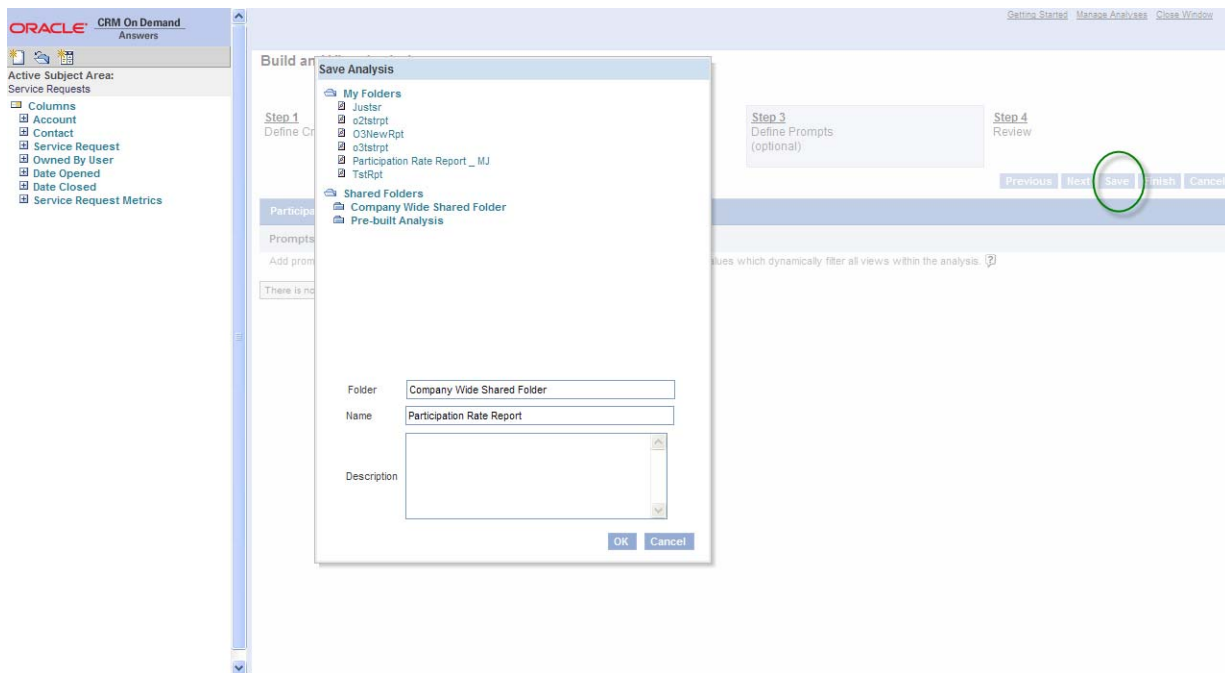
**Participation Rate**

Fiscal Week/Year	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	5	4	80%
2009 Week48	15	9	60%
2009 Week52	1	0	0%
2010 Week02	5	0	0%
2010 Week03	2	0	0%
2010 Week04	1	0	0%
2010 Week07	2	1	50%
2010 Week10	1	0	0%
<b>Grand Total</b>	<b>32</b>	<b>14</b>	<b>43%</b>

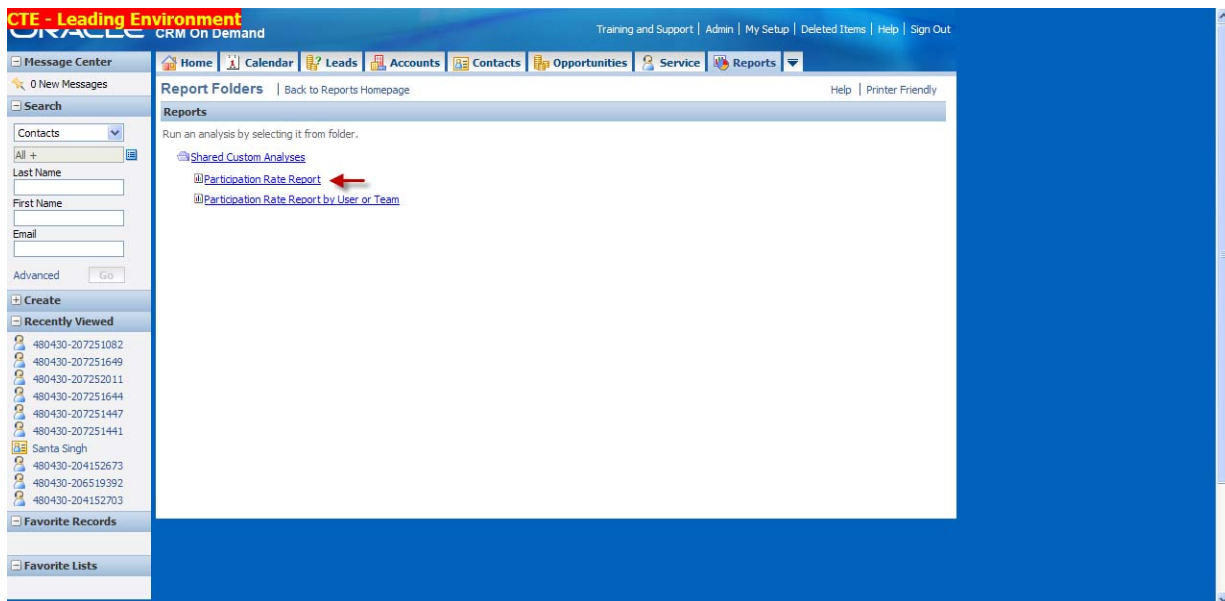
Refresh - Printer Friendly - Download

Done Internet 100%

**23** Save the Report in the Company Wide Shared Folder by clicking on the Save Button.



24 Finally Run the report from the Saved location to check that it has saved correctly.



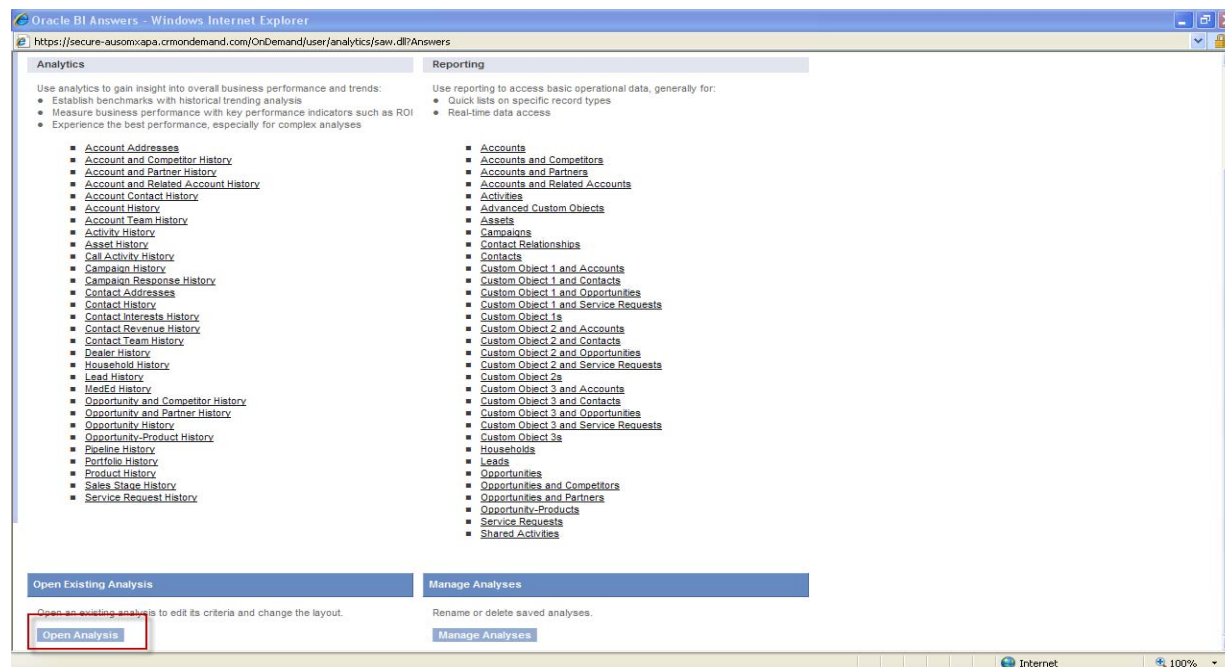
This completes the setup of the Participation Rate Report. Section C then goes into how to add the report to the Service screen (tab).

## Participation Rate Report by User

The following Oracle CRM On Demand analytics report is a calculated metric to provide management guidance for measuring effectiveness of the Users' ability to close cases using knowledge articles.

The steps below detail creating the Participation Rate report from scratch for Users.

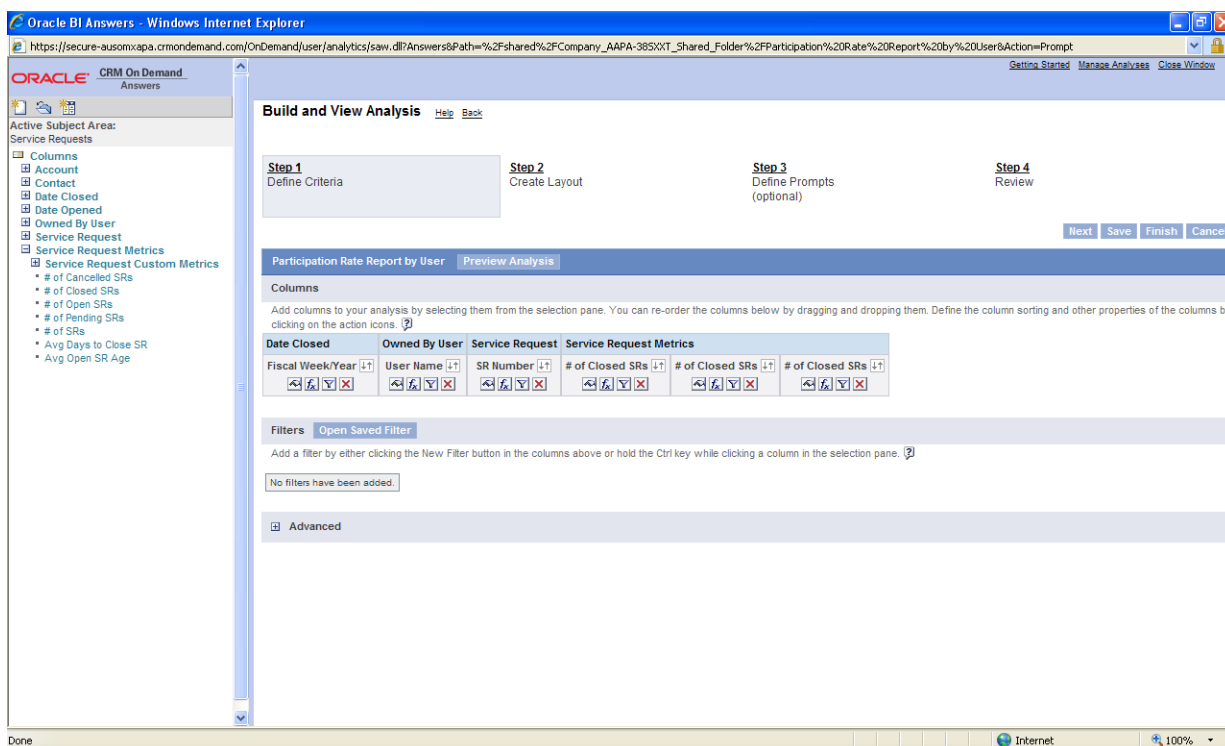
- 1 Login as an Oracle CRM On Demand user with the Administrator role.
- 2 From the Report screen (tab) select the Design Analyses link. Then, click on the 'Service Requests' subject area in the Reporting Column.



- 3 Add columns from left hand pane to the right pane as follows:

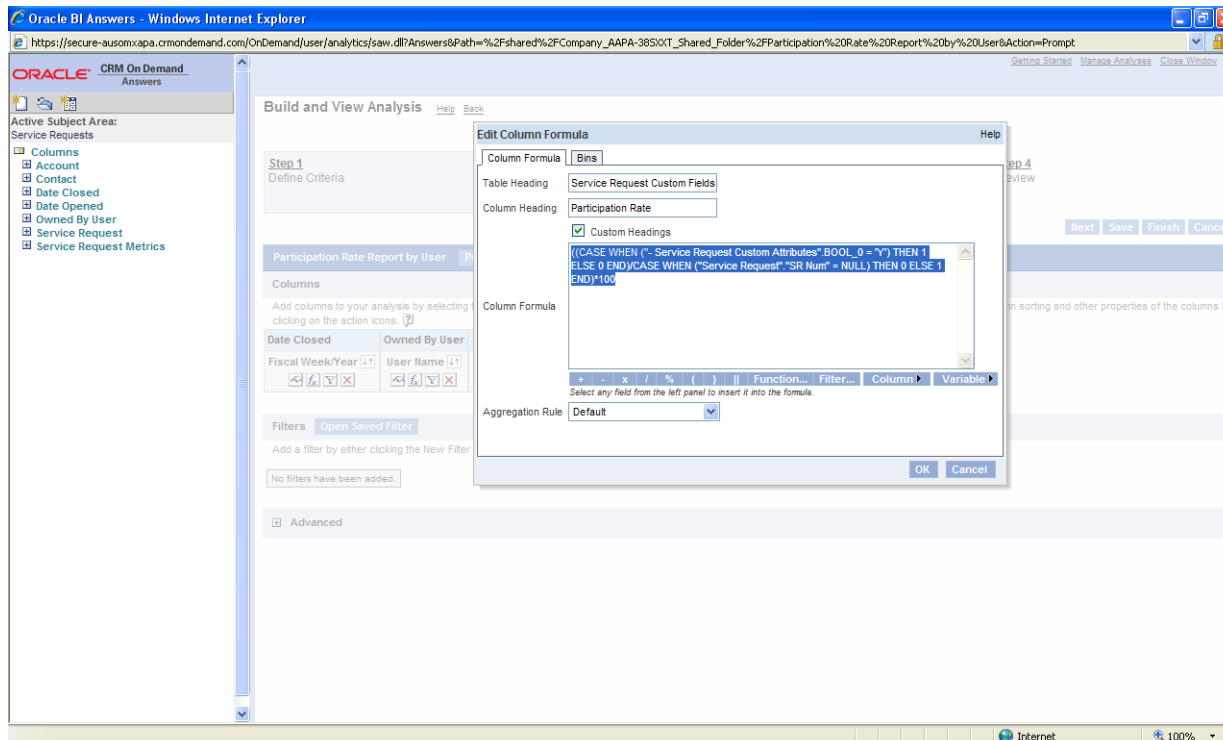
**Note:** To add columns in the following steps simply click and drag the choice. This will then populate the column in the section on the right of the screen to begin building the formula.

- a Add the column – **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.
- b Add the column – **SR Number** from Service Request section from left hand pane to the right pane.
- c Add the column – **User Name** from the Owned by User section from the left hand pane to the right pane. **NOTE:** This new variable, when added to report created in Section A, creates Participation Report by User.
- d Add column - **# of Closed SRs** from the Service Request Metrics from the left pane to the right. Repeat this step three times so that you have the same column three times. We will be using this column to store some calculated values.

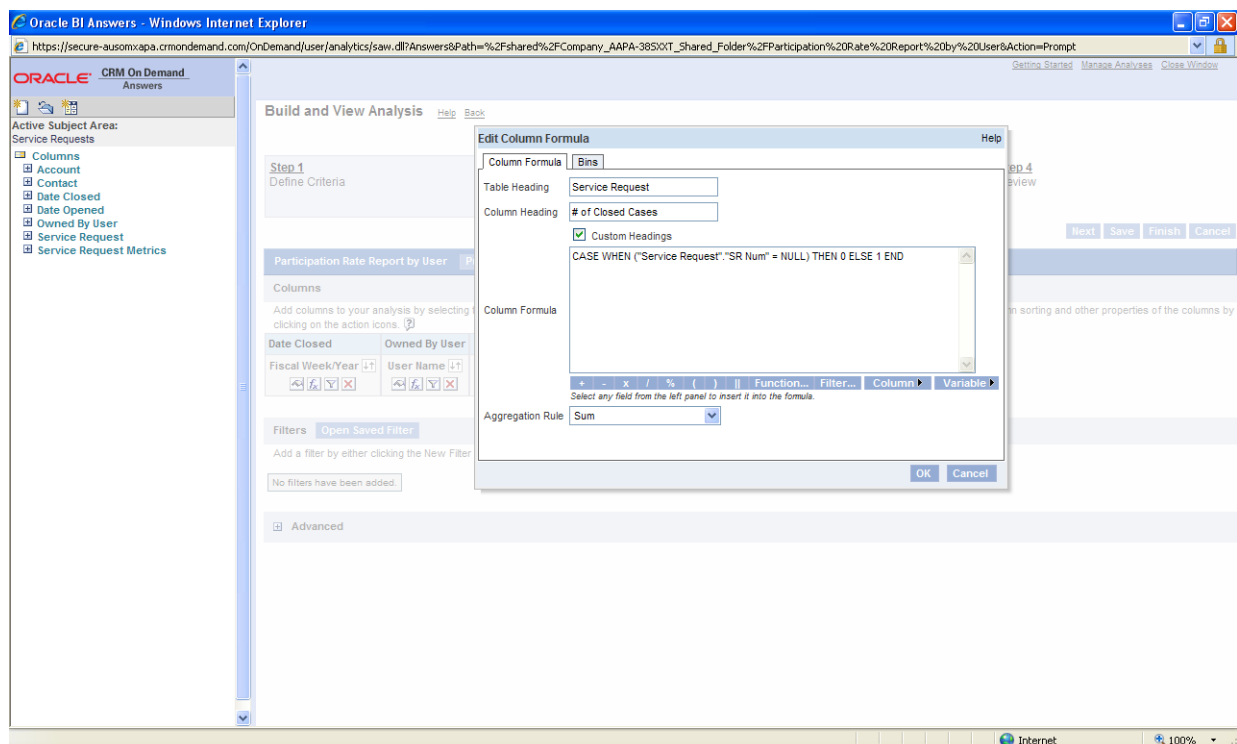


- 4 Rename one of the **# of Closed SRs** columns to **Participation Rate**. Check the 'Custom Headings' check box and then type the new name.
- 5 Create the following formula in the Column Formula field. You may cut and paste the formula from below.
 

```
((CASE WHEN (" - Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END)/CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0 ELSE 1
END)*100
```



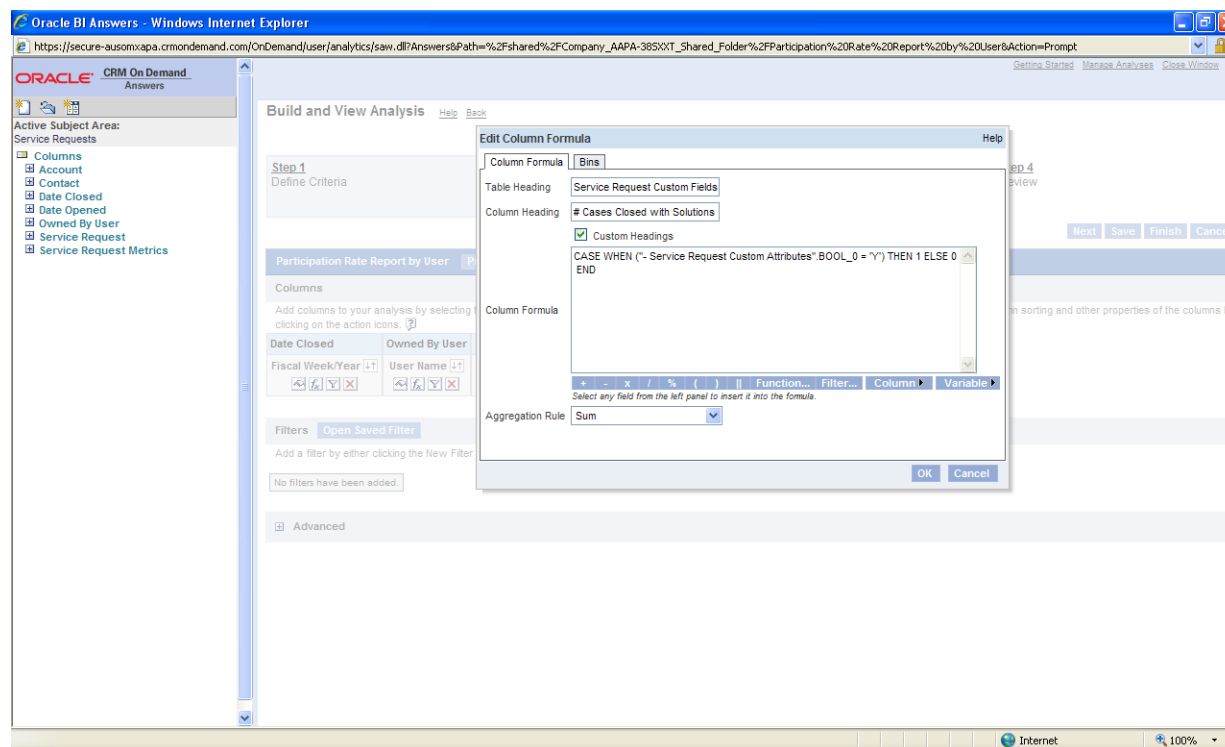
- 6 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the 'Custom Headings' check box and then type the new name.
- 7 Create the following formula in the Column Formula field.  
`CASE WHEN ("ServiceRequest"."SR Num"=NULL) THEN 0 ELSE 1 END`



- 8 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the 'Custom Headings' check box and then type the new name.

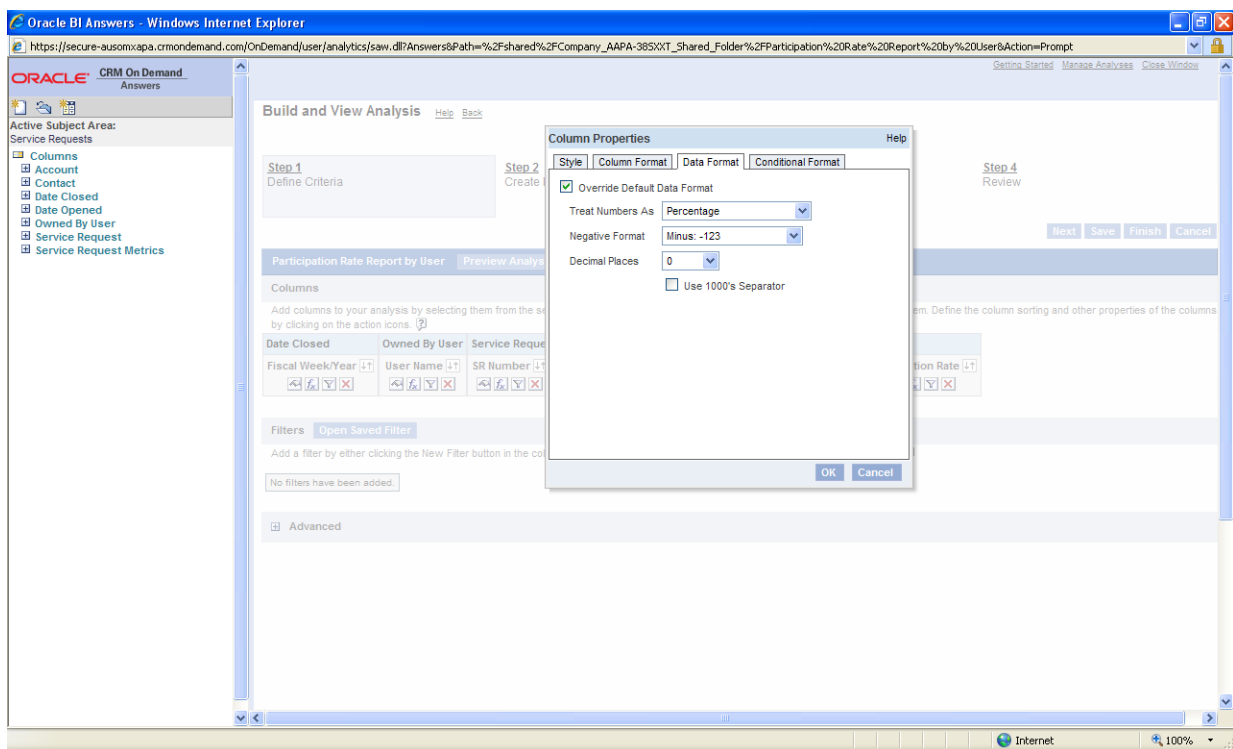
- 9 Create the following formula in the Column Formula field.

```
CASE WHEN (" - Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END
```

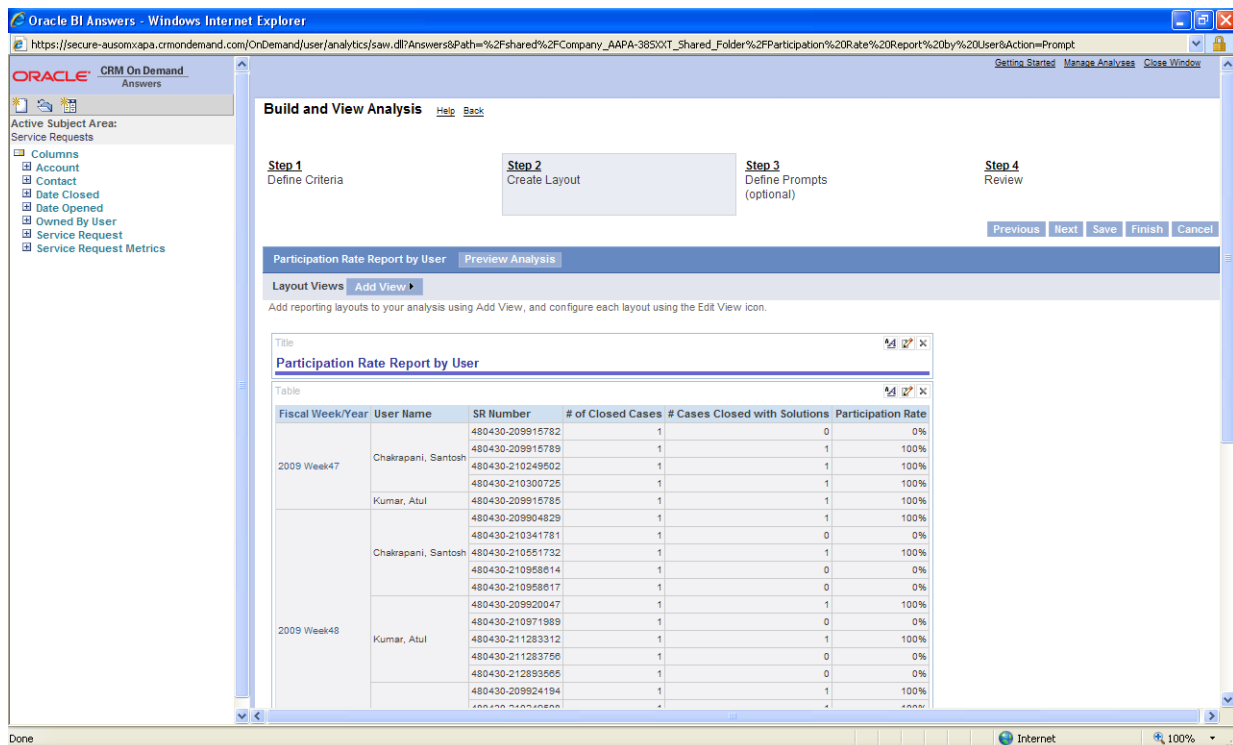


- 10 From the column 'Participation Rate' click the Column Properties icon (hand icon). Check the box 'Override Default Data Type', and change the 'Treat Numbers As' dropdown to **Percentage**.





11 Click on Next to go to Step 2, Create Layout.



12 Click Add View and select 'Pivot Table' from the list

The screenshot shows the Oracle BI Answers 'Build and View Analysis' interface. The left sidebar lists the 'Active Subject Area: Service Requests' with columns like Account, Contact, Date Closed, Date Opened, Owned By User, Service Request, and Service Request Metrics. The main area shows a four-step process: Step 1 (Define Criteria), Step 2 (Create Layout), Step 3 (Define Prompts (optional)), and Step 4 (Review). Below this, the 'Participation Rate Report by User' table is displayed. The table has columns for Fiscal Week/Year, User Name, SR Number, # of Closed Cases, # Cases Closed with Solutions, and Participation Rate. The data is grouped by week (2009 Week 47 and 2009 Week 48) and user (Chakrapani, Santosh and Kumar, Atul).

Fiscal Week/Year	User Name	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week 47	Chakrapani, Santosh	480430-209915782	1	0	0%
		480430-209915789	1	1	100%
		480430-210249502	1	1	100%
		480430-210300725	1	1	100%
	Kumar, Atul	480430-209915785	1	1	100%
		480430-209904829	1	1	100%
2009 Week 48	Chakrapani, Santosh	480430-210341781	1	0	0%
		480430-210551732	1	1	100%
		480430-210958614	1	0	0%
		480430-210958617	1	0	0%
	Kumar, Atul	480430-209920047	1	1	100%
		480430-210971989	1	0	0%
		480430-211283312	1	1	100%
		480430-211283756	1	0	0%
		480430-212893565	1	0	0%
		480430-209924194	1	1	100%

**13** Move the following three (3) columns to the Measures Section on the right.

- # of Closed Cases
- # of Closed Cases with Solutions
- Participation Rate

**14** Move the Service Request column to the Excluded section which is just to the right of the Measures section.

The screenshot shows the Oracle BI Answers 'Build and View Analysis' interface. The 'Active Subject Area' is 'Service Requests'. The 'Columns' list includes Account, Contact, Date Closed, Date Opened, Owned By User, Service Request, and Service Request Metrics. The 'Rows' list includes Date Closed, Owned By User, Fiscal Week/Year, and User Name. The 'Measures' list includes Service Request, # of Closed Cases, # Cases Closed with Solutions, and Participation Rate. The 'Display Results' section shows a table with the following data:

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

- 15 Click the More Options small rectangle box next to the **# of Closed Cases** column, then go to the 'Aggregation Rule' option and select **Sum**.

The screenshot shows the Oracle BI Answers 'Build and View Analysis' interface. The 'Active Subject Area' is 'Service Requests'. The 'Columns' list includes Account, Contact, Date Closed, Date Opened, Owned By User, Service Request, and Service Request Metrics. The 'Rows' list includes Date Closed, Owned By User, Fiscal Week/Year, and User Name. The 'Measures' list includes Service Request, # of Closed Cases, # Cases Closed with Solutions, and Participation Rate. The 'Display Results' section shows a table with the following data:

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

The 'More Options' dropdown menu for the '# of Closed Cases' column is open, showing the following options:

- Default
- Sum
- Min
- Max
- Average
- First
- Last
- Count
- Count Distinct
- None
- Server Complex Aggregate
- Report-Based Total (when applicable)
- Aggregation Rule
- Display as Running Sum
- Duplicate Layer
- Remove Column

- 16 Click the More Options small rectangle box next to the **# of Closed Cases with Solutions** column, go to the 'Aggregation Rule' option and select **Sum**.

**Build and View Analysis** Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Edit View: Pivot Table

Participation Rate Report by User

Show Controls Chart Pivoted Results

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages Sections Columns Measure Labels Rows

Measures

Service Request # of Closed Cases with Solutions

Service Request Custom Fields Participation Rate

Display Results

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

- 17 Click the More Options small rectangle box next to the 'Participation Rate' column, go to the 'Aggregation Rule' option and select **Average**.

**Build and View Analysis** Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Edit View: Pivot Table

Participation Rate Report by User

Show Controls Chart Pivoted Results

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages Sections Columns Measure Labels Rows

Measures

Service Request # of Closed Cases with Solutions

Service Request Custom Fields Participation Rate

Display Results

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

18 Click on the 'Sum' sign next to Rows and select **After**.

**Build and View Analysis** Help Back

Step 1 Define Criteria Step 2 Create Layout Step 3 Define Prompts (optional) Step 4 Review

Edit View: Pivot Table Previous Next Save Finish Cancel

Participation Rate Report by User

☒ Show Controls ☐ Chart Pivoted Results OK Cancel

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

Pages Sections Columns Measure Labels

Rows

Date Closed	Owned By User
Fiscal Week/Year	User Name

Measures

Service Request	# of Closed Cases
Service Request Custom Fields	# Cases Closed with Solutions
	Participation Rate

☒ Display Results

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
2009 Week48	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
	Saini, Vinay	4	4	100%

19 Select the Pivot Table View Properties (hand icon) ; this opens the 'Edit View' window as shown below. Check the box 'Enable alternative row green bar styling'. From the Alternate dropdown choose 'All Columns'

**Build and View Analysis** [Help](#) [Back](#)

**Step 1** Define Criteria **Step 2** Create Layout **Step 3** Define Prompts (optional) **Step 4** Review

Edit View: Pivot Table [Previous](#) [Next](#) [Save](#) [Finish](#) [Cancel](#)

**Participation Rate Report** [Show Controls](#) [Chart Pivoted Results](#) [OK](#) [Cancel](#)

Add report [Edit View](#) [Figure each layout using the Edit View icon.](#)

**Pages** [2](#)

**Sections**

**Rows** [2](#)

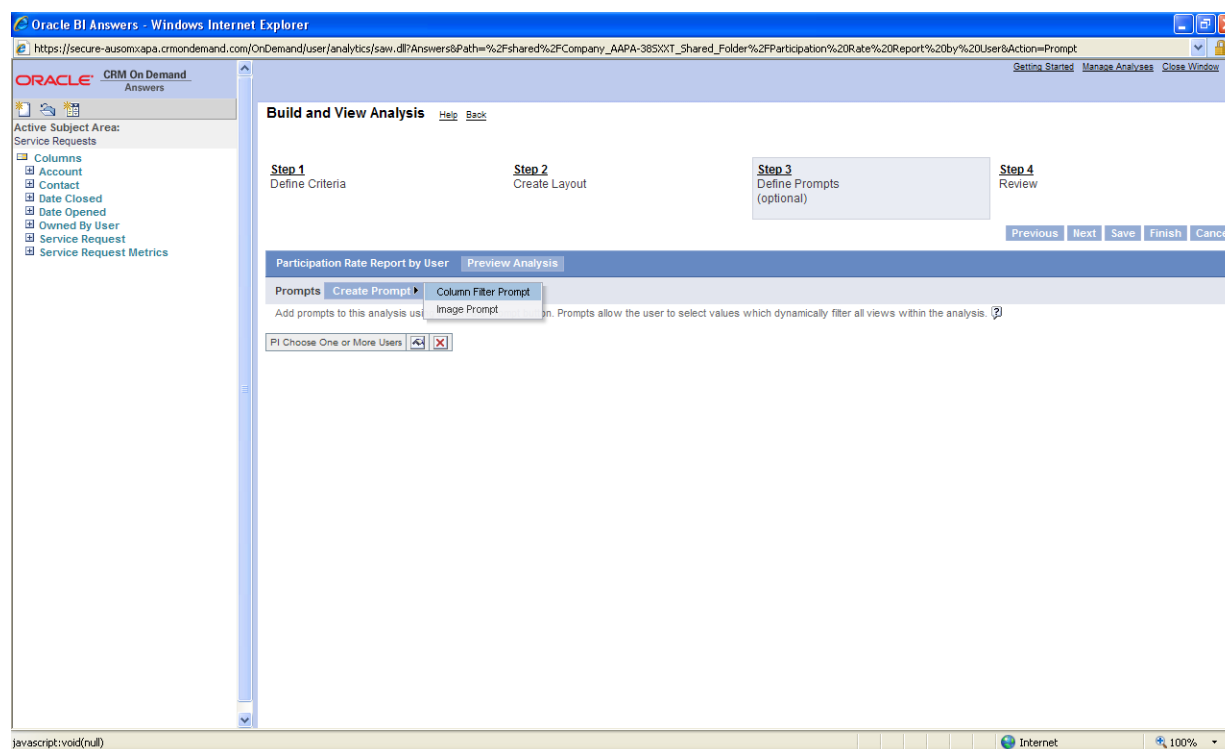
**Measures**

**Service Request Metrics**

**Display Results**

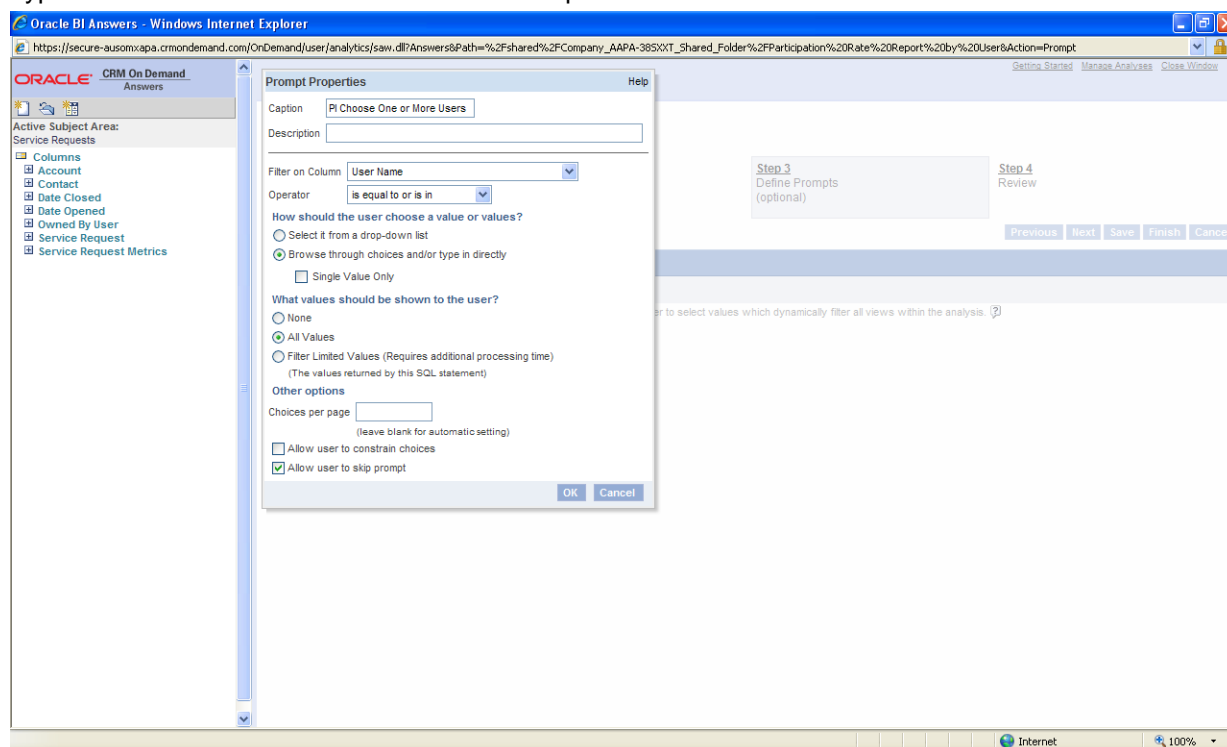
Fiscal Week/Year	# of Closed Cases	# of Closed Cases with Solutions	Participation Rate
2010 Week12	46	9	19%
2010 Week13	1	1	100%
2010 Week14	6	3	50%
<b>Grand Total</b>	<b>53</b>	<b>13</b>	<b>24%</b>

- 20 Click **OK** to reach the main view of the pivot table for Participation Rate Report.
- 21 Click **Next** to access the Prompts section.
- 22 Click **Create Prompt** and select 'Column Filter' Prompt.



- 23 In the pop up box that follows, make the selections as shown in the screen shot below. Click **OK** to confirm once you have made the selections.

Type **PI Choose One or More Users** in the Caption field.



24 Click **Previous** to return to the section 2, Create Layout.

25 Delete the Table View by selecting the X icon on the table view, then confirm the delete.

**Oracle BI Answers - Windows Internet Explorer**

https://secure-ausomx.apa.crmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2FShared%2FCompany\_AAPA-3850\T\_Shared\_Folder%2FParticipation%20Rate%20Report%20by%20User&Action=Prompt

**Build and View Analysis** Help Back

**Step 1** Define Criteria **Step 2** Create Layout **Step 3** Define Prompts (optional) **Step 4** Review

Previous Next Save Finish Cancel

**Participation Rate Report by User** Preview Analysis

Layout Views Add View

Add reporting layouts to your analysis using Add View, and configure each layout using the Edit View icon.

**Participation Rate Report by User**

Fiscal Week/Year	User Name	SR Number	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	480430-209915782	1	0	0%
		480430-209915789	1	1	100%
		480430-210249502	1	1	100%
		480430-210300725	1	1	100%
		480430-209915785	1	1	100%
	Kumar, Atul	480430-209904829	1	1	100%
		480430-210341781	1	0	0%
		480430-210551732	1	1	100%
		480430-210958614	1	0	0%
		480430-210958617	1	0	0%
2009 Week48	Chakrapani, Santosh	480430-209920047	1	1	100%
		480430-210971989	1	0	0%
		480430-211283312	1	1	100%
		480430-211283756	1	0	0%
	Kumar, Atul	480430-212893505	1	0	0%
		480430-209924194	1	1	100%
		480430-210341781	1	0	0%

26 Select Preview Analysis link and validate that the report looks as per requirements.



Participation Rate Report by User - Windows Internet Explorer

https://secure-ausomxapa.crmondemand.com/OnDemand/user/analytics/saw.dll?PreviewGo

ORACLE CRM On Demand Answers Participation Rate Report by User Close Window

**PI Choose One or More Users**

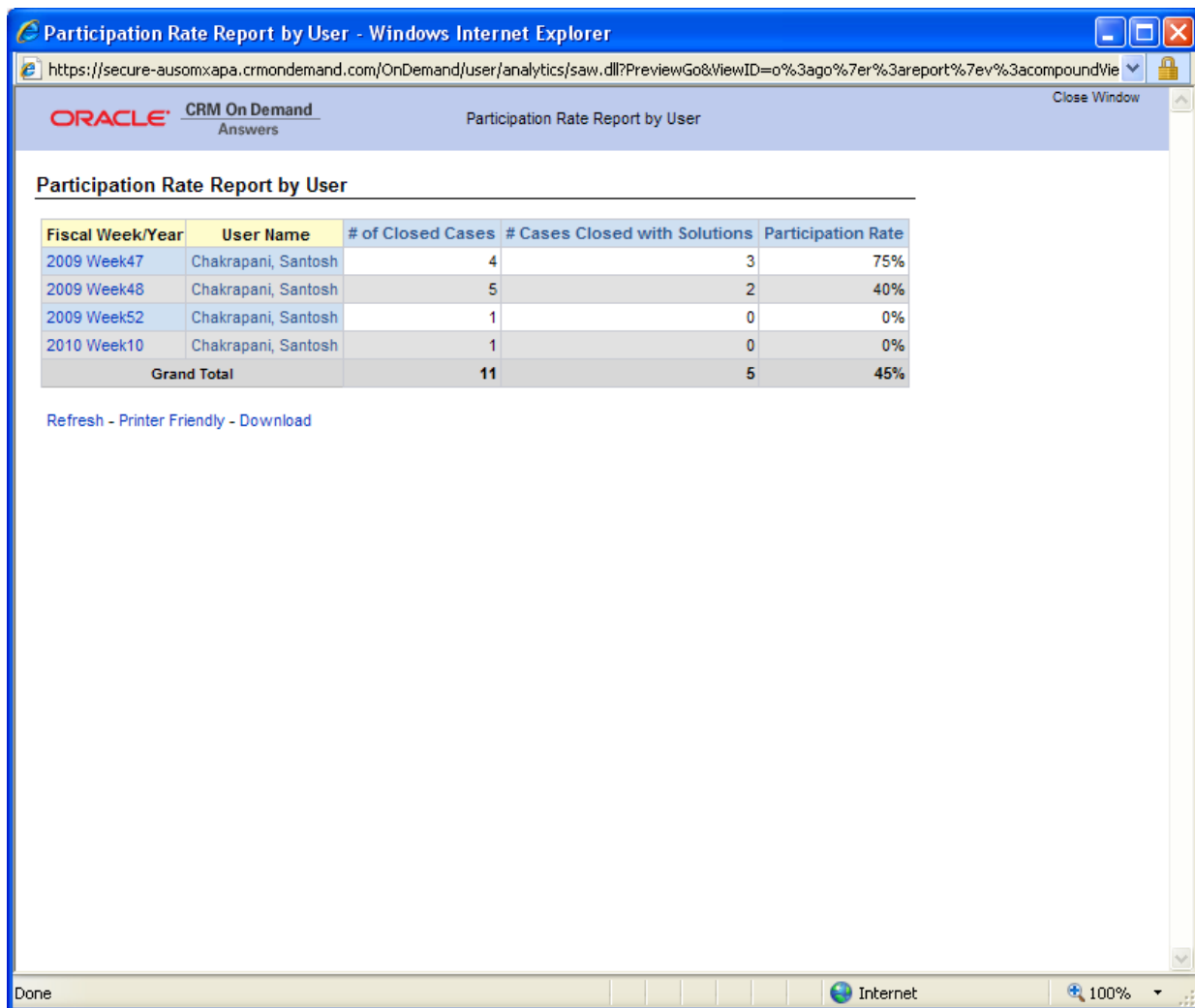
Mojahed, Dariush ☐

[Add Another Value](#)

Chakrapani, Santosh  
Kumar, Atul  
Mojahed, Dariush  
Saini, Vinay  
<< 1 >>

Skip Prompt Go

Internet 100%



Participation Rate Report by User - Windows Internet Explorer

https://secure-ausomxapa.crmondemand.com/OnDemand/user/analytics/saw.dll?PreviewGo&ViewID=o%3ago%7er%3areport%7ev%3acomoundVie

ORACLE CRM On Demand Answers Participation Rate Report by User Close Window

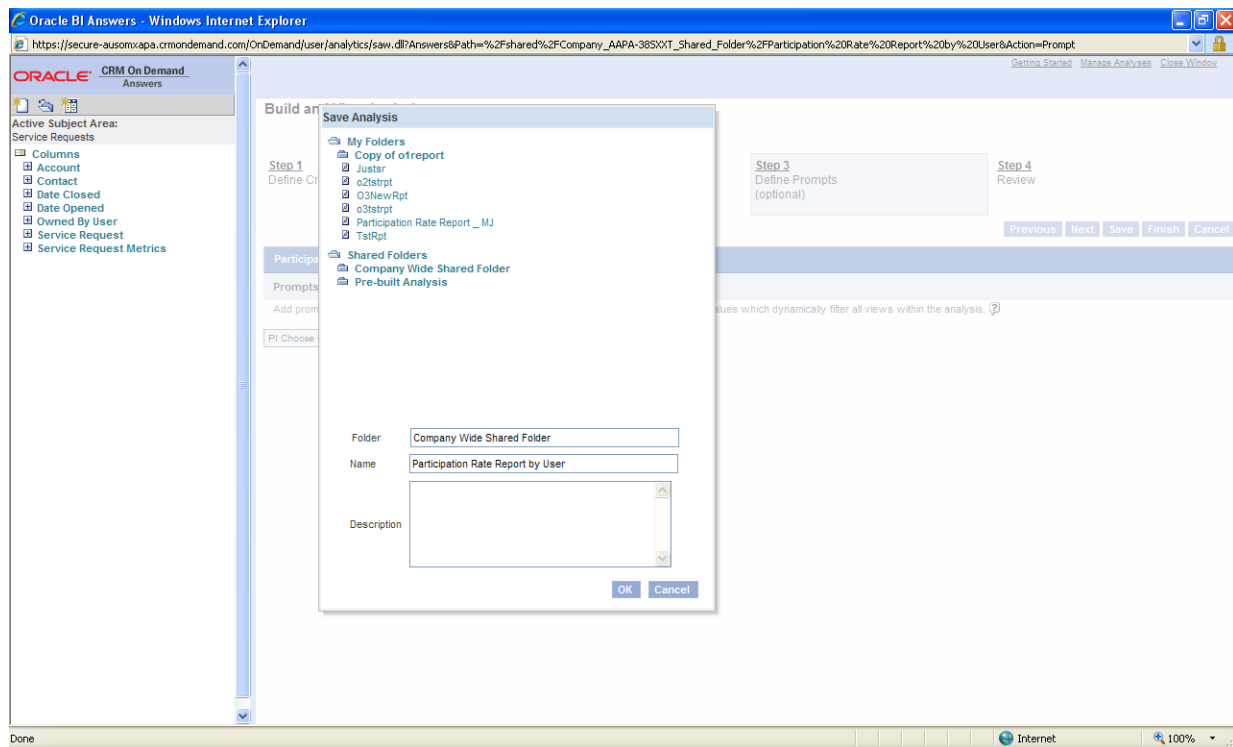
**Participation Rate Report by User**

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
2009 Week48	Chakrapani, Santosh	5	2	40%
2009 Week52	Chakrapani, Santosh	1	0	0%
2010 Week10	Chakrapani, Santosh	1	0	0%
<b>Grand Total</b>		<b>11</b>	<b>5</b>	<b>45%</b>

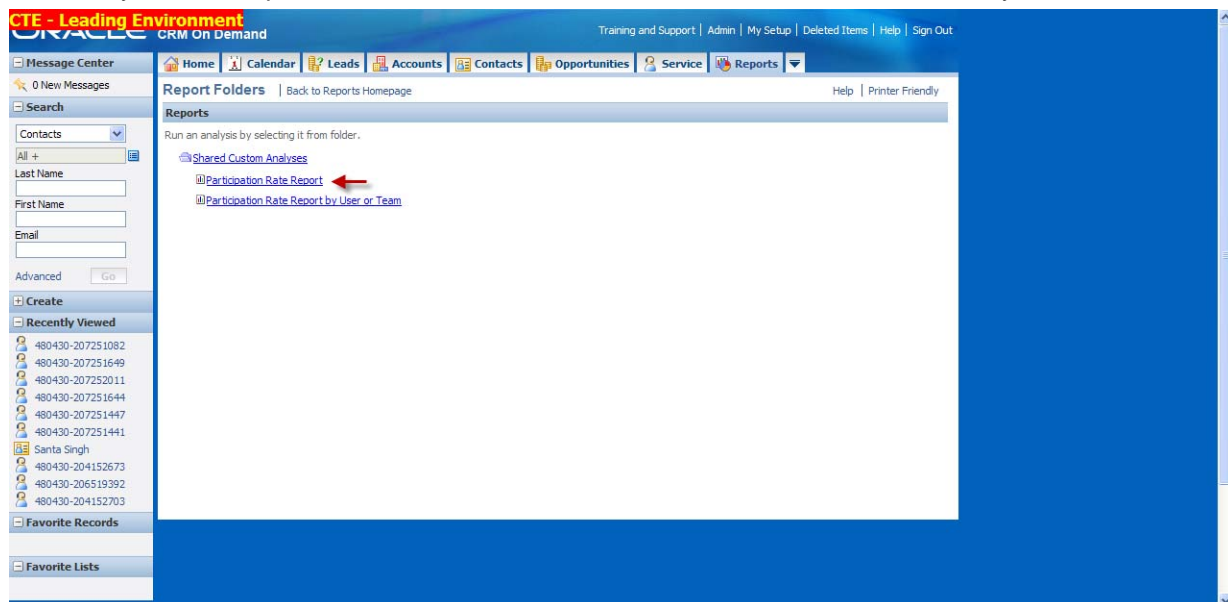
Refresh - Printer Friendly - Download

Done Internet 100%

27 Save the Report in the Company Wide Shared folder by clicking on the Save Button.



28 Finally Run the report from the Saved location to check that it has saved correctly.

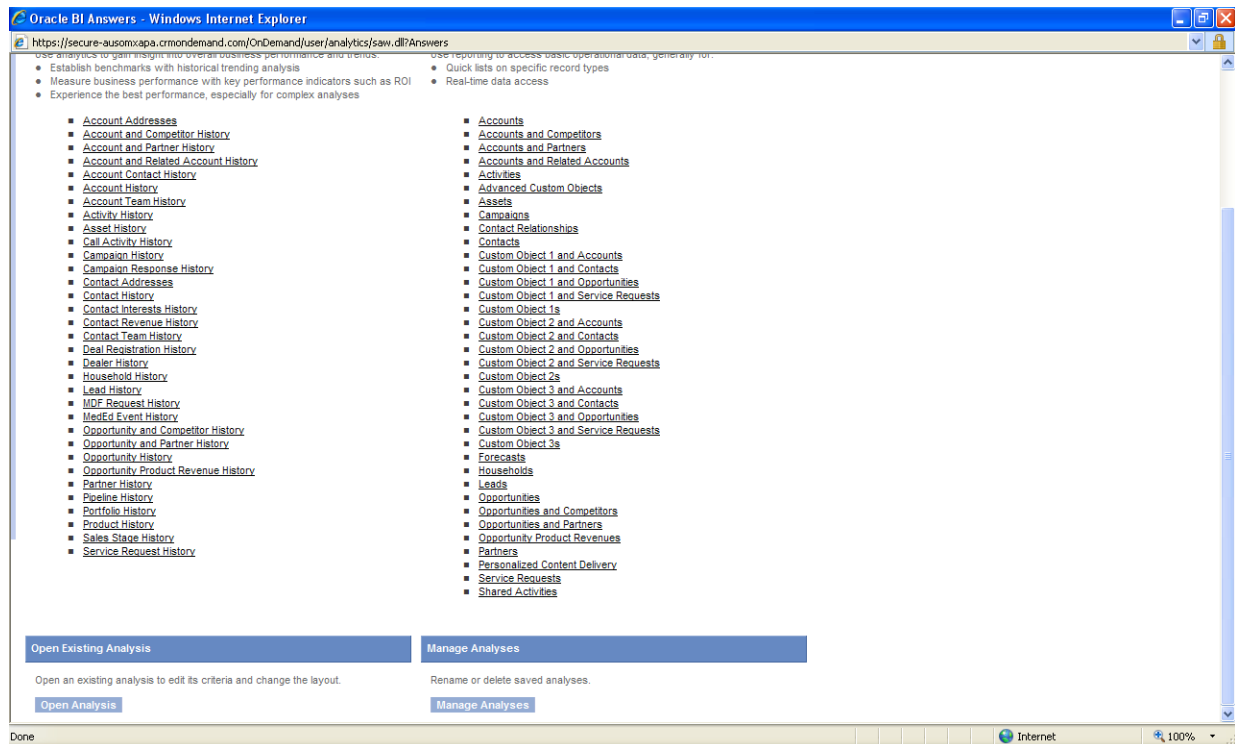


This completes the setup of the Participation Rate Report by User. Section C then goes into how to add the report to the Service screen (tab).

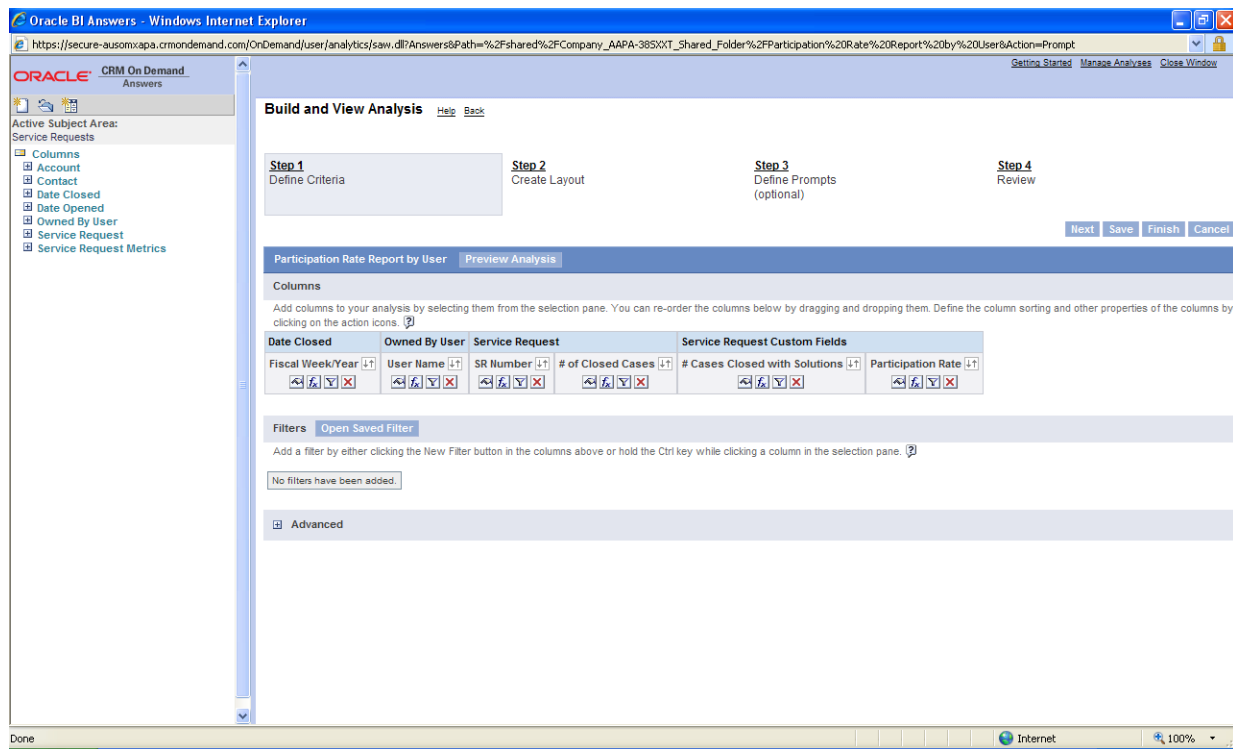
## Add To Service Home Page: Participation Report (optional)

This optional step is provided as an example for a Service Manager, typically, that wishes to see this metric when they login to Oracle CRM On Demand. This will save clicks one would otherwise have to navigate to the Reports screen and drill into to see the results. Following is an example of but one way to incorporate with other CRM On Demand analytics.

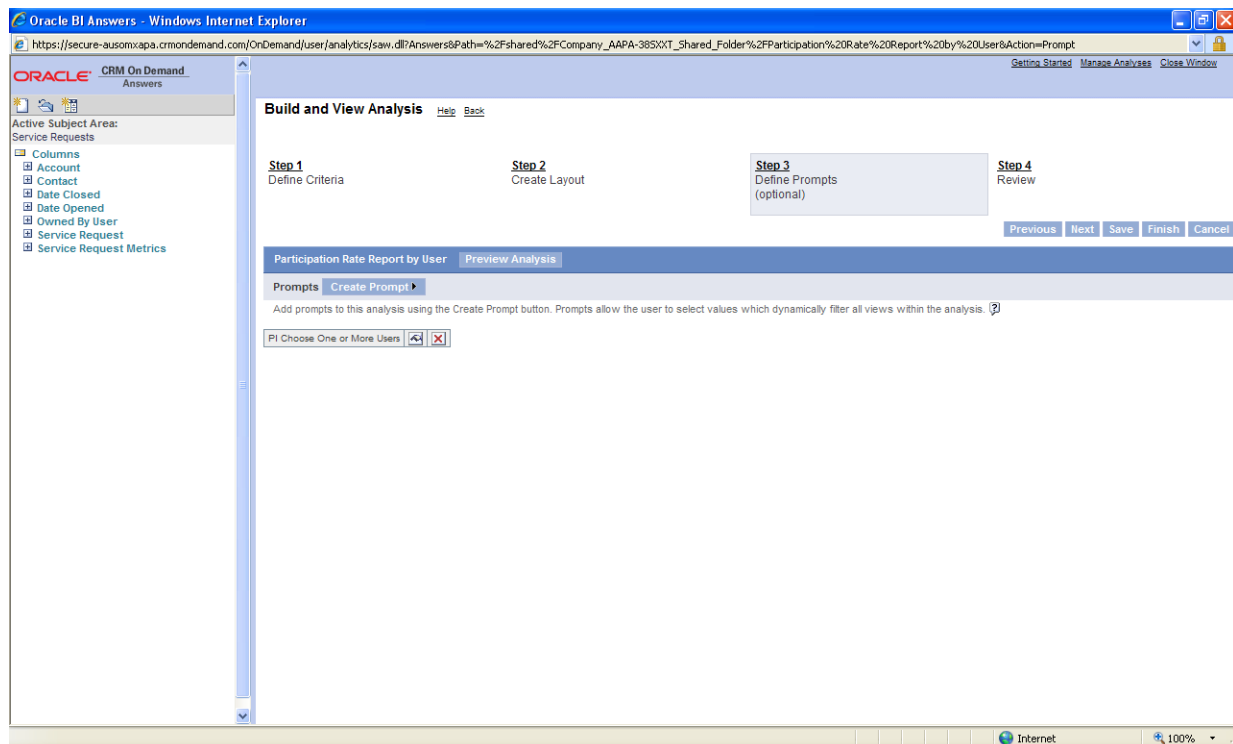
- 1 Login as an Oracle CRM On Demand user with the Administrator role.
- 2 Go to the Design Analyses link on the Reports Home. Choose Open Analysis from the section Open Existing Analysis on the lower left side of the browser window.



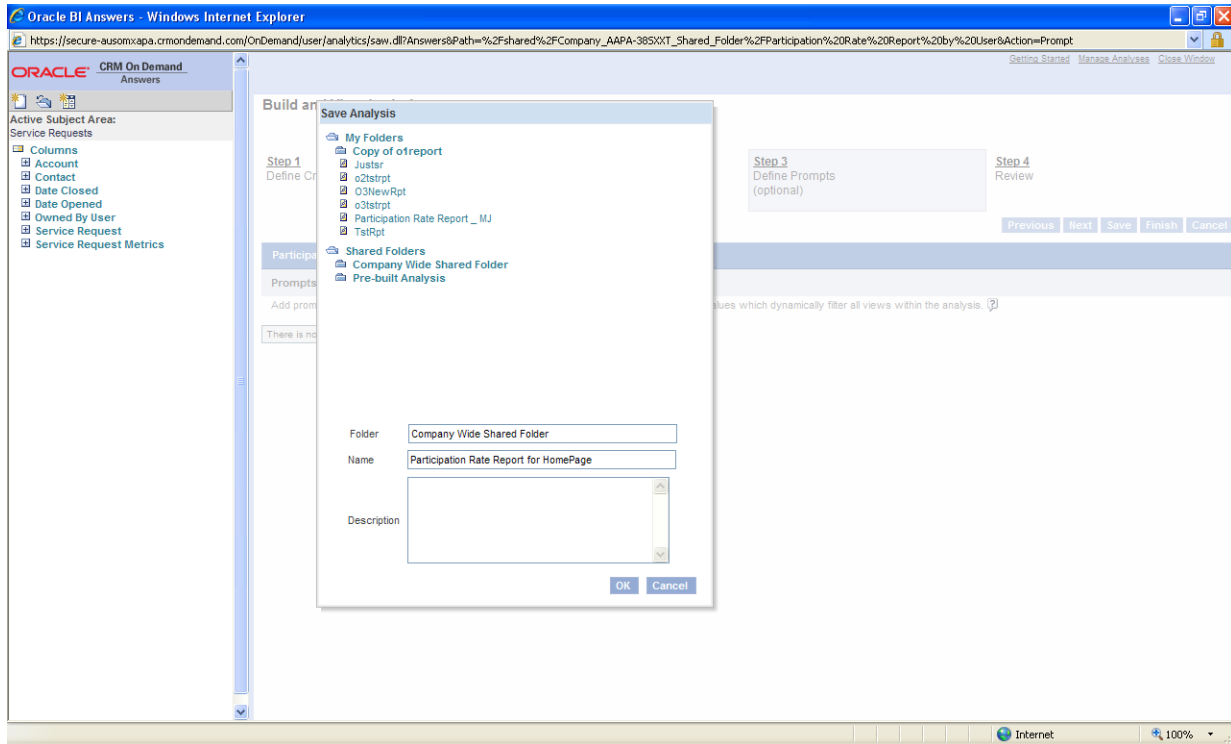
- 3 Open the Participation Rate Report. Navigate to the same folder where the reports have been saved as noted in sections A and B above.



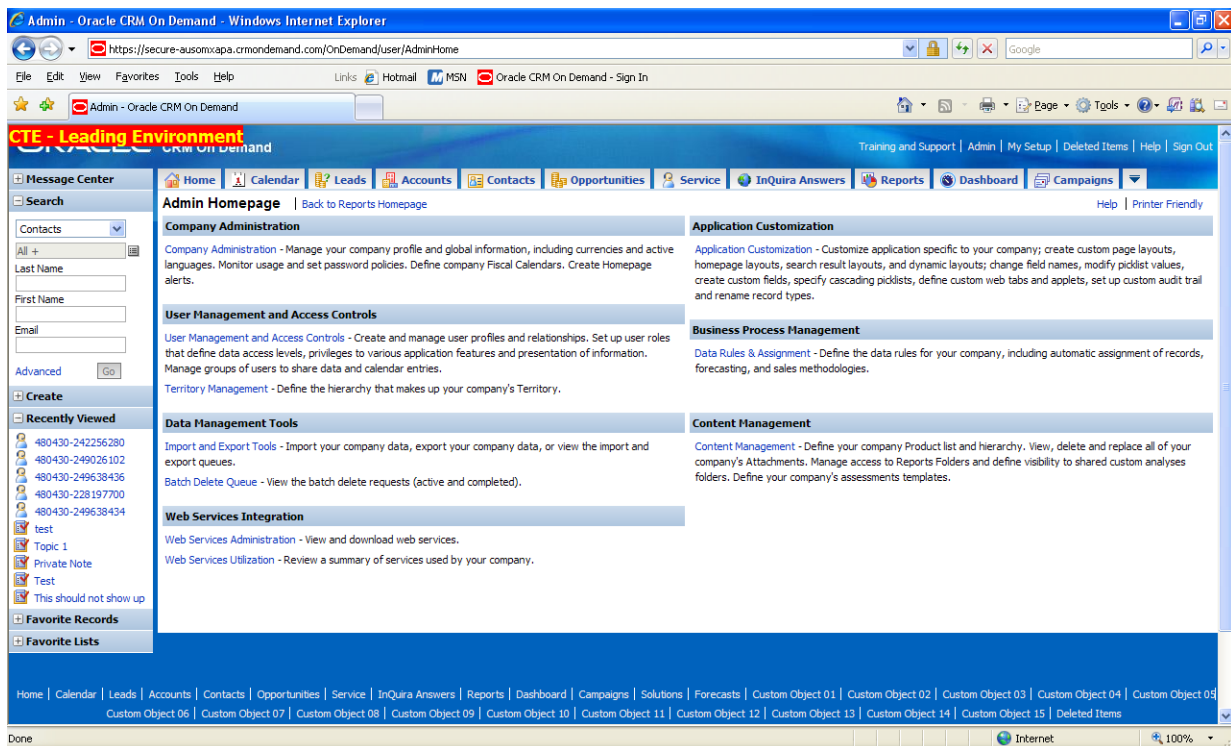
- 4 Go to the Prompts Section and delete the previously created prompt. If this was not defined in section B then you may skip this step.



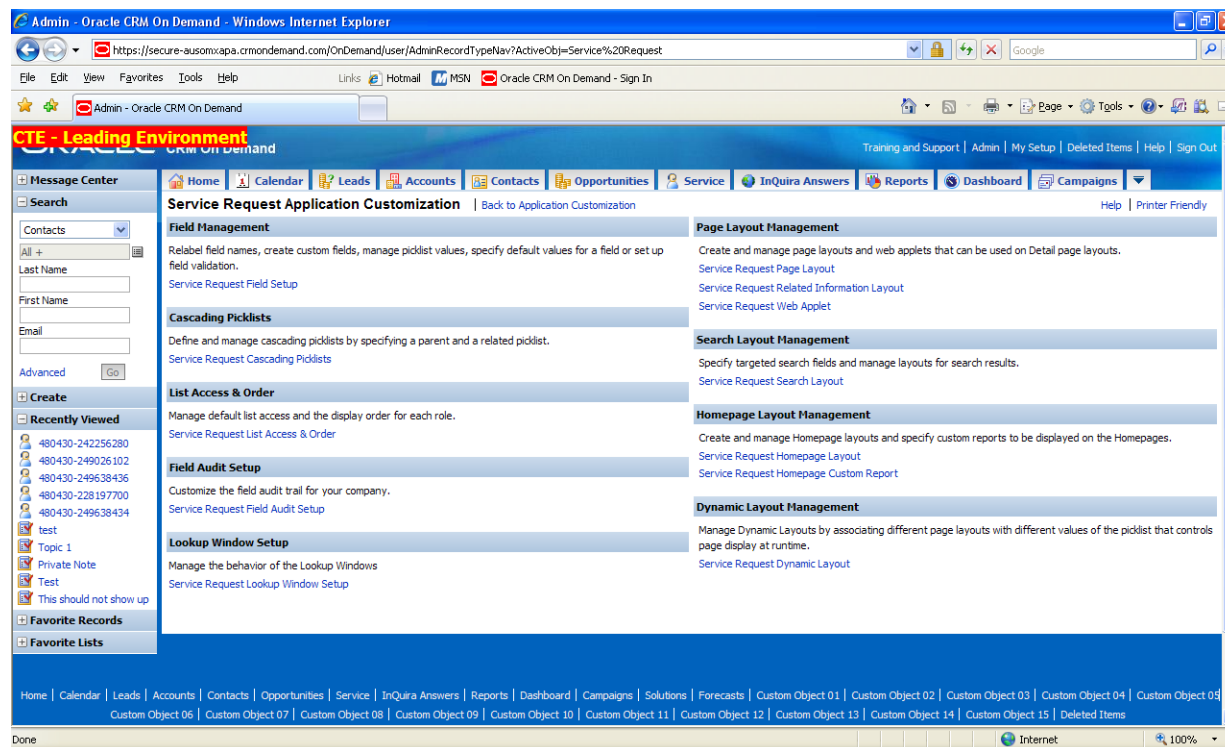
- 5 Save this report under a different Name e.g. **Participation Rate Report for HomePage**. You may close the window after Saving.



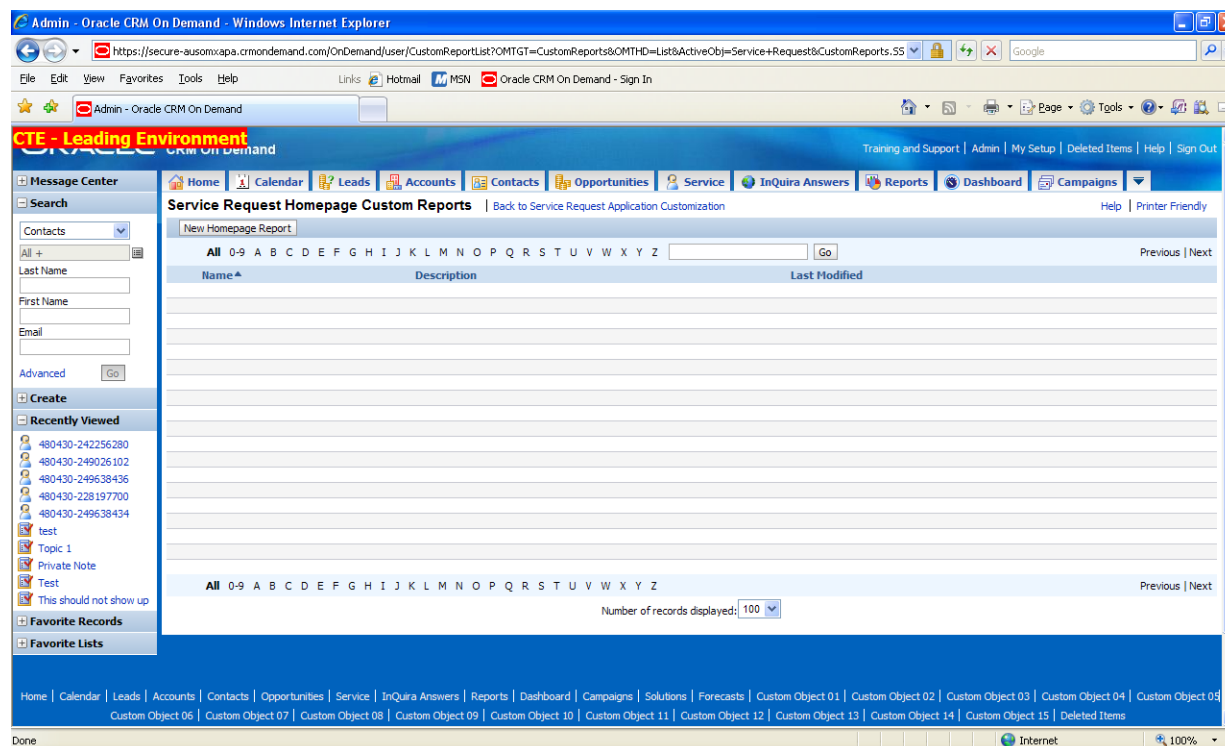
- 6 Click the Admin link on the top right corner of your screen.



- 7 Click 'Application Customization' and Then 'Service Request' Link. Then Select the Service Request Homepage Custom Report.



- 8 Click on the 'New Homepage Report' button.



- 9 Give the Homepage Report a Name e.g, Participation Report HP. The report path will change depending on the name of the report you are putting on the homepage. Enter the following Report Path value. **NOTE:** This must be the same name as specified during creation else it will error out.

**Homepage Custom Report Detail** | Back to Service Request Homepage Custom Reports

Specify the homepage custom report properties. If you want the report to span the entire homepage from left to right, set the width to Double. If you set the height to Double, the report will be twice the height of the other sections on the homepage. The report path is defined when you save the report. To view the path, navigate to the Save Analyses window in the Build and View Analysis wizard. The path is constructed by cutting and pasting the value in the Folder field, followed by a colon (:) and a space, and then adding the value in the Name field. For example: Shared Folders : Pre-built Analysis : Sales Stage History Analytics : Team Sales Stage History Analysis

Name\* Participation Report HP

Height Single

Width Single

Report Path\* Company Wide Shared Folder : Participation Rate Report for HomePage

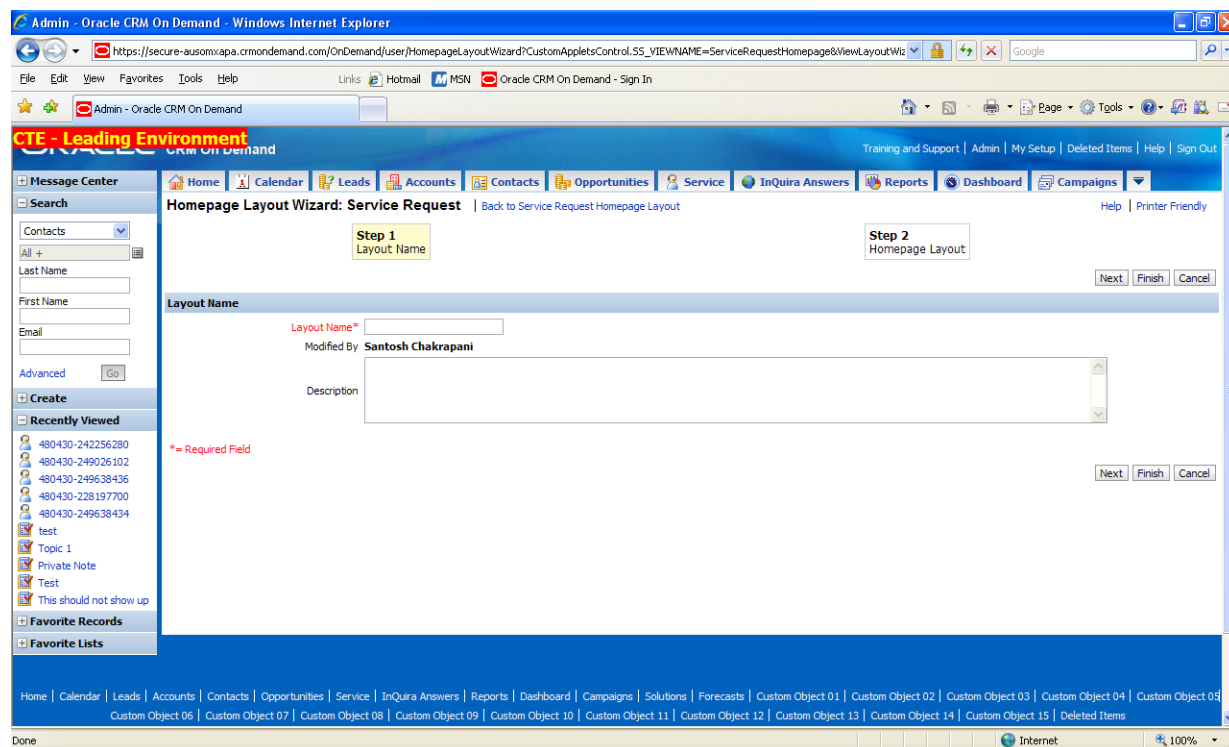
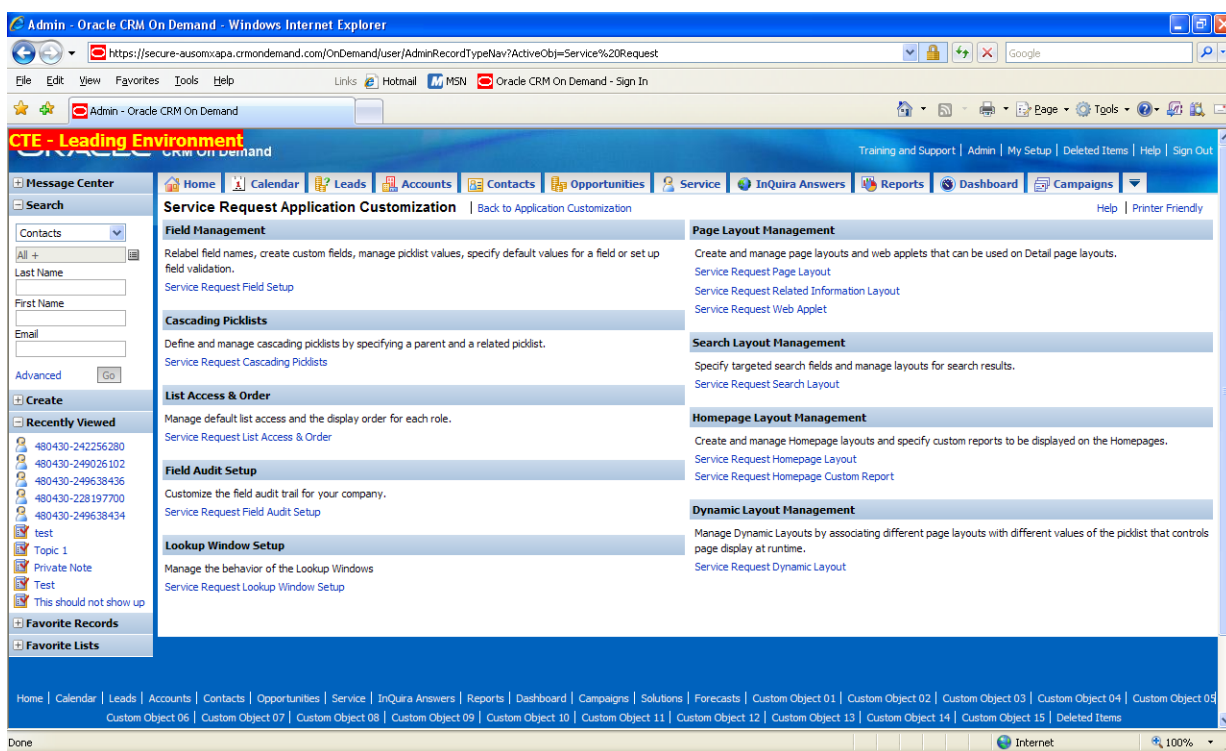
Description Company Wide Shared Folder : Participation Rate Report for HomePage

\* = Required Field

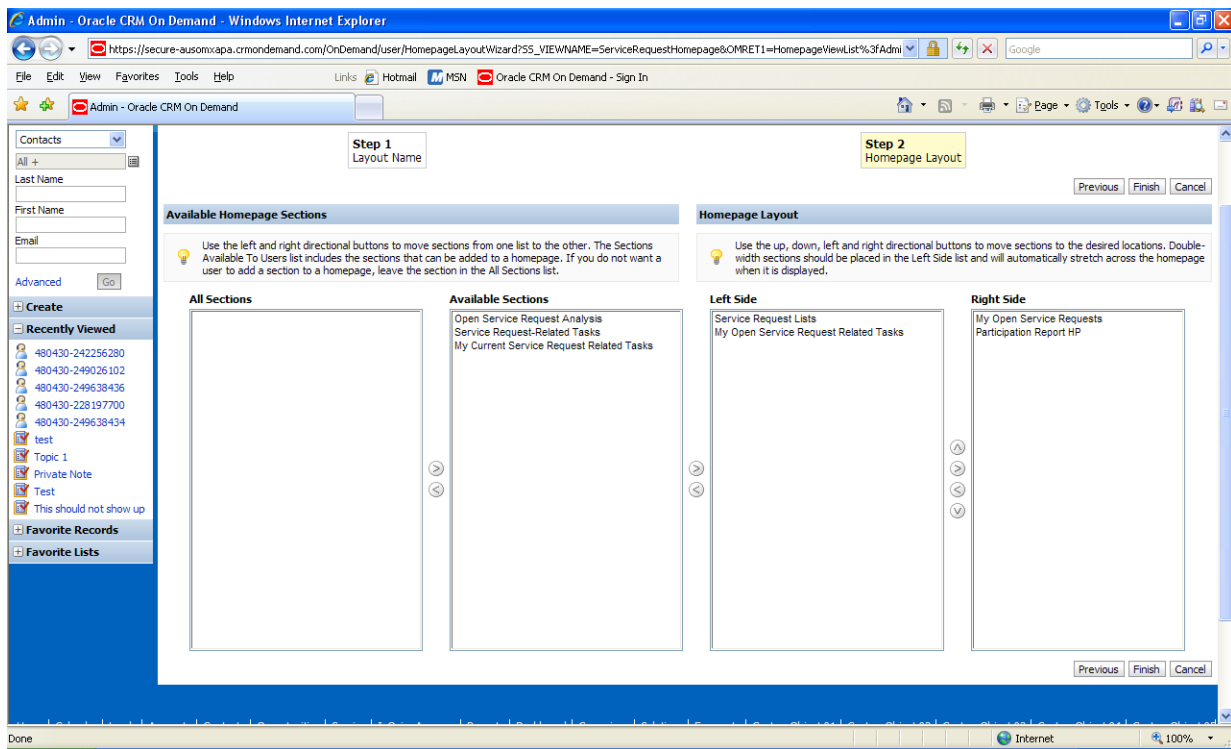
Save Cancel

- 10 Click Save and Exit.
- 11 Now Select the 'Service Request Homepage' Layout. Click the copy link to create a copy of the out-of-the-box homepage layout. Choose any name you want for the layout.

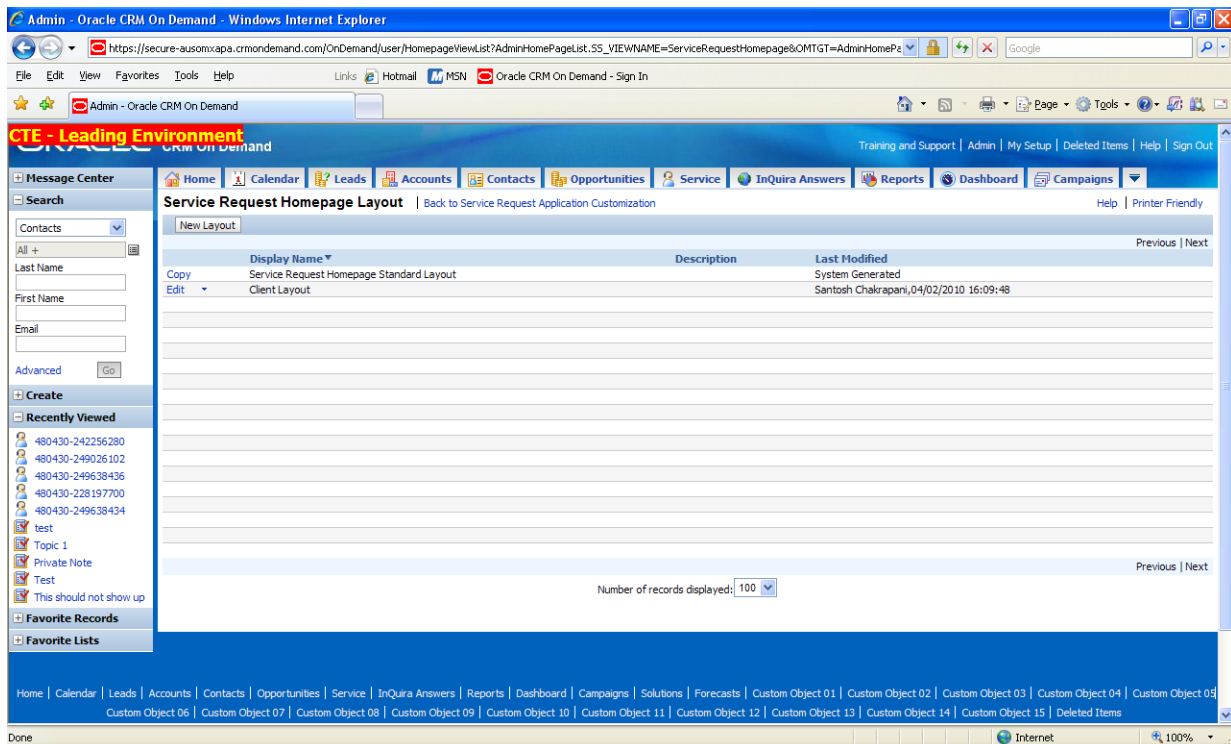




- 12 Click 'Next', on the next screen swap the out-of-the-box 'Open Service Request Analysis' for the 'Participation Report HP' – the custom report we created in the previous steps.



13 Click Finish.



14 Now you have a separate homepage layout for the 'Participation Rate' report. You can now use this Service Page layout and Associate it to any Role Name.

15 Next step is to show the Report on the Service Home Page.

- a Go to the Service Home Page and Click on the Edit Layout link.

The screenshot shows the Oracle CRM On Demand Service Request Homepage. The page has a navigation menu on the left with options like Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, InQuira Answers, Reports, Dashboard, and Campaigns. The main content area is divided into several sections: 'Service Request Lists' with filters for All Service Requests, All Closed Service Requests, All Escalated Service Requests, All Open Service Requests, All Recently Created Service Requests, All Recently Modified Service Requests, My Open Service Requests, and My Service Requests. Below this is a 'My Open Service Request Related Tasks' table. To the right is a 'My Open Service Requests' table. At the bottom right is a 'Participation Report HP' section with a table showing participation rates for different users.

Fiscal Week/Year	User Name	# of Closed Cases	# Cases Closed with Solutions	Participation Rate
2009 Week47	Chakrapani, Santosh	4	3	75%
	Kumar, Atul	1	1	100%
	Chakrapani, Santosh	5	2	40%
	Kumar, Atul	5	2	40%
2009 Week48	Sani, Vinay	4	4	100%
	Chakrapani, Santosh	4	4	100%

- b Swap the out-of-the-box 'Open Service Request Analysis' for the 'Participation Report HP' – the custom report we created in the previous steps. When finished, click Save.

The screenshot shows the Oracle CRM On Demand Admin page for the 'Service Request Homepage Layout'. The page has a navigation menu on the left with options like Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, InQuira Answers, Reports, Dashboard, and Campaigns. The main content area is divided into several sections: 'Service Request Homepage Layout' with a 'Back to Service Request Homepage' link, a 'Service Request' section with 'Save', 'Cancel', and 'Use Default' buttons, and a 'Layout' section with 'Available Sections', 'Left Side', and 'Right Side' areas. The 'Available Sections' list includes 'Service Request-Related Tasks', 'My Current Service Request Related Tasks', and 'Open Service Request Analysis'. The 'Right Side' area currently contains 'My Open Service Requests' and 'Participation Report HP'.

- c You should now see the Participation Rate Report by User on the Service Homepage.

**Note:** Due to performance of generating the report, it will not automatically render. To see the report as shown below click on the link.

[Generating analysis... Click here to view the results](#)

## ICONNECT FOR ORACLE CRM ON DEMAND INTEGRATION GUIDE

# Build Configuration Updates

To build configuration updates:

- 1 Under `<target name="infocenter-init">` add the following entry:

```
<!-- SSP InfoCenter root -->
<property name="ssp-infocenter.rootdir" value="${infocenter.rootdir}/ssp" />
<!-- SSP InfoCenter destination-->
<property name="ssp.dest" value="${basedir}/Build/IM_HOME/install/ssp" />
```

- 2 Under `<target name="infocenter" depends="infocenter-init">`, append the following entry to `<copy todir="${infocenter.dest}">`

```
<exclude name="ssp/**" />
```

- 3 Create a new target for SSP.

```
<target name="ssp-infocenter" depends="infocenter-init,infocenter">
  <mkdir dir="${ssp.dest}" />
  <!-- Copy everything except app/infocenter/system/pages folder to ssp destination. -->
  <copy todir="${ssp.dest}">
    <fileset dir="${infocenter.dest}">
      <!--<exclude name="apps/infocenter/system/pages/**" /> -->
    </fileset>
  </copy>

  <!-- copy ssp's file to destination and may replace the same ones with InfoCenter-->
  <copy todir="${ssp.dest}" overwrite="true">
    <fileset dir="${ssp-infocenter.rootdir}">
      <exclude name="WEB-INF/**/*.*.properties"/>
    </fileset>
  </copy>

  <!-- copy crmservice jar and other ssp related jar to ssp-infocenter -->
  <copy todir="${ssp.dest}/WEB-INF/lib" overwrite="true">
    <fileset dir="CRMService/lib"/>
    <fileset dir="Build/Frameworks/CRMService.framework/Resources/Java"
      includes="**/*.jar"/>
  </copy>

  <mergeProperties oriConfig="${infocenter.dest}/WEB-INF/infocenter.properties"
    overConfig="${ssp-infocenter.rootdir}/WEB-INF/infocenter.properties"
    destConfig="${ssp.dest}/WEB-INF/infocenter.properties" />

  <mergeProperties
    oriConfig="${infocenter.dest}/WEB-INF/classes/ApplicationResources.properties"
    overConfig="${ssp-infocenter.rootdir}/WEB-INF/classes/ApplicationResources.properties"
    destConfig="${ssp.dest}/WEB-INF/classes/ApplicationResources.properties" />
</target>
```

- 4 Add `ssp-infocenter` as dependency to `<target name="dist"../>`.

**5** Add the following target for building CRMSelfService jar.

```
<target name="CRMSelfService" description="Build CRMSelfService.framework">
<ant dir="CRMSelfService"/>
<emma enabled="${emma.enabled}">
  <instr destdir="${emma.instr.dir}"
    metadatafile="${emma.coverage.dir}/crmservice.emma"merge="no" mode="full-
    copy">
    <instrpath>
    <fileset dir="Build/Frameworks/CRMSelfService.framework/Resources/Java"
      includes="**/*.jar"/>
    </instrpath>
  </instr>
</emma>
</target>
```

**6** Add the CRMSelfService as dependency to target 'dev'.

```
<target name="dev" depends="... ,CRMSelfService">
```

# Troubleshooting

This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search.

## Troubleshooting the CRM OnDemand XML Files

### Self-Service Portal InfoCenter(IM)

- 1 Stop the Information Manager server if it is running.
- 2 Open the file `$IM_HOME\config\SSP_Repository\log4j.properties`.

If it does not exist, then create a new `log4j.properties` under `$IM_HOME\config\SSP_Repository`.

- 3 Add the following contents into the `log4j.properties`:

```
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=axis.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x -
%m%n
```

- 4 Restart the Information Manager server.

The SOAP message appears in `$IM_instance\axis.log` if there is a webservice call from Information Manager. See “Self-Service Portal Axis Log” on page 139 for an example.

### Runtime (Search)

- 1 Stop the Runtime server if it is running.
- 2 Open the `$Runtime_instance\appserver\webapps\inquiragw.war`, unzip the file `inquiragw.war\WEB-INF\lib\merged.jar`.
- 3 Open the unzipped `merged.jar`, unzip the file `log4j.properties`.

- 4 Add a new line:

```
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
to the log4j.properties file.
```

- 5 Change the value of

```
log4j.appender.LOGFILE.Threshold
```

to DEBUG.

Here is the file content after making the preceding changes:

```
# Set root category priority to INFO and its only appender to CONSOLE.
log4j.rootCategory=INFO, CONSOLE
#log4j.rootCategory=INFO, CONSOLE, LOGFILE
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
# Set the enterprise logger category to FATAL and its only appender to
CONSOLE.
log4j.logger.org.apache.axis.enterprise=FATAL, CONSOLE
# CONSOLE is set to be a ConsoleAppender using a PatternLayout.
log4j.appender.CONSOLE=org.apache.log4j.ConsoleAppender
log4j.appender.CONSOLE.Threshold=INFO
log4j.appender.CONSOLE.layout=org.apache.log4j.PatternLayout
log4j.appender.CONSOLE.layout.ConversionPattern=- %m%n
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=axis.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x -
%m%n
```

- 6 Add the new log4j.properties into merged.jar.
- 7 Copy the new merged.jar to inquiragw.war\WEB-INF\lib.
- 8 Restart the Runtime server.

The SOAP message appears in \$Runtime\_instance\axis.log when there is a webservice call (link/unlink in iConnect) from Runtime. See "Runtime Axis Log" on page 165 for an example.

## Self-Service Portal Axis Log

```
9562 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - XML sent:
9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/picklist/:GetPicklistValues"
Content-Length: 438

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
```



```

xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/
picklist/"><FieldName>Area</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:33:08 GMT

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path=/Services; secure

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT
STA PRE"

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender -
no Content-Length

10078 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

10078 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

10172 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi=
"http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/
/XMLSchema"><SOAP-ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns=
"urn:crmondemand/ws/picklist/"><ListOfParentPicklistValue xmlns="urn:/crmondemand/xml/
picklist"><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>Billing</Code><DisplayValue>Billing</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Installation</
Code><DisplayValue>Installation</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Maintenance</Code><DisplayValue>Maintenance</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Training</
Code><DisplayValue>Training</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Other</Code><DisplayValue>Other</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Brakes</
Code><DisplayValue>Brakes</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Car Wash</Code><DisplayValue>Car Wash</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Cash

```

```

Register</Code><DisplayValue>Cash Register</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Comfort</Code><DisplayValue>Comfort</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Company
Information</Code><DisplayValue>Company Information</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Complaint</
Code><DisplayValue>Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Dealer Complaint</Code><DisplayValue>Dealer
Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Dealer Information</Code><DisplayValue>Dealer
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Disconnect</Code><DisplayValue>Disconnect</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Dispenser</
Code><DisplayValue>Dispenser</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Driveability</Code><DisplayValue>Driveability</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Electrical</
Code><DisplayValue>Electrical</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Emergency</Code><DisplayValue>Emergency</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Emergency
Repair</Code><DisplayValue>Emergency Repair</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Engine</Code><DisplayValue>Engine</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Equipment</
Code><DisplayValue>Equipment</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Event Information</Code><DisplayValue>Event
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Failure to Start</Code><DisplayValue>Failure to
Start</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Finance
Complaint</Code><DisplayValue>Finance Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>HVAC</Code><DisplayValue>HVAC</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Hard Shift</
Code><DisplayValue>Hard Shift</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Hesitation</Code><DisplayValue>Hesitation</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Information</
Code><DisplayValue>Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Insurance Complaint</Code><DisplayValue>Insurance
Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Inventory Replenishment</
Code><DisplayValue>Inventory Replenishment</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Knocking</Code><DisplayValue>Knocking</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Lights</
Code><DisplayValue>Lights</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Medical Information Request</
Code><DisplayValue>Medical Information Request</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>New Connect</Code><DisplayValue>New Connect</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Nozzle</
Code><DisplayValue>Nozzle</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Office Phone</Code><DisplayValue>Office Phone</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Outage</
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DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Policy
Coverages</Code><DisplayValue>Policy Coverages</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Face Value</Code><DisplayValue>Policy Face
Value</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Policy
Information</Code><DisplayValue>Policy Information</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Policy Options</
Code><DisplayValue>Policy Options</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Policy Owner</Code><DisplayValue>Policy Owner</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Policy
Termination</Code><DisplayValue>Policy Termination</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Property Coverages</
Code><DisplayValue>Property Coverages</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Information</Code><DisplayValue>Property
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Quote</Code><DisplayValue>Property Quote</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Provide
Quote</Code><DisplayValue>Provide Quote</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Provider Directory</Code><DisplayValue>Provider
Directory</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Quick Pay</Code><DisplayValue>Quick Pay</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Quote</
Code><DisplayValue>Quote</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Reassign Claim</Code><DisplayValue>Reassign Claim</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Redeem
Points</Code><DisplayValue>Redeem Points</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Remove Dependent</Code><DisplayValue>Remove
Dependent</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Remove Member</Code><DisplayValue>Remove Member</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Remove
dependant</Code><DisplayValue>Remove dependant</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Service Level Agreements</
Code><DisplayValue>Service Level Agreements</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Solution Search</Code><DisplayValue>Solution
Search</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Statement Copy</Code><DisplayValue>Statement Copy</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Statement
Error</Code><DisplayValue>Statement Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Stop Contribution</Code><DisplayValue>Stop
Contribution</DisplayValue><Disabled>Y</Disabled></

```

```

PicklistValue><PicklistValue><Code>Stop Payment</Code><DisplayValue>Stop Payment</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Summary Plan
Document Request</Code><DisplayValue>Summary Plan Document Request</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Third
Parties</Code><DisplayValue>Third Parties</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Trade</Code><DisplayValue>Trade</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Transaction
Amount Error</Code><DisplayValue>Transaction Amount Error</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Transaction Date Error</
Code><DisplayValue>Transaction Date Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transaction Dispute</Code><DisplayValue>Transaction
Dispute</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transaction Posting Error</
Code><DisplayValue>Transaction Posting Error</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transactions</Code><DisplayValue>Transactions</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Transfer
Holdings</Code><DisplayValue>Transfer Holdings</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transfer Securities In</Code><DisplayValue>Transfer
Securities In</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transfer Securities Out</
Code><DisplayValue>Transfer Securities Out</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Typo</Code><DisplayValue>Typo</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Underlying
Policies</Code><DisplayValue>Underlying Policies</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Updates</Code><DisplayValue>Updates</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Vehicle
Coverages</Code><DisplayValue>Vehicle Coverages</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Vehicle Information</Code><DisplayValue>Vehicle
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Watercraft Information</
Code><DisplayValue>Watercraft Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Web Site Error</Code><DisplayValue>Web Site Error</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Wire
Transfer</Code><DisplayValue>Wire Transfer</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Wrong Amount</Code><DisplayValue>Wrong Amount</
DisplayValue><Disabled>Y</Disabled></PicklistValue></ListOfPicklistValue></
ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

```

```

10219 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

```

```

10328 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

```

```

10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

```

```

10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

```

```

10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNerB
xyKa40; path= HTTP/1.0

```

```

Content-Type: text/xml; charset=utf-8

```

```

Accept: application/soap+xml, application/dime, multipart/related, text/*

```

```

User-Agent: Axis/1.4

```

```

Host: secure-ausomxapa.crmondemand.com

```

```

Cache-Control: no-cache

```

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/picklist/:GetPicklistValues"

Content-Length: 439

```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/picklist/"><FieldName>Cause</FieldName><RecordType>Service Request</RecordType></PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>
```

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010 08:33:09 GMT

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-Application-Server-10g

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 1321

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie JSESSIONID=79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNRbxyKa40; path=/Services; secure

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan 1970 00:00:00 GMT

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Type text/xml; charset=UTF-8

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - XML received:

10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - -----

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns="urn:crmondemand/ws/picklist/"><ListOfParentPicklistValue xmlns="urn:crmondemand/xml/picklist"><ParentPicklistValue><Language>ENU</Language><ParentFieldName/><ParentDisplayValue/><ParentCode/><Disabled/></ParentPicklistValue></ListOfParentPicklistValue><PicklistValue><Code>Unclear Instructions</Code><DisplayValue>Unclear Instructions</DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>User Needs Training</Code><DisplayValue>User Needs Training</DisplayValue><Disabled>N</Disabled></PicklistValue></ListOfParentPicklistValue></ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
```

```

PicklistValue><PicklistValue><Code>Existing Issue</Code><DisplayValue>Existing Issue</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>New Issue</
Code><DisplayValue>New Issue</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Other</Code><DisplayValue>Other</
DisplayValue><Disabled>N</Disabled></PicklistValue></ListOfPicklistValue></
ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
59139 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke
59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Contact;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44eal30dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/contact/:ContactQueryPage"
Content-Length: 1458

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ContactWS_ContactQueryPage_Input xmlns="urn:crmondemand/ws/
contact/"><UseChildAnd>false</UseChildAnd><PageSize>100</PageSize><ns1:ListOfContact
xmlns:ns1="urn:/crmondemand/xml/contact"><ns1:Contact><ns1:ContactId>= 'AAPA-5CUQEC'</
ns1:ContactId><ns1:AccountId></ns1:AccountId><ns1:CreatedDate></
ns1:CreatedDate><ns1:ContactEmail></ns1:ContactEmail><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:ContactFirstName></
ns1:ContactFirstName><ns1:ContactFullName></
ns1:ContactFullName><ns1:ContactLastName></ns1:ContactLastName><ns1:MrMrs></
ns1:MrMrs><ns1:ModifiedBy></ns1:ModifiedBy><ns1:ModifiedById></
ns1:ModifiedById><ns1:ModifiedDate></ns1:ModifiedDate><ns1:TimeZoneName></
ns1:TimeZoneName><ns1:CustomBoolean0></ns1:CustomBoolean0><ns1:CustomDate0></
ns1:CustomDate0><ns1:CustomPickList0></ns1:CustomPickList0><ns1:CustomPickList1></
ns1:CustomPickList1><ns1:CustomPickList2></ns1:CustomPickList2><ns1:CustomText0></
ns1:CustomText0><ns1:CustomText30></
ns1:CustomText30><ns1:ListOfAccount><ns1:Account><ns1:AccountId></
ns1:AccountId><ns1:AccountName></ns1:AccountName></ns1:Account></ns1:ListOfAccount></
ns1:Contact></ns1:ListOfContact><StartRowNum>0</StartRowNum></
ContactWS_ContactQueryPage_Input></soapenv:Body></soapenv:Envelope>
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK
59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:33:58 GMT

```

```

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 1360

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44eal30dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path=/Services; secure

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

59467 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi=
"http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/
/XMLSchema"><SOAP-ENV:Body><ns:ContactWS_ContactQueryPage_Output xmlns:ns=
"urn:crmondemand/ws/contact/"><ns:LastPage>true</ns:LastPage><ListOfContact xmlns=
"urn:/crmondemand/xml/contact"><Contact><ContactId>AAPA-5CUQEC</
ContactId><AccountId>No Match Row Id</AccountId><CreatedDate>09/27/2010 18:27:45</
CreatedDate><ContactEmail>ie8_new@nn.com</ContactEmail><ExternalSystemId/
><ContactFirstName>ie8_new</ContactFirstName><ContactFullName>ie8_new ie8_new</
ContactFullName><ContactLastName>ie8_new</ContactLastName><MrMrs/><ModifiedBy>Dariush
Mojahed 09/27/2010 18:34:21</ModifiedBy><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/27/2010 18:34:21</ModifiedDate><TimeZoneName>(GMT-07:00)
Arizona</TimeZoneName><CustomBoolean0>N</CustomBoolean0><CustomDate0>09/27/2010
18:27:40</CustomDate0><CustomPickList0>View My Cases</
CustomPickList0><CustomPickList1>Approved</CustomPickList1><CustomPickList2>External</
CustomPickList2><CustomText0>q6zJKzjluLI</CustomText0><CustomText30>-1</
CustomText30><ListOfAccount/></Contact></ListOfContact></
ns:ContactWS_ContactQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

59467 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

104950 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Enter: HTTPSender::invoke

105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

```

```

105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST
/Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNerB
xyKa40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/picklist/:GetPicklistValues"
Content-Length: 442

```

```

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/
picklist/"><FieldName>Priority</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:44 GMT

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Server Oracle-Application-Server-10g

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 1142

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNerB
xyKa40; path=/Services; secure

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-cache

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-store

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Pragma no-cache

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

```

```

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

```



```

105387 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/
2001/XMLSchema"><SOAP-ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns=
"urn:crmondemand/ws/picklist/"><ListOfParentPicklistValue xmlns="urn:/crmondemand/xml/
picklist"><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>1-ASAP</Code><DisplayValue>1-ASAP</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>2-High</
Code><DisplayValue>2-High</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>3-Medium</Code><DisplayValue>3-Medium</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>4-Low</
Code><DisplayValue>4-Low</DisplayValue><Disabled>N</Disabled></PicklistValue></
ListOfPicklistValue></ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

105387 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

115106 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Enter: HTTPSender::invoke

115262 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

115262 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----

115450 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST
/Services/Integration/ServiceRequest?jsessionId=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestInsert"
Content-Length: 13329

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ServiceRequestWS_ServiceRequestInsert_Input xmlns=
"urn:crmondemand/ws/servicerequest/"><ns1:ListOfServiceRequest xmlns:ns1="urn:/
crmondemand/xml/servicerequest/"><ns1:ServiceRequest><ns1:CreateDate></
ns1:CreateDate><ns1:Subject>test attachment in 820</ns1:Subject><ns1:AccountName></
ns1:AccountName><ns1:AccountId>No Match Row Id</ns1:AccountId><ns1:AccountLocation></
ns1:AccountLocation><ns1:Area>Installation</ns1:Area><ns1:ClosedTime></
ns1:ClosedTime><ns1:ContactEmail></ns1:ContactEmail><ns1:ContactFirstName></
ns1:ContactFirstName><ns1:ContactFullName></ns1:ContactFullName><ns1:ContactId>AAPA-
5CUQEC</ns1:ContactId><ns1:ContactLastName></ns1:ContactLastName><ns1:CreatedByName></
ns1:CreatedByName><ns1:Description>test</ns1:Description><ns1:OwnerId></
ns1:OwnerId><ns1:Owner></ns1:Owner><ns1:Priority>1-ASAP</
ns1:Priority><ns1:Cause>Unclear Instructions</ns1:Cause><ns1>Status>Open</
ns1>Status><ns1:ListOfAttachment><ns1:Attachment><ns1:DisplayFileName>exception</
ns1:DisplayFileName><ns1:FileNameOrURL>exception</
ns1:FileNameOrURL><ns1:FileExtension>log</ns1:FileExtension><ns1:FileSize>8562</

```

ICONNECT FOR ORACLE CRM ON DEMAND INTEGRATION GUIDE



# ICONNECT FOR ORACLE CRM ON DEMAND INTEGRATION GUIDE

```

UG9vbc5qYXZhojY4NCkNcglhdCBqYXZhlLmxhbmcfuVGhyZWfKLnJ1bhiUaHJlYWQuamF2YTo2MTkpdDQpDYXVzZW
QgYnk6IGphdmEubGFuZy50dWxsUG9pbNrlckv4Y2VwdGlvbG0KCWF0IGNvbS5pbnFlaXJhLmltd293cy5hcHBs
aWNhdGlvbi5JTvd1YlNlcnZpY2Vmb2cubG9nTWVzc2FnZShJTVdlYlNlcnZpY2Vmb2cuamF2YTo1OckNCglhdC
Bjb20uaW5xdWlyYS5pbXdxvd3MuYXhBwbGljYXRpb24uSU1XZWTZXXJ2aWNlTG9nLmxvZ0RlYnVnTWVzc2FnZShJ
TVdlYlNlcnZpY2Vmb2cuamF2YToxMjQpDQoJYXQgY29tLmlucXVpcmEuaW13b3dzLmVycm9yLldTRXJyb3IuYW
RkTWVzc2FnZShXU0Vycm9yLmphdmE6Mjg4KQ0KCWF0IGNvbS5pbnFlaXJhLmltd293cy5lcnJvc15XU0Vycm9y
LndzRXJyb3JGb3JEZXNjcmlwdG9yQW5kRm9yY2VkTWVzc2FnZShXU0Vycm9yLmphdmE6NTYpDQoJYXQgY29tLm
lucXVpcmEuaW13b3dzLmltcGwuQ29udGVudFNlcnZpY2VzSW1wbC5hZGRDYXNlTGluayhDb250ZW50U2Vydmlj
ZXNjbXBsLmphdmE6MTk4KQ0KCWF0IHNIb15yZWZsZWNOlk5hdG12ZU1ldGhvZEFjY2Vzc29ySW1wbC5pbnZva2
UwKE5hdG12ZSBNZXRob2QpDQoJYXQgc3VuLnJlZmx1Y3QuTmF0aXZlTWV0aG9kQWNjZXNzb3JjXBsLmludm9r
ZShoYXRpdmVNZXRob2RBY2Nlc3NvckltcGwuamF2YTozOSkNCglhdCBzdW4ucmVmbGVjdC5EZWxlZ2F0aW5nTW
V0aG9kQWNjZXNzb3JjXBsLmludm9rZShEZWxlZ2F0aW5nTWV0aG9kQWNjZXNzb3JjXBsLmphdmE6MjUpDQoJ
YXQgamF2YS5sYW5nLnJlZmx1Y3QuTWV0aG9kLmludm9rZShNZXRob2QuamF2YTo1OTcpDQoJYXQgb3JnLmFwYW
NoZS5heG1zLnByb3ZpZGVycy5qYXZhlLjQQ1Byb3ZpZGVyLmludm9rZU1ldGhvZChSUENQcm92aWRlci5qYXZh
OjM5NykcCglhdCBvcmcuYXBhY2hlLmF4aXMuchJvdm1kZXJzLmphdmEuU1BDUHJvdmlkZXIucHJvY2Vzc01lc3
NhZ2UoU1BDUHJvdmlkZXIuamF2YToxODYpDQoJYXQgb3JnLmFwYWN0ZS5heG1zLnByb3ZpZGVycy5qYXZhlkph
dmFQcm92aWRlci5pbnZva2UoSmF2YVByb3ZpZGVyLmphdmE6MzIzKQ0KCS4uLiAzNCBtb3Jl</
ns1:Attachment></ns1:Attachment><ns1:Attachment xsi:nil="true"/><ns1:Attachment
xsi:nil="true"/><ns1:Attachment xsi:nil="true"/><ns1:Attachment xsi:nil="true"/
><ns1:Attachment xsi:nil="true"/><ns1:Attachment xsi:nil="true"/><ns1:Attachment
xsi:nil="true"/><ns1:Attachment xsi:nil="true"/><ns1:Attachment xsi:nil="true"/></
ns1:ListOfAttachment></ns1:ServiceRequest></ns1:ListOfServiceRequest></
ServiceRequestWS_ServiceRequestInsert_Input></soapenv:Body></soapenv:Envelope>

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:54 GMT

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Server Oracle-Application-Server-10g

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 1473

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path=/Services; secure

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-cache

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-store

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Pragma no-cache

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----

```

```

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/
2001/XMLSchema"><SOAP-ENV:Body><ns:ServiceRequestWS_ServiceRequestInsert_Output
xmlns:ns="urn:crmondemand/ws/servicerequest/"><ListOfServiceRequest xmlns="urn:/
crmondemand/xml/servicerequest"><ServiceRequest><LastUpdated>09/28/2010 01:34:55</
LastUpdated><ServiceRequestId>AAPA-5CWQMP</ServiceRequestId><CreatedDate>09/28/2010
01:34:55</CreatedDate><AccountId>No Match Row Id</AccountId><ContactId/
><ExternalSystemId/><IntegrationId>AAPA-5CWQMP</IntegrationId><ModifiedBy>Dariush
Mojahed, 09/28/2010 01:34:55</ModifiedBy><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/28/2010 01:34:55</ModifiedDate><CreatedById>AAPA-
3SO68N</CreatedById><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:55</
CreatedBy><ListOfAttachment><Attachment><Id>AAPA-5CWQMR</Id><SRId>AAPA-5CWQMP</
SRId><CreatedDate>09/28/2010 01:34:58</CreatedDate><CreatedById>AAPA-3SO68N</
CreatedById><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:58</CreatedBy><ModId>2</
ModId><ModifiedDate>09/28/2010 01:34:58</ModifiedDate><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedBy>Dariush Mojahed, 09/28/2010 01:34:58</ModifiedBy></
Attachment></ListOfAttachment></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestInsert_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
119934 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
119934 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Enter: HTTPSender::invoke
120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST
/Services/Integration/ServiceRequest;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44eal30dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestQueryPage"
Content-Length: 958

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ServiceRequestWS_ServiceRequestQueryPage_Input xmlns=
"urn:crmondemand/ws/servicerequest/"><UseChildAnd>false</
UseChildAnd><ns1:ListOfServiceRequest xmlns:ns1="urn:/crmondemand/xml/
servicerequest"><ns1:ServiceRequest><ns1:ServiceRequestId>= 'AAPA-5CWQMP'</
ns1:ServiceRequestId><ns1:CreatedDate></ns1:CreatedDate><ns1:Subject></
ns1:Subject><ns1:Area></ns1:Area><ns1:ContactEmail></
ns1:ContactEmail><ns1:ContactId></ns1:ContactId><ns1:Description></
ns1:Description><ns1:ModifiedDate></ns1:ModifiedDate><ns1:Owner></
ns1:Owner><ns1:SRNumber></ns1:SRNumber><ns1:Cause></ns1:Cause><ns1:Status></
ns1:Status></ns1:ServiceRequest></ns1:ListOfServiceRequest></
ServiceRequestWS_ServiceRequestQueryPage_Input></soapenv:Body></soapenv:Envelope>

```

```

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:59 GMT
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Server Oracle-Application-Server-10g
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 969
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRb
xyKa40; path=/Services; secure
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-cache
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-store
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Pragma no-cache
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/
2001/XMLSchema"><SOAP-ENV:Body><ns:ServiceRequestWS_ServiceRequestQueryPage_Output
xmlns:ns="urn:crmondemand/ws/servicerequest/"><ns:LastPage>true</
ns:LastPage><ListOfServiceRequest xmlns="urn:/crmondemand/xml/
servicerequest"><ServiceRequest><ServiceRequestId>AAPA-5CWQMP</
ServiceRequestId><CreateDate>09/28/2010 01:34:55</CreateDate><Subject>test
attachment in 820</Subject><Area>Installation</Area><ContactEmail/><ContactId/
><Description>test</Description><ModifiedDate>09/28/2010 01:34:55</
ModifiedDate><Owner/><SRNumber>480430-324013777</SRNumber><Cause>Unclear
Instructions</Cause><Status>Open</Status></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestQueryPage_Output></SOAP-ENV:Body></SOAP-
ENV:Envelope>
120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
120371 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Enter: HTTPSender::invoke
120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

```

```

120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST
/Services/Integration/Activity;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNERb
xyKa40; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/activity/partner:Activity_Insert"
Content-Length: 880

```

```

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ActivityNWS_Activity_Insert_Input xmlns="urn:crmondemand/ws/
activity/partner"><ns1:ListOfActivity xmlns:ns1="urn:/crmondemand/xml/
activity"><ns1:Activity><ns1:CreateDate>09/28/2010</
ns1:CreateDate><ns1:CreatedBy>INQUIRA-DEV3/DMOJAHED</
ns1:CreatedBy><ns1:Description>Search History

```

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</ns1:Description><ns1:Activity>Task</ns1:Activity><ns1:ServiceRequestNumber>480430-
324013777</ns1:ServiceRequestNumber><ns1:Status>Completed</
ns1:Status><ns1:Subject>Service Request Context</ns1:Subject><ns1:Type>Other</
ns1:Type></ns1:Activity></ns1:ListOfActivity></ActivityNWS_Activity_Insert_Input></
soapenv:Body></soapenv:Envelope>

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:34:59 GMT

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Server Oracle-Application-Server-10g

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 891

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNERb
xyKa40; path=/Services; secure

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"

```

```

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-cache

```



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124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-store

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Pragma no-cache

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

124871 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/
2001/XMLSchema"><SOAP-ENV:Body><ns:ActivityNWS_Activity_Insert_Output xmlns:ns=
"urn:crmondemand/ws/activity/partner"><ListOfActivity xmlns="urn:/crmondemand/xml/
activity"><Activity><ActivityId>AAPA-5CWQP3</ActivityId><CreatedById>AAPA-3S068N</
CreatedById><CreatedDate>09/28/2010 01:34:59</CreatedDate><ModifiedById>AAPA-3S068N</
ModifiedById><ModifiedDate>09/28/2010 01:35:01</ModifiedDate><CreatedBy>Dariush
Mojahed, 09/28/2010 01:34:59</CreatedBy><ExternalSystemId/><IntegrationId>AAPA-
5CWQP3</IntegrationId><ModifiedBy>Dariush Mojahed, 09/28/2010 01:34:59</ModifiedBy></
Activity></ListOfActivity></ns:ActivityNWS_Activity_Insert_Output></SOAP-ENV:Body></
SOAP-ENV:Envelope>

124871 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

129558 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Enter: HTTPSender::invoke

129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST
/Services/Integration/ServiceRequest;jsessionid=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRb
xyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestQueryPage"

Content-Length: 1874

<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ServiceRequestWS_ServiceRequestQueryPage_Input xmlns=

```

```

"urn:crmondemand/ws/servicerequest/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfServiceRequest xmlns:ns1="urn:/crmondemand/xml/
servicerequest"><ns1:ServiceRequest><ns1:CreatedDate></ns1:CreatedDate><ns1:Subject></
ns1:Subject><ns1:AccountName></ns1:AccountName><ns1:AccountId></
ns1:AccountId><ns1:AccountLocation></ns1:AccountLocation><ns1:Area></
ns1:Area><ns1:ClosedTime></ns1:ClosedTime><ns1:ContactEmail></
ns1:ContactEmail><ns1:ContactFirstName></ns1:ContactFirstName><ns1:ContactFullName></
ns1:ContactFullName><ns1:ContactId></ns1:ContactId><ns1:ContactLastName></
ns1:ContactLastName><ns1:CreatedByName></ns1:CreatedByName><ns1:Description></
ns1:Description><ns1:OwnerId></ns1:OwnerId><ns1:Owner></ns1:Owner><ns1:Priority></
ns1:Priority><ns1:SRNumber>= '480430-324013777' </ns1:SRNumber><ns1:Cause></
ns1:Cause><ns1:Status></ns1:Status><ns1:ListOfActivity><ns1:Activity><ns1:Subject></
ns1:Subject><ns1:Type></ns1:Type><ns1:ServiceRequestId></
ns1:ServiceRequestId><ns1:Description></ns1:Description><ns1:CreatedByName></
ns1:CreatedByName><ns1:CreatedDate></ns1:CreatedDate><ns1:ModifiedDate></
ns1:ModifiedDate><ns1:Private></ns1:Private><ns1:CreatedBy></
ns1:CreatedBy><ns1:ActivityId></ns1:ActivityId></ns1:Activity></
ns1:ListOfActivity><ns1:ListOfAttachment><ns1:Attachment><ns1:Id></
ns1:Id><ns1:FileNameOrURL></ns1:FileNameOrURL><ns1:FileExtension></
ns1:FileExtension></ns1:Attachment></ns1:ListOfAttachment></ns1:ServiceRequest></
ns1:ListOfServiceRequest><StartRowNum>0</StartRowNum></
ServiceRequestWS_ServiceRequestQueryPage_Input></soapenv:Body></soapenv:Envelope>
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:35:08 GMT
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Server Oracle-Application-Server-10g
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 1858
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRb
xyKai0; path=/Services; secure
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-cache
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-store
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Pragma no-cache
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

```

```
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/
2001/XMLSchema"><SOAP-ENV:Body><ns:ServiceRequestWS_ServiceRequestQueryPage_Output
xmlns:ns="urn:crmondemand/ws/servicerequest/"><ns:LastPage>true</
ns:LastPage><ListOfServiceRequest xmlns="urn:/crmondemand/xml/
servicerequest"><ServiceRequest><CreatedDate>09/28/2010 01:34:55</
CreatedDate><Subject>test attachment in 820</Subject><AccountName/><AccountId>No Match
Row Id</AccountId><AccountLocation/><Area>Installation</Area><ClosedTime/
><ContactEmail/><ContactFirstName/><ContactFullName> </ContactFullName><ContactId/
><ContactLastName/><CreatedByName>INQUIRA-DEV3/DMOJAHED</
CreatedByName><Description>test</Description><OwnerId/><Owner/><Priority>1-ASAP</
Priority><SRNumber>480430-324013777</SRNumber><Cause>Unclear Instructions</
Cause><Status>Open</Status><ListOfActivity><Activity><Subject>Service Request
Context</Subject><Type>Other</Type><ServiceRequestId>AAPA-5CWQMP</
ServiceRequestId><Description>Search History
```

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</Description><CreatedByName>INQUIRA-DEV3/DMOJAHED</CreatedByName><CreatedDate>09/28/
2010 01:34:59</CreatedDate><ModifiedDate>09/28/2010 01:35:01</
ModifiedDate><Private>N</Private><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:59</
CreatedBy><ActivityId>AAPA-5CWQP3</ActivityId></Activity></
ListOfActivity><ListOfAttachment><Attachment><Id>AAPA-5CWQMR</
Id><FileNameOrURL>exception</FileNameOrURL><FileExtension>log</FileExtension></
Attachment></ListOfAttachment></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestQueryPage_Output></SOAP-ENV:Body></SOAP-
ENV:Envelope>
```

```
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
```

```
130074 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Enter: HTTPSender::invoke
```

```
130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:
```

```
130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
```

```
130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - POST
/Services/Integration/CustomObject1;jsessionid=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNERb
xyKai0; path= HTTP/1.0
```

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/\*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/customobject1:/CustomObject1QueryPage"

Content-Length: 1066



```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
"urn:crmondemand/ws/customobject1/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/
customobject1"><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= '480430-324013777'</
ns1:Name><ns1:ServiceRequestNumber>= '480430-324013777'</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</
StartRowNum></CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></
soapenv:Envelope>
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 08:35:09 GMT
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Server Oracle-Application-Server-10g
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 529
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNerB
xyKai0; path=/Services; secure
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE"
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-cache
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Cache-Control no-store
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Pragma no-cache
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender -
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/
2001/XMLSchema"><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output
xmlns:ns="urn:crmondemand/ws/customobject1/"><ns:LastPage>true</
```

```
ns:LastPage><ListOfCustomObject1 xmlns="urn:/crmondemand/xml/customobject1"/></
ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke
```

## Runtime Axis Log

```
523421 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/CustomObject1;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRb
xyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 1066

<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1?><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= ?480430-319979138?</
ns1:Name><ns1:ServiceRequestNumber>= ?480430-319979138?</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</
StartRowNum></CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></
soapenv:Envelope>

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/
1.0 200 OK

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 04:54:21 GMT

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
```

```

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Length 529

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRb
xyKai0; path=/Services; secure

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - P3P
CP=?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT
CNT STA PRE?

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender -
Expires Thu, 01 Jan 1970 00:00:00 GMT

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender -
Content-Type text/xml; charset=UTF-8

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

523733 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
/XMLSchema?><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=
?urn:crmondemand/ws/customobject1/?><ns:LastPage>true</
ns:LastPage><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/customobject1/?></
ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

523733 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

560670 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/CustomObject1;jsessionid=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRb
xyKay0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

```

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 1066

```
<?xml version='1.0' encoding='UTF-8'?><soapenv:Envelope xmlns:soapenv='http://
schemas.xmlsoap.org/soap/envelope/' xmlns:xsd='http://www.w3.org/2001/XMLSchema'
xmlns:xsi='http://www.w3.org/2001/XMLSchema-
instance'?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
'urn:crmondemand/ws/customobject1/'?><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1='urn:/crmondemand/xml/
customobject1'?><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= ?480430-319979138?</
ns1:Name><ns1:ServiceRequestNumber>= ?480430-319979138?</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</
StartRowNum></CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></
soapenv:Envelope>
```

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0  
200 OK

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date  
Tue, 28 Sep 2010 04:54:58 GMT

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server  
Oracle-Application-Server-10g

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-  
Length 529

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-  
Cookie JSESSIONID=  
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRb  
xyKay0; path=/Services; secure

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=  
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT  
STA PRE?

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-  
Control no-cache

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-  
Control no-store

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma  
no-cache

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires  
Thu, 01 Jan 1970 00:00:00 GMT

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -  
Connection close

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-  
Type text/xml; charset=UTF-8

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -

XML received:

```

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

560935 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
/XMLSchema?><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=
?urn:crmondemand/ws/customobject1/?><ns:LastPage>true</
ns:LastPage><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/customobject1/?></
ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

560935 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

561014 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/CustomObject1.jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNerB
xyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 697

<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema-
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</
UseChildAnd><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1/?><ns1:CustomObject1><ns1:ExternalSystemId>= ?2410371008?</
ns1:ExternalSystemId><ns1:ServiceRequestNumber>= ?480430-319979138?</
ns1:ServiceRequestNumber></ns1:CustomObject1></ns1:ListOfCustomObject1></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 04:54:59 GMT

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g

```

```

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 529

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNerB
xyKai0; path=/Services; secure

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT
STA PRE?

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
/XMLSchema?><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=
?urn:crmondemand/ws/customobject1/?><ns:LastPage>true</
ns:LastPage><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/customobject1?/></
ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/CustomObject1;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNerB
xyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

```

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1Insert?

Content-Length: 1331

```
<?xml version='1.0' encoding='UTF-8'?><soapenv:Envelope xmlns:soapenv='http://
schemas.xmlsoap.org/soap/envelope/' xmlns:xsd='http://www.w3.org/2001/XMLSchema'
xmlns:xsi='http://www.w3.org/2001/XMLSchema-
instance'?><soapenv:Body><CustomObject1WS_CustomObject1Insert_Input xmlns=
'urn:crmondemand/ws/customobject1/'><ns1:ListOfCustomObject1 xmlns:ns1='urn:/
crmondemand/xml/customobject1/'><ns1:CustomObject1><ns1:ExternalSystemId>2410371008</
ns1:ExternalSystemId><ns1:Name>480430-319979138</
ns1:Name><ns1:ServiceRequestNumber>480430-319979138</
ns1:ServiceRequestNumber><ns1:CustomText0>http://www.augmentum.com/who-we-are/
executive-team</ns1:CustomText0><ns1:CustomText1>He has played key roles in the
development of the PC, enterprise software and semiconductor industries. Most recently,
he served as president of ASE Group, a provider of IC test and packaging services,
having held roles as Chairman and CEO of Walker Inte</
ns1:CustomText1><ns1:CustomText2>Augmentum | Executive Team</
ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31>HTML</
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34>09/27/2010 09:54:56</ns1:CustomText34></
ns1:CustomObject1></ns1:ListOfCustomObject1></
CustomObject1WS_CustomObject1Insert_Input></soapenv:Body></soapenv:Envelope>
```

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010 04:54:59 GMT

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-Application-Server-10g

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 950

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie JSESSIONID=017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyKai0; path=/Services; secure

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE?

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-store

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma no-cache

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires Thu, 01 Jan 1970 00:00:00 GMT

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Connection close



```

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
/XMLSchema?><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1Insert_Output xmlns:ns=
?urn:crmondemand/ws/customobject1/?><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/
customobject1?><CustomObject1><IntegrationId>AAPA-5CVJ6H</
IntegrationId><CreatedBy>Dariush Mojahed, 09/27/2010 21:54:59</
CreatedBy><CreatedById>AAPA-3SO68N</CreatedById><CreatedDate>09/27/2010 21:54:59</
CreatedDate><CustomObject1Id>AAPA-5CVJ6H</
CustomObject1Id><ExternalSystemId>2410371008</ExternalSystemId><ModifiedBy>Dariush
Mojahed, 09/27/2010 21:54:59</ModifiedBy><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/27/2010 21:54:59</ModifiedDate></CustomObject1></
ListOfCustomObject1></ns:CustomObject1WS_CustomObject1Insert_Output></SOAP-ENV:Body></
SOAP-ENV:Envelope>

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

563045 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/Activity;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRb
xyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/activity/partner:Activity_Insert?

Content-Length: 874

<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><ActivityNWS_Activity_Insert_Input xmlns=?urn:crmondemand/ws/
activity/partner?><ns1:ListOfActivity xmlns:ns1=?urn:/crmondemand/xml/
activity?><ns1:Activity><ns1:CreatedDate>09/27/2010</
ns1:CreatedDate><ns1:CreatedBy>INQUIRA-DEV3/DMOJAHED</ns1:CreatedBy><ns1:Description>1
Answers have been Linked to the Service Request</ns1:Description><ns1:Activity>Task</

```



```

ns1:Activity><ns1:ServiceRequestNumber>480430-319979138</
ns1:ServiceRequestNumber><ns1:Status>Completed</ns1:Status><ns1:Subject>1 Answers
Linked</ns1:Subject><ns1:Type>Other</ns1:Type></ns1:Activity></ns1:ListOfActivity></
ActivityNWS_Activity_Insert_Input></soapenv:Body></soapenv:Envelope>

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 04:55:01 GMT

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 891

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRb
xyKai0; path=/Services; secure

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT
STA PRE?

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

563451 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
/XMLSchema?><SOAP-ENV:Body><ns:ActivityNWS_Activity_Insert_Output xmlns:ns=
?urn:crmondemand/ws/activity/partner?><ListOfActivity xmlns=?urn:/crmondemand/xml/
activity?><Activity><ActivityId>AAPA-5CVJ6M</ActivityId><CreatedById>AAPA-3SO68N</
CreatedById><CreatedDate>09/27/2010 21:55:01</CreatedDate><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/27/2010 21:55:01</ModifiedDate><CreatedBy>Dariush
Mojahed, 09/27/2010 21:55:01</CreatedBy><ExternalSystemId><IntegrationId>AAPA-
5CVJ6M</IntegrationId><ModifiedBy>Dariush Mojahed, 09/27/2010 21:55:01</ModifiedBy></
Activity></ListOfActivity></ns:ActivityNWS_Activity_Insert_Output></SOAP-ENV:Body></
SOAP-ENV:Envelope>

563451 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

```

```

563607 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/ServiceRequest;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNerB
xyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/servicerequest/:ServiceRequestUpdate?

Content-Length: 653

<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><ServiceRequestWS_ServiceRequestUpdate_Input xmlns=
?urn:crmondemand/ws/servicerequest/?><ns1:ListOfServiceRequest xmlns:ns1=?urn:/
crmondemand/xml/servicerequest?><ns1:ServiceRequest><ns1:SRNumber>480430-319979138</
ns1:SRNumber><ns1:Status>Open</ns1:Status><ns1:CustomBoolean0>Y</ns1:CustomBoolean0></
ns1:ServiceRequest></ns1:ListOfServiceRequest></
ServiceRequestWS_ServiceRequestUpdate_Input></soapenv:Body></soapenv:Envelope>

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 04:55:01 GMT

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1071

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNerB
xyKai0; path=/Services; secure

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT
STA PRE?

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store

```

```

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -

XML received:

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

564295 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
/XMLSchema?><SOAP-ENV:Body><ns:ServiceRequestWS_ServiceRequestUpdate_Output xmlns:ns=
?urn:crmondemand/ws/servicerequest/?><ListOfServiceRequest xmlns=?urn:/crmondemand/
xml/servicerequest?><ServiceRequest><LastUpdated>09/27/2010 21:55:02</
LastUpdated><ServiceRequestId>AAPA-5AI9HE</ServiceRequestId><CreateDate>09/21/2010
03:09:55</CreateDate><AccountId>No Match Row Id</AccountId><ContactId>AAPA-5AI3NK</
ContactId><ExternalSystemId/><IntegrationId>AAPA-5AI9HE</
IntegrationId><ModifiedBy>Dariush Mojahed, 09/27/2010 21:55:02</
ModifiedBy><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010 21:55:02</
ModifiedDate><CreatedById>AAPA-3SO68N</CreatedById><CreatedBy>Dariush Mojahed, 09/21/
2010 03:09:55</CreatedBy></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestUpdate_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

564295 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit:
HTTPDispatchHandler::invoke

564357 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Enter:
HTTPSender::invoke

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - XML
sent:

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - POST /
Services/Integration/CustomObject1;jsessionid=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNERb
xyKay0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 1066

```

```
<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1?><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>=?480430-319979138?</
ns1:Name><ns1:ServiceRequestNumber>=?480430-319979138?</
ns1:ServiceRequestNumber><ns1:CustomText0></ns1:CustomText0><ns1:CustomText1></
ns1:CustomText1><ns1:CustomText2></ns1:CustomText2><ns1:CustomText30></
ns1:CustomText30><ns1:CustomText31></ns1:CustomText31><ns1:CustomText32></
ns1:CustomText32><ns1:CustomText33></ns1:CustomText33><ns1:CustomText34></
ns1:CustomText34></ns1:CustomObject1></ns1:ListOfCustomObject1><StartRowNum>0</
StartRowNum></CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></
soapenv:Envelope>
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0
200 OK
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Date
Tue, 28 Sep 2010 04:55:02 GMT
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Server
Oracle-Application-Server-10g
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Length 1276
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Set-
Cookie JSESSIONID=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRb
xyKay0; path=/Services; secure
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT
STA PRE?
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-cache
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-
Control no-store
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Pragma
no-cache
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Expires
Thu, 01 Jan 1970 00:00:00 GMT
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
Connection close
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Content-
Type text/xml; charset=UTF-8
```

```
564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender -
XML received:
```

```
564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - -----
-----
```

```
564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=
?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/
XMLSchema?><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=
```

```
?urn:crmondemand/ws/customobject1/?><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/customobject1?><CustomObject1><ExternalSystemId>2410371008</ExternalSystemId><Name>480430-319979138</Name><ServiceRequestNumber>480430-319979138</ServiceRequestNumber><CustomText0>http://www.augmentum.com/who-we-are/executive-team</CustomText0><CustomText1>He has played key roles in the development of the PC, enterprise software and semiconductor industries. Most recently, he served as president of ASE Group, a provider of IC test and packaging services, having held roles as Chairman and CEO of Walker Inte</CustomText1><CustomText2>Augmentum | Executive Team</CustomText2><CustomText30/><CustomText31>HTML</CustomText31><CustomText32/><CustomText33/><CustomText34>09/27/2010 09:54:56</CustomText34></CustomObject1></ListOfCustomObject1></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
```

```
564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender - Exit: HTTPDispatchHandler::invoke
```

# Crawler Support for Multiple Web Applications

This appendix contains information on customizing the crawler URL Builder to support multiple web applications.

## Customizing the Crawler URL Builder

A search collection which is crawling Information Manager content includes the configuration of a URL Builder and a Prefix for the URL which identifies the specific web application name to display search results.

For example the following configuration parameters for an Information Manager collection enable the display of Information Manager content as search results in InfoCenter on the **Company support** system.

Parameter	Value
<b>URL Builder</b>	IMURLBuilder
<b>Protocol</b>	http
<b>Host</b>	company.inquiria.com
<b>Port</b>	
<b>Prefix</b>	/support/index?page=content&id=
<b>Suffix</b>	&actp=search

The **Prefix** identifies the web application named `support`.

## Multiple Web Applications

In the case that there are multiple web applications returning the content as search results then the **Prefix** specified for the collection cannot be specific to one web application. For example, in the case of the two web applications used with the integration to CRMOD, iConnect and SSP, the crawled content must display in either web application. In this case, a web application name variable must be provided in the **Prefix**. The specific variable is `{instanceContext}`. The parameters for the IM collection then change to the following:

Parameter	Value
<b>URL Builder</b>	IMURLBuilder
<b>Protocol</b>	http
<b>Host</b>	company.inquiria.com
<b>Port</b>	
<b>Prefix</b>	/ {instanceContext} /index?page=content&id=
<b>Suffix</b>	&actp=search

The `{instanceContext}` is replaced when the URL is built as part of the search response. When the content is displayed in the iConnect web application, the URL includes the name iConnect to identify the path to the iConnect web application. When the content is displayed in the SSP web application, the URL includes the name SSP to identify the path to the SSP web application. The content detail pages differ in the iConnect and SSP web applications.