



# Oracle Knowledge iConnect for CRM On Demand Integration Guide

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*Using iConnect to Integrate CRM and Oracle Knowledge Applications*

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**Oracle, Inc.**

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# 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 Oracle Knowledge iConnect for 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, CRM On Demand 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, SSP Mapping Tool 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 5, Configuring Oracle Knowledge</b>	This chapter describes how to configure the Oracle Knowledge System Manager and Information Manager components.
<b>Chapter 6, Self-Service Portal User Administration</b>	This chapter describes how to implement and administer the SSP.
<b>Chapter 7, 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.
<b>Appendix B: Troubleshooting</b>	This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search.
<b>Appendix C: Crawler Support for Multiple Web Applications</b>	This appendix contains information on customizing the crawler URL Builder to support multiple web applications.

## 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 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 the CRM On Demand Application.
- 2 Click the [Admin](#) link on the top right corner.
- 3 Click the [Application Customization](#) link.
- 4 Under *Record Type Setup*, click the [Service Request](#) link.
- 5 Under *Page Layout Management* click on [Service Request Web Applet](#) link.
- 6 Click the **New** button and enter the following information:

Field	Value
<b>Name</b>	Find Answers
<b>Location</b>	Detail Page
<b>Type</b>	HTML
<b>Web Applet HTML<sup>1</sup></b>	<pre>&lt;iframe width="100%" height="280" scrolling="auto" frameborder="no" name="myframe"src="https://staging.InQuira.com:8226/iconnect/index?page=ccaMain&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=%%User first name%%&amp;lname=%%User last name%%&amp;email=%%User email%%&amp;locale=%%User locale code%%&amp;ssoToken=%%SSO Token%%&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 URL, it should be `http://<servername>:<port>/support/index?`
- **iconnect** is the iconnect web application name deployed. In this case, Application type "iConnect" has been deployed as "iconnect"
- **url** is the On Demand CRM application access url for customers. This is unique for each customer.
- Make certain to note where there are spaces and where there are none. "=" never has a space after it.

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

**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 the **Admin** link on the top right corner

**CTE - Leading Environment**

**ORACLE** CRM On Demand

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

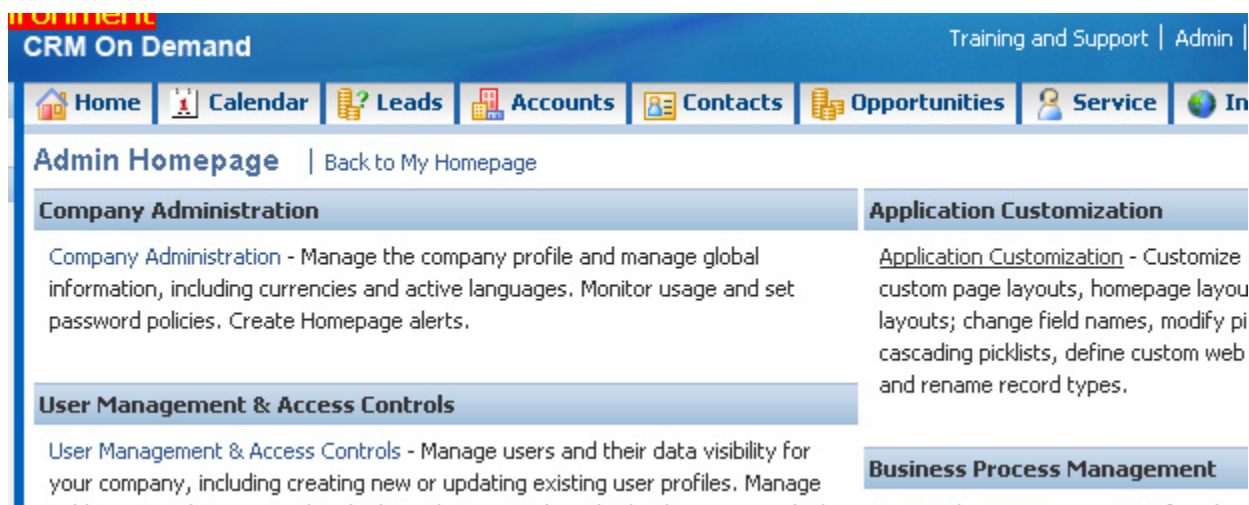
[Home](#) [Calendar](#) [Leads](#) [Accounts](#) [Contacts](#) [Opportunities](#) [Service](#) [InQ](#)

**Welcome, Santosh!**

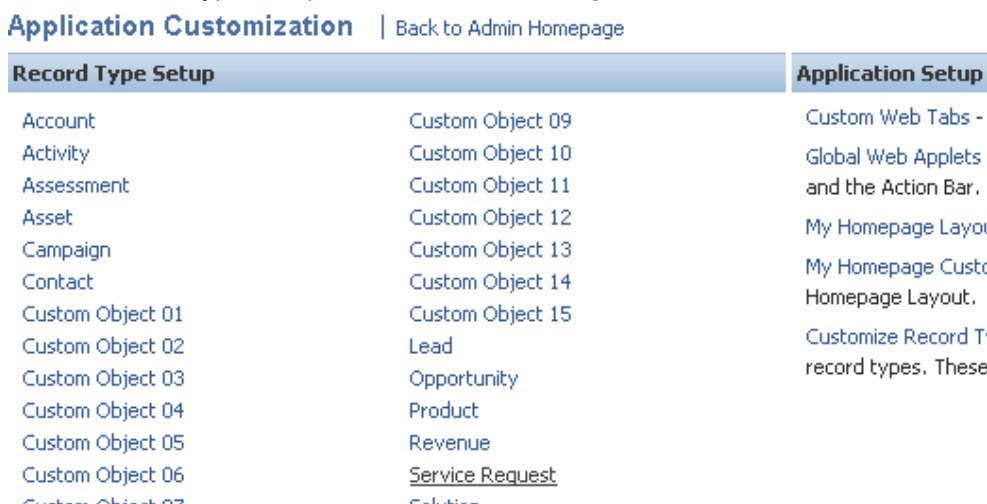
Last Sign In Date - 2/2/2010 12:19:05 PM

Today's Calendar		My Open Tasks	
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	↓

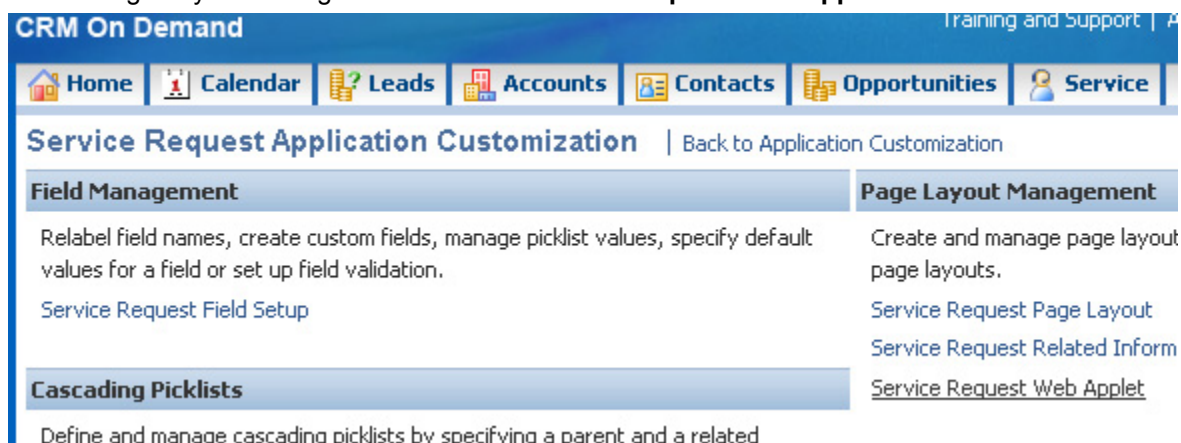
3 Click the **Application Customization** link.



- 4 Under 'Record Type Setup', click the **Service Request** link.



- 5 Under 'Page Layout Management' click the **Service Request Web Applet** link.



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

- Click **Save**.
- 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

Service Request Detail: 480430-225131242

[Back to Service Request Homepage](#)
[Edit Layout](#)

+

-

Service Request Details

New

Edit

Delete

Merge

☐

Contact Information:

Service Number

480430-225131242

Account

ACME Computer Parts

Contact

Jane Francis

Work Phone #

1 (555) 555-5555

Email

☐

Service Detail Information:

Area

Installation

Priority

2-High

**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>:<port>/<iconnect application context-name>/index?page=ccaMain<other_parameters> e.g. http://staging:8226/ssp/index?page=ccaMain <b>Note:</b> <application context-name> is used to deploy the iConnect Web Application. Note 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_types</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.

## 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

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

- 3 Click on the 'Application Customization' link

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

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

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

<p><b>Company Administration</b></p> <p>Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.</p>	<p><b>Application Customization</b></p> <p><a href="#">Application Customization</a> - Customize custom page layouts, homepage layout layouts; change field names, modify picklist values, define custom web and rename record types.</p>
<p><b>User Management &amp; Access Controls</b></p> <p>User Management &amp; Access Controls - Manage users and their data visibility for your company, including creating new or updating existing user profiles. Manage</p>	<p><b>Business Process Management</b></p>

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

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

<p><b>Record Type Setup</b></p> <table border="1"> <tr><td>Account</td><td>Custom Object 09</td></tr> <tr><td>Activity</td><td>Custom Object 10</td></tr> <tr><td>Assessment</td><td>Custom Object 11</td></tr> <tr><td>Asset</td><td>Custom Object 12</td></tr> <tr><td>Campaign</td><td>Custom Object 13</td></tr> <tr><td>Contact</td><td>Custom Object 14</td></tr> <tr><td>Custom Object 01</td><td>Custom Object 15</td></tr> <tr><td><a href="#">Custom Object 02</a></td><td>Lead</td></tr> <tr><td>Custom Object 03</td><td>Opportunity</td></tr> </table>	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	<a href="#">Custom Object 02</a>	Lead	Custom Object 03	Opportunity	<p><b>Application Setup</b></p> <p>Custom Web Tabs - C</p> <p>Global Web Applets - I and the Action Bar.</p> <p>My Homepage Layout</p> <p>My Homepage Custom Homepage Layout.</p> <p>Customize Record Type record types. These c</p>
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																		
<a href="#">Custom Object 02</a>	Lead																		
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 Customization](#)

<p><b>Field Management</b></p> <p>Relabel field names, create custom fields, manage picklist values, specify default values for a field or set up field validation.</p> <p><a href="#">Custom Object 02 Field Setup</a></p>	<p><b>Page Layouts</b></p> <p>Create page layouts</p> <p>Custom</p> <p>Custom</p> <p>Custom</p>
<p><b>Cascading Picklists</b></p> <p>Define and manage cascading picklists by specifying a parent and a related</p>	

6 Click on 'New Field' button

**CRM On Demand** | Training & Support

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
<a href="#">Edit</a>	Account	Picklist (Read-only)
<a href="#">Edit</a>	Account Id	ID
<a href="#">Edit</a>	Account Location	Picklist (Read-only)
<a href="#">Edit</a>	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

**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\* Text (Long)

Mark for Translation ☐

**Additional Information**

Required ☐ Default Value

Read Only ☐

\*= Required Field

**Save** | **Cancel**

8 Repeat step 6 and 7 for rest of the fields

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

## Create Administrator User for SSP integration with iConnect

**Note:** It is recommended to create a separate administrator user to be used in the integration between CRM and Oracle Knowledge. This is not mandatory. This user ID will be used wherever an administrator ID is required in the CRM integration with iConnect/ SSP.

- 1 Log to CRM On Demand Application.
- 2 Click the [Admin](#) link in the top right corner.
- 3 Click **User Management and Access Controls**.
- 4 Click **User Management**.
- 5 Click the **New User** button.

The screenshot shows the CRM On Demand interface. At the top, there is a navigation bar with links: Home, Calendar, Leads, Accounts, Contacts, Opportunities, Service, Reports, and Dashboard. Below this is the 'User List' section with a breadcrumb 'Back to User Management and Access Controls'. The 'User List' tab is active, showing a table of users. A red arrow points to the 'New User' button in the top right of the user list area.

	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

- 6 Fill the required field details.

The screenshot shows the 'User Edit' page in CRM On Demand. It has a breadcrumb 'Back to User List' and a 'Help' link. The 'User Edit' tab is active, showing a form with two main sections: 'Key User Information' and 'User Detail Information'.

**Key User Information:**

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

**User Detail Information:**

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

Use the following values to complete the required fields:

Field	Value
First Name	SSP
Last Name	Admin
Status	Active

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

**7** Click **Save**.

# CRM On Demand 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 Intelligent Search's System Manager Advanced Configuration utility.

## Accessing the Mapping Tool

To access the mapping tool:

- 1 Access the System Manager by opening a web browser and navigating to:  
`http://<hostname>:<port>/inquirawb/`
- 2 Log in with the appropriate credentials.
- 3 Click **Tools** and select *Advanced Config*.
- 4 Click **CRM Mapping Configuration** from the Advanced Config window.

# 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
<b>Enable Login</b>	Select <b>Yes</b> to enable the object.
<b>User Name</b>	CRM On-Demand Administrator Login
<b>Password</b>	CRM On-Demand Administrator Password
<b>Property</b>	<b>Description</b>
<b>URL</b>	URL to access Oracle CRM On-Demand, For example, <code>https://secure-&lt;server&gt;.crmondemand.com/</code>
<b>Max Active Collections</b>	Enter the maximum number of active collections. Default is 5. If you use state-less connections, set this to 1 (see below).
<b>Display Activity in SSP</b>	Enter whether to display Contact Center activity in SSP. Default is <b>Y</b> .
<b>Package Name for InQuira Objects</b>	The package name of the Oracle Knowledge-specific Value Objects (including SSP) that are mapped to CRM Objects [Case, CaseAnswerLinkInfo and CaseActivity] are stored, typically <code>com.inquiracrm.vo</code>

## State Management (state-full / state-less)

Property	Description
<b>State-full Connections</b>	This setting applies to SSP only. To continue using the current form of session management, set to <b>On</b> . To configure using server side session management, set to <b>Off</b> . For either setting, do not change any other parameters. Using state-less connections reduces the number of web-service requests and can improve performance. Default is <b>On</b> .
<b>URN</b>	The default is <code>urn:crmondemand/ws</code> . Do not change this setting.
<b>Client Name</b>	The default is <code>Oracle KM</code> . Do not change this setting.

Configuration Properties:View/Edit

Security and Login

Enable Login : ☒ On ☐ Off

User Name :

Password :

Basic Information

URL :

Max Active Connections :

Display Activity In SSP :

Package name for InQuira Objects :

State Management (state-full / state-less)

State-full connections : ☒ On ☐ Off

Disabling state-full sessions will reduce the number of web-service requests enhancing the performance of the application. However, additional parameters are required (below) and you may need to upgrade your CRM application to be compatible.

URN :

Client Name :

**Important!** Export the configuration properties and copy them to locations accessible by the Self Service Portal at runtime (i.e. \$INQUIRA\_ROOT/appserverim/webapps/ssp/WEB-INF/classes).

## CRMOD Session Management

### iConnect Related Configuration for CRMOD Session Management

**Note:** If you plan to use state-less sessions, make the modifications in this section. Not setting these values allows the system to continue using state-full sessions.

To configure this for iConnect:

- 1 Enter the following values in the scheduler:

Property	Value
CRMOD_STATEFUL_SESSIONS	If this value is set to null or "TRUE" or "true", this indicates that iConnect for CRMOD should use Stateful sessions
CRMOD_STATELESS_CLIENTNAME	Set this value to Oracle Knowledge if setting CRMOD_STATEFUL_SESSIONS to any value other than true
CRMOD_STATELESS_URN	Set this value to urn : /crmondemand/ws

- 2 Run a synchronization.

- 3 Restart the runtime.

The screenshot shows the 'Call Center Advisor' configuration window. The 'Properties' section is expanded, displaying a list of configuration items. The 'Value' field is set to 'CRMOD\_request' for the 'cca-request-handler' and 'CRMOD\_response' for the 'cca-response-handler'. The 'Base URL' is 'https://secure-<server>.crmondemand.com', 'User Name' is 'CRMOD\_Admin', and 'Password' is masked with dots. Below the 'Properties' section, there are three items listed with their respective values:

Item Name	Value
CRMOD_STATEFUL_SESSIONS	FALSE
CRMOD_STATELESS_CLIENTNAME	Oracle Knowledge
CRMOD_STATELESS_URN	urn:crmondemand/ws

An 'Add New Item' link is visible at the bottom of the Properties section.



# Set CRM Object

This feature allows users to define the mapping at the Object level between CRM On-Demand installed 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.

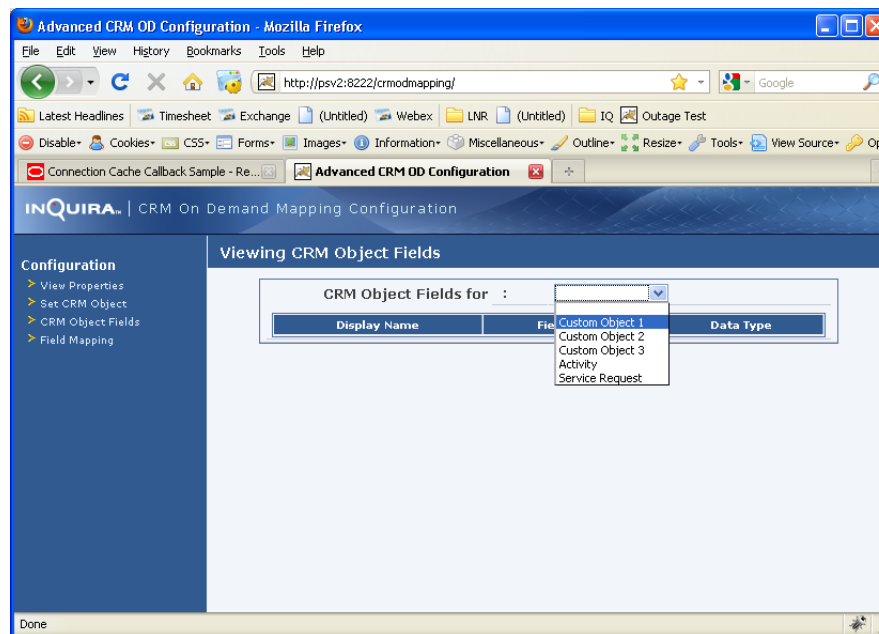


Figure.3.1

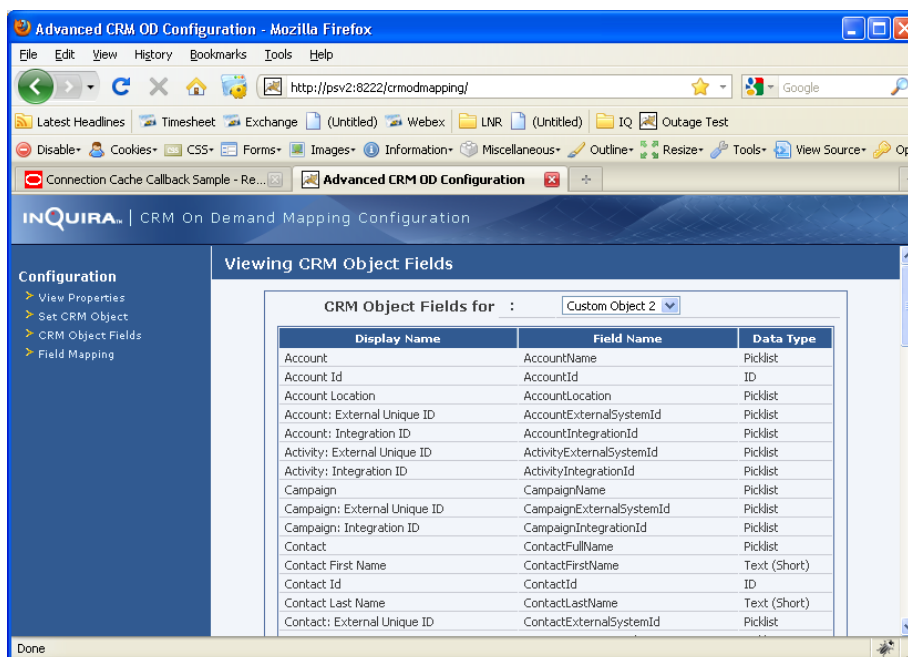


Figure 3.2

# 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 'IQRUserRole'
- 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 'IQRUserStatus'
- 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 'IQRUserType'
- 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>:<port>/ssp/index?page=register&rp=home&contactId=%%Id%%&contactFirstName=%%First_Name%%&contactLastName=%%Last_Name%%&contactEmail=%%Email_Address%%

## 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.

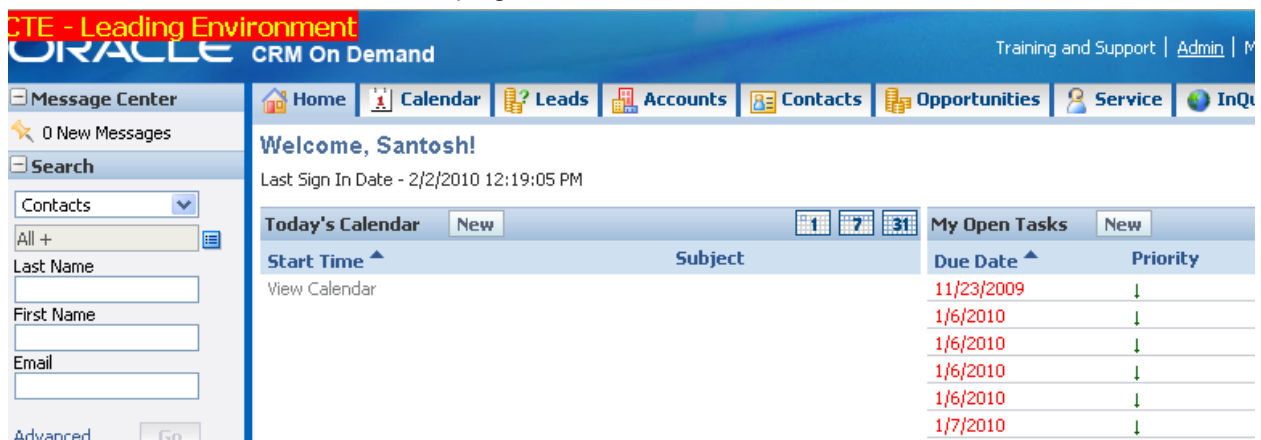
User Sign In ID:

Password:

☐ Remember My User Sign In ID

[Forgot Your Password?](#)

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



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

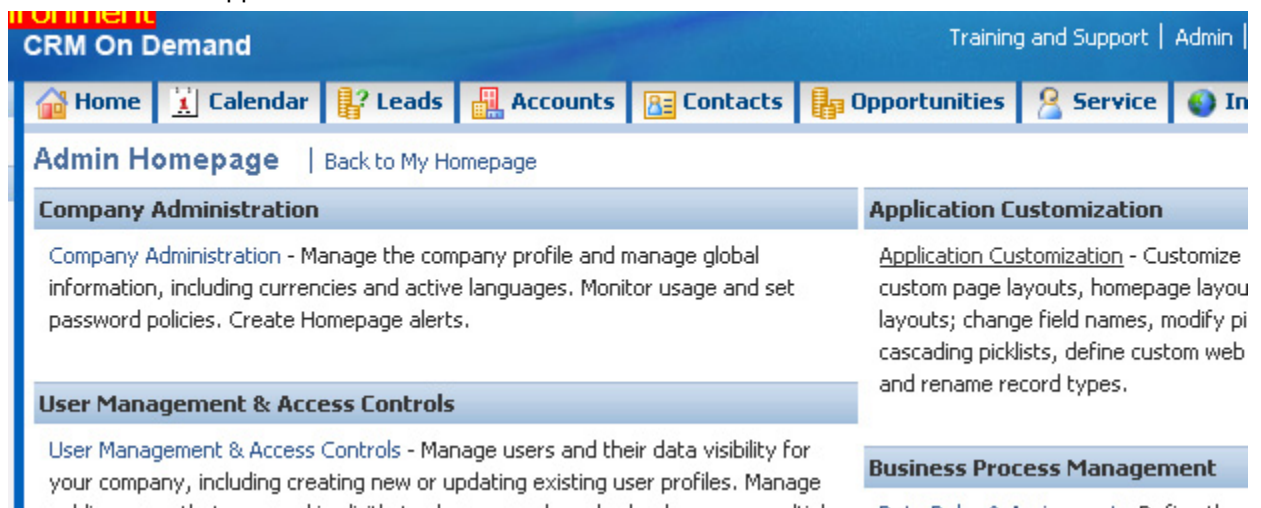
Message Center: 0 New Messages

Search: Contacts (dropdown), All + (button), Last Name, First Name, Email (input fields), Advanced (checkbox), Go (button)

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

Today's Calendar		My Open Tasks	
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](#) | [My Profile](#)

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

[Business Process Management](#) - Manage business processes and workflows.

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

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

### Record Type Setup

<a href="#">Account</a>	<a href="#">Custom Object 09</a>
<a href="#">Activity</a>	<a href="#">Custom Object 10</a>
<a href="#">Assessment</a>	<a href="#">Custom Object 11</a>
<a href="#">Asset</a>	<a href="#">Custom Object 12</a>
<a href="#">Campaign</a>	<a href="#">Custom Object 13</a>
<a href="#">Contact</a>	<a href="#">Custom Object 14</a>
<a href="#">Custom Object 01</a>	<a href="#">Custom Object 15</a>

### 5 Select 'Contact Field Setup' under Field Management section.

[Home](#) | [Calendar](#) | [Leads](#) | [Accounts](#) | [Contacts](#) | [Opps](#)

## 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](#)

### Cascading Picklists

### 6 Click on 'New Field' button

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

New Field	Rename Fields
Display Name	
<a href="#">Edit</a>	Account
<a href="#">Edit</a>	Account
<a href="#">Edit</a>	Account External Unique Id
<a href="#">Edit</a>	Account Id
<a href="#">Edit</a>	Account Integration Id
<a href="#">Edit</a>	Account Location
<a href="#">Edit</a>	...

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





IQUserRole	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.

IQUserRole	Save & Close	Save & Order Alphabetically	Save & New	Hide Disabled	Cancel
------------	--------------	-----------------------------	------------	---------------	--------

### 11 Click on 'Edit Picklist' for Display Name 'IQUserStatus'

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	IQUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserType	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.

IQUserStatus	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.

IQUserStatus	Save & Close	Save & Order Alphabetically	Save & New	Hide Disabled	Cancel
--------------	--------------	-----------------------------	------------	---------------	--------

### 13 Click on 'Edit Picklist' for Display Name 'IQUserType'.

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	IQUserRole	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserStatus	Picklist (Editable)	<input type="checkbox"/>
Edit Edit Picklist	IQUserType	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.

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.

IQUserType	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\* Register Self-Service User

Field Type\* Web Link

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
Register SelfService Use

User Fields
▼

Contact Fields
▼

Mark for Translation
☐

Window Properties

Display Text
Register Self-Service User

Web Link Target
Open in New window
▼

Refresh Parent Window
☒

Display Options
Detail Page
▼

Link Properties

Active Link Condition
TRUE

Display Link Condition
TRUE

Url
http://psv2:9226/ssp/index?page=register&rp=home&contactId=%Id%&contactFirstName=%First\_Name%&contactLastName=%Last\_Name%&contactEmail=%Email\_Address%


WARNING: Browsers have different maximum URL lengths. If you specify a URL that is too long, it may not work as intended. The URL 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 and then click "Copy" button next to "Contact Page Standard Layout"
- 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 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'
- 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

[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](#) | [My Home](#)

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

**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](#) | [My Home](#)

[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 user roles and permissions.

**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**  
 Business Process Management - Define and manage business processes and workflows.

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

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

#### Record Type Setup

<a href="#">Account</a>	Custom Object 09
<a href="#">Activity</a>	Custom Object 10
<a href="#">Assessment</a>	Custom Object 11
<a href="#">Asset</a>	Custom Object 12
<a href="#">Campaign</a>	Custom Object 13
<a href="#">Contact</a>	Custom Object 14
<a href="#">Custom Object 01</a>	Custom Object 15

- 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

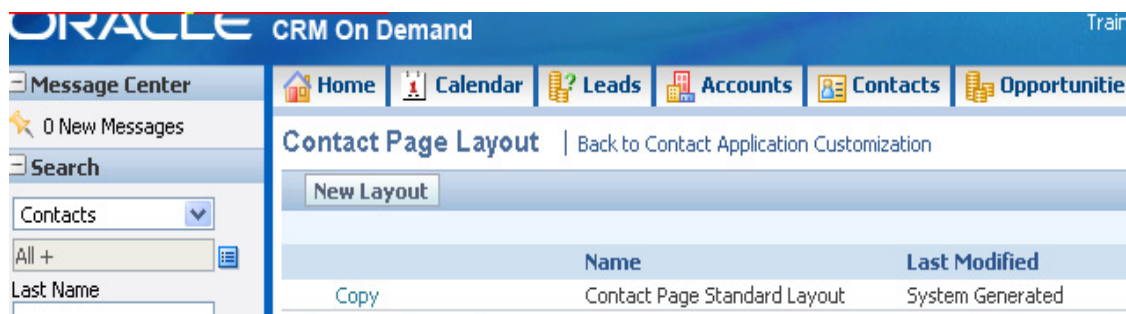
Create and manage page layouts and page layouts.

[Contact Page Layout](#)

[Contact Related Information Layout](#)

[Contact Web Applet](#)

#### Cascading Picklists



- 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**

**Layout Name**

Layout Name\*

Description

- Click on 'Edit Sections' under Contact Page Layout

CRM On Demand Training and Support | Ask

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](#) Tra

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

Home Calendar Leads Accounts Contacts Opportunities Service I

**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





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

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

**Step 1**  
Layout Name

**Step 2**  
Field Setup

**Step 3**  
Field Layout

**Step 4**  
Related Information

### 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 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 Conta

Account Plac

## 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'

Custom Object 02  
Custom Object 02: External Unique ID  
Custom Object 02: Integration ID  
Custom Object 03  
Custom Object 03: External Unique ID  
Custom Object 03: Integration ID  
Custom Object 04  
Custom Object 04: External Unique ID  
Custom Object 04: Integration ID  
Custom Object 05  
Custom Object 05: External Unique ID  
Custom Object 05: Integration ID  
Custom Object 06  
Custom Object 06: External Unique ID  
Custom Object 06: Integration ID

#### Self Service Portal Information

Register SelfService User  
External Unique ID  
Row Id

#### Self Service Portal Information

IUserRole  
IUserStatus  
IUserType  
IQRegistrationDate

#### Available Section:

#### Available Section:

## 12 Click on finish

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

[Help](#)

**Step 2**  
Field Setup

**Step 3**  
Field Layout

**Step 4**  
Related Information

**Step 5**  
Related Information Layout

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

### Arrange Contact Page Layout

additional  
e Contact

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

## 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.

### Application Customization

Application Customization - Customize app custom page layouts, homepage layouts, layouts; change field names, modify pickli cascading picklists, define custom web tat 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 public groups that are used implicitly to share records and calendar among multiple users. Define roles to control records access to data and various application

### Business Process Management

Data Rules & Assignment - Define the dat automatic assignment of records. Examine

#### 14 Click on 'Role Management'

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

User and Group Management	Role Management
<p>User Management - Create new users and update profiles of existing users.</p> <p>Public Sharing Groups - Define public groups to which users may implicitly share their records and calendar.</p>	<p><a href="#">Role Management</a> - Create and update</p>

**Access Profile Management**

#### 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 <a href="#">Edit</a>	Administrator	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Santos
Copy <a href="#">Edit</a> <a href="#">Delete</a>	Advanced User	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Chris B
Copy <a href="#">Edit</a> <a href="#">Delete</a>	Executive	OnDemand Role	Chris Brignone 10/2/2009 03:55 PM	Chris B
Copy <a href="#">Edit</a> <a href="#">Delete</a>	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 L
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 L

- 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**

IQUserRole **Update Company Cases**  
 IQUserStatus **Approved**  
 IQUserType **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 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  
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 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

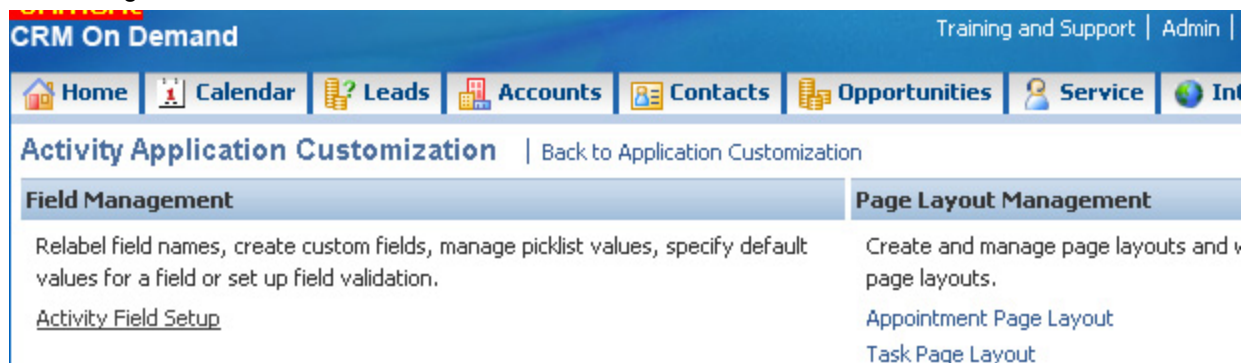
**Company Administration**  
Company Administration - Manage the company profile and manage global information, including currencies and active languages. Monitor usage and set password policies. Create Homepage alerts.

**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

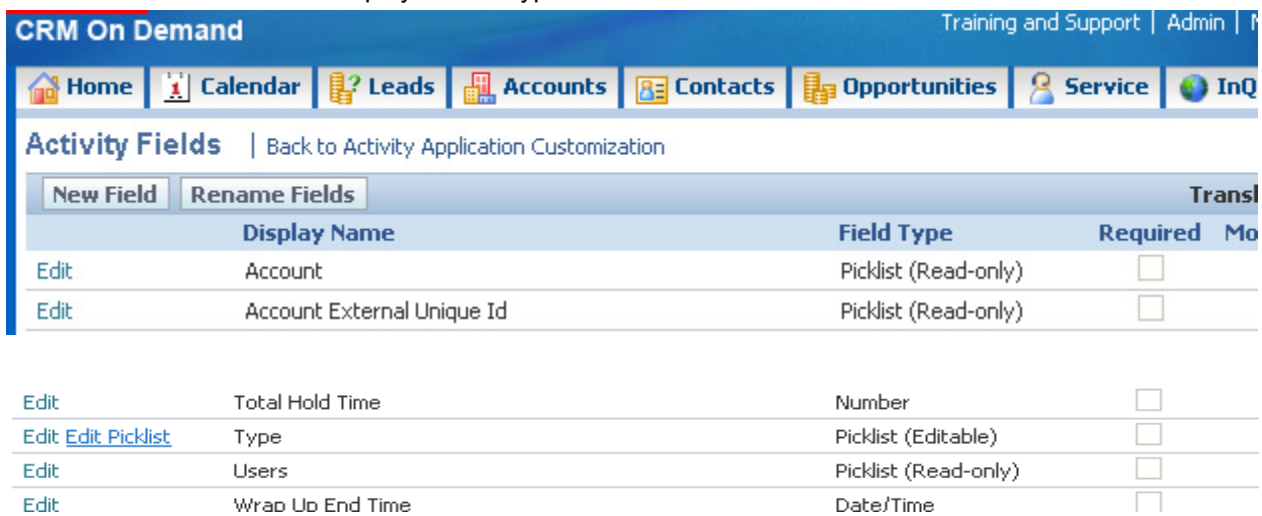
**Business Process Management**

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



The screenshot shows the 'Activity Application Customization' page in CRM On Demand. The top navigation bar includes 'Home', 'Calendar', 'Leads', 'Accounts', 'Contacts', 'Opportunities', 'Service', and 'Int'. The main heading is 'Activity Application Customization' with a link to 'Back to Application Customization'. Below this, there are two tabs: 'Field Management' and 'Page Layout Management'. The 'Field Management' tab is active, showing the text: '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 'Activity Fields' page in CRM On Demand. The top navigation bar is the same as the previous screenshot. The main heading is 'Activity Fields' with a link to 'Back to Activity Application Customization'. Below this, there are two tabs: 'New Field' and 'Rename Fields'. The 'Rename Fields' tab is active, showing a table of activity 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
- 7 Click **Save**.

## 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.

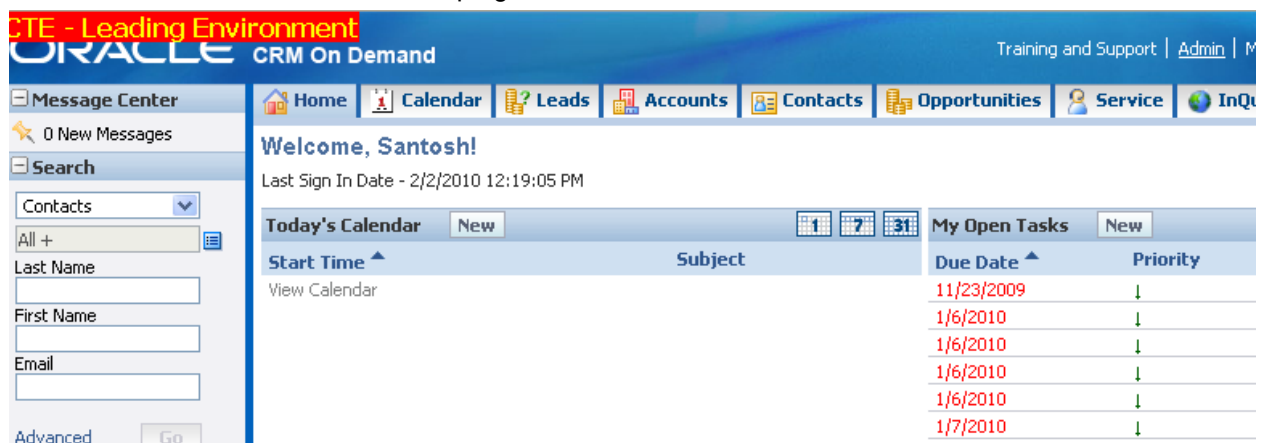
User Sign In ID:

Password:

☐ Remember My User Sign In ID

[Forgot Your Password?](#)

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



**ORACLE** CRM On Demand

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

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

Welcome, Santosh!

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

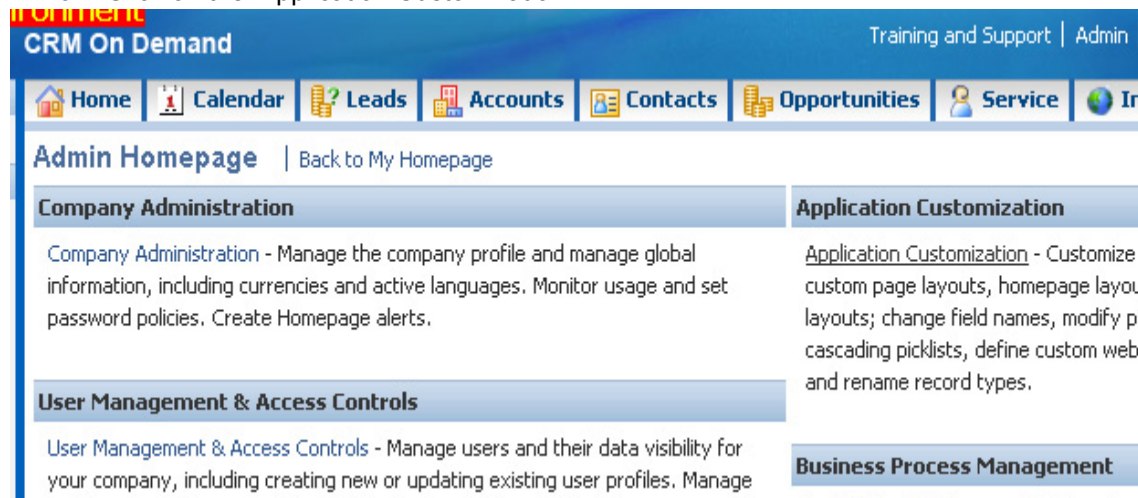
**Today's Calendar**

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



**ORACLE** CRM On Demand

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

[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 'Activity' link and then select 'Activity Field Setup' under Field Management section

CRM On Demand Training and Support | Admin |

Home Calendar Leads Accounts Contacts Opportunities Service Int

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](#)

**Page Layout Management**

Create and manage page layouts and page layouts.

[Appointment Page Layout](#)

[Task Page Layout](#)

- 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

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 addition, you can define Required, Read Only and Default Value properties for non-system fields.

**Key Information**

Display Name\* Topic Link

Field Type\* Web Link

Mark for Translation ☐

**Additional Information**

Required ☐

Read Only ☒

Default Value

- 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"/>	

- 7 Click **Save**.



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](#)

[Previous](#)

	Name	Last Modified	Description
<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 Field 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	NonUserTopicLayout
Call	NonUserTopicLayout
Callback	NonUserTopicLayout
Correspondence	NonUserTopicLayout
Demonstration	NonUserTopicLayout
Email	NonUserTopicLayout
Event	NonUserTopicLayout
Fax	NonUserTopicLayout
Meeting	NonUserTopicLayout
Other	NonUserTopicLayout
Personal	NonUserTopicLayout
Presentation	NonUserTopicLayout
To Do	NonUserTopicLayout
Voicemail	NonUserTopicLayout
UserUpdate	NonUserTopicLayout
UserTopic	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](#) | [Print](#)

[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		

# SSP 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 Intelligent Search's System Manager Advanced Configuration utility. See "Accessing the Mapping Tool" on page 14 for access information.

## CRM On-Demand Connection Properties

This feature provides a mechanism for users to define the connection properties needed for the Web Service Calls. See "CRM On-Demand Connection Properties" on page 15 for further instructions.

## Set CRM Object

This feature allows users to define the mapping at the Object level between CRM On-Demand installed Objects (*Service Request, Contact, Activity, Custom Object X*) and SSP-Specific Value Objects (*SSPCase, SSPCase2, SSPActivity, SSPContact, SSPQueryCase2*).

**Note:** Note that package name of the SSP-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	CRMOD Installed Object
-------------------------	------------------------

Case	Service Request
CaseActivity	Activity
CaseAnswerLinkInfo	<Custom Objects>
SSPCase	Service Request
SSPContact	Contact
SSPActivity	Activity
SSPCase2	Service Request2
SSPQueryCase2	Service Request2 Query

Default Mapping Settings

Help Save

CRM Object Name for mapping "SSPCase" : Service Request

CRM Object Name for mapping "SSPAttachment" : - None -

CRM Object Name for mapping "Case" : Service Request

CRM Object Name for mapping "CaseActivity" : Activity

CRM Object Name for mapping "SSPCase2" : Service Request2

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

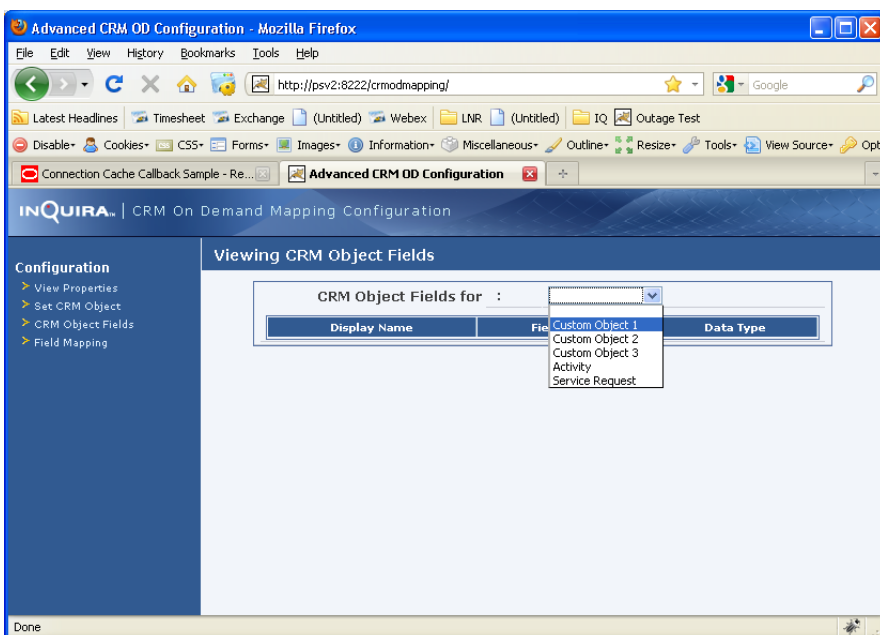
CRM Object Name for mapping "SSPContact" : Contact

CRM Object Name for mapping "SSPActivity" : Activity

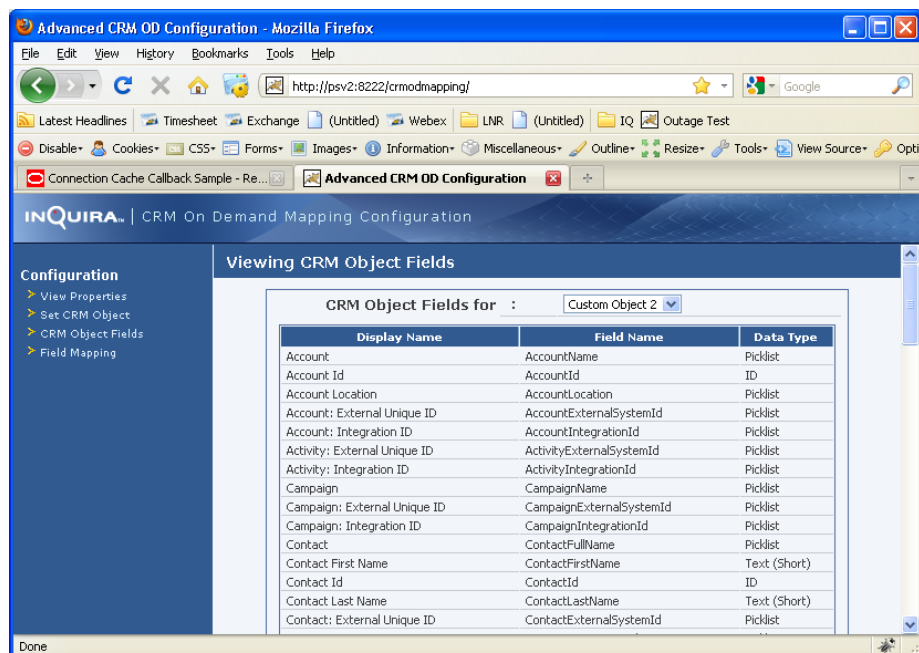
CRM Object Name for mapping "SSPQueryCase2" : Service Request2 Query

## View CRM Object Attributes

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







## Field Mapping

This feature allows users to define the mapping at the Field level between CRM On-Demand installed Objects (*Service Request, Contact, Activity, Custom Object X*) and SSP-Specific Value Objects (*SSPCase, SSPCase2, SSPActivity, SSPContact, SSPQueryCase2*).

**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

<b>SSPContact (continued)</b>	<b>Contact (continued)</b>	
<b>Attribute Name</b>	<b>Display Name</b>	<b>Field Name</b>
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>

<b>SSPCase</b>	<b>Service Request</b>	
<b>Attribute Name</b>	<b>Display Name</b>	<b>Field Name</b>
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

<b>SSPCase (continued)</b>	<b>Service Request (continued)</b>	
<b>Attribute Name</b>	<b>Display Name</b>	<b>Field Name</b>
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 19

### **CaseAnswerLinkInfo      Custom Object 1 – 3**

Attribute Name	Display Name	Field Name
----------------	--------------	------------

Refer to "Field Mapping" on page 19

### **CaseActivity              Activity**

Attribute Name	Display Name	Field Name
----------------	--------------	------------

Refer to "Field Mapping" on page 19

## 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
 serviceRequestId	 serviceRequestId
 createdDate	 createdDate
 modifiedDate	 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	 listOfAttachment
 listOfActivity	 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"/> createdAt	<input checked="" type="checkbox"/> createdAt
<input checked="" type="checkbox"/> modifiedDate	<input checked="" type="checkbox"/> createdAt
<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 CRM 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 CRM 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 CRM Service Request. For example, "Portal" is one valid value of the field "source" of CRM Service Request, so users can set it like this "DEFAULT\_CASE\_SOURCE=Portal". After that, the field "source" of all CRM Service Request from SSP will be set as "Portal".

```

infocenter.properties
305 ERROR_MULTI_USER_EXISTS=Duplicate records found, please contact Customer Support for registration
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 CRM 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 CRM 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 CRM 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=

```

# Optional Additional Setup

Follow the additional steps in the sections below based on functionality that needs to be enabled for your setup.

## Mapping Picklist Other than Type

To use picklist other than Type in CRMOD activity:

- 1 Identify a field or create a new field in CRMOD. This should be a checkbox or picklist field in CRMOD.
- 2 Determine the value for the field which indicates that the activity will be displayed in SSP.
- 3 Navigate to the mapping application and add a mapping for the `displayActivityInSSP` field (part of `SSPActivity`). Map this field to the field identified in step 1 above.
- 4 Navigate to the “View Properties” section in the mapping application.
- 5 In the “Display Activity in SSP” field, enter the value determined in step 2 above.

**From Type**

com.inquiria.crm.vo.SSPActivity

- owner
- subject
- dueDate
- priority
- status
- type
- serviceRequestId
- description
- contact
- createdById
- createdByName
- createdDate
- currencyCode
- display
- externalSystemId
- modifiedById
- modifiedDate
- modifiedBy
- ownerId
- parentActivityId
- startTime
- endTime
- primaryContactId
- \_private
- createdBy
- activityId
- displayActivityInSSP**

**New field in InQuira VO. This field if mapped, will be used as a filter while displaying activities in SSP. This field should be mapped only to a picklist or checkbox field in CRMOD. In the CRM View Properties section, you can define the specific case sensitive value that SSP should look for to identify additional activities that should be displayed. Activities of Type "UserTopic" and "UserUpdate" are always displayed.**

## Support For Additional Mappings On Create Case

`ViewCase` and `ViewCases` tags support an additional optional parameter called `useExtendedFunctionality`. If this is set to “true”, SSP uses mappings that are defined for value objects `SSPCase2` and `SSPQueryCase2` while displaying cases. While submitting cases for create or update, submitting a parameter called `useExtendedFunctionality`, with the value set to “true” causes the

mappings defined for `SSPCase2` to be used while creating and updating cases. Fields in the `HTTPRequest` object that have the same name as a `SSPCase2` field and also contain a defined mapping for `SSPCase2` are submitted to CRM On Demand for processing.

`SSPCase2` must be mapped to:

```
crmondemand.ws2.servicerequest.ServiceRequestData.
```

`SSPQueryCase2` must be mapped to:

```
crmondemand.ws2.servicerequest.ServiceRequestQuery.
```

Procedures for creating and editing these mappings are similar to how mappings are created in general.

Calling the `ViewCases` tag with the `useExtendedFunctionality` parameter set to “true” causes the tag to return a collection of `SSPCase2` objects. Fields that are defined in the mapping for `SSPQueryCase2` are populated and returned to the UI, allowing presentation of additional fields in the case grid view (for both “My Cases” and “My Company Cases”)

Calling the `ViewCase` tag with the `useExtendedFunctionality` parameter set to “true” causes the tag to return a `SSPCase2` object. Fields that are defined in the mapping for `SSPCase2` are populated and returned to the UI, allowing presentation of additional fields in the case detail view.

Both the `ViewCase` tag and `ViewCases` tag contain an additional optional parameter called `searchspec`. Callers of the tag can pass filter values that conform to CRM On Demand Syntax in to this field, thereby imposing additional restrictions on data retrieved by these tags. This feature can be enabled to restrict service requests that are retrieved based on specific criteria. Callers of this tag are responsible for ensuring that adverse performance impacts are not caused by using inappropriate values in this field. This feature can be used by adding a field mapping for the `searchspec` field from `SSPQueryCase2` to `ServiceRequestQuery`.

Oracle Knowledge includes a packaged demonstration of how to use these new tags and features in JSP files. These are located in:

```
(Tomcat) $INQUIRA_ROOT/instances/<instance_name>/appserverim/webapps/  
<ssp_app_name>/apps/infocenter/system/components/crmssp/
```

```
(WebLogic) $INQUIRA_ROOT/instances/<instance_name>/webapps/<ssp_app_name>/app/  
apps/infocenter/system/components/crmssp
```

These file names end with the suffix `2.jsp`.

To see these new examples in action, a systems implementer must:

- 1 Edit `infocenter.properties` and modify the following entries to point to the new files:

```
caseDetailViewClass=/apps/infocenter/system/components/crmssp/  
c_case_detail_box2.jsp  
caseDetailEditClass=/apps/infocenter/system/components/crmssp/  
c_case_detail_edit2.jsp  
caseDetailNewClass=/apps/infocenter/system/components/crmssp/  
c_case_detail_new2.jsp  
searchCasesClass=/apps/infocenter/system/components/crmssp/  
c_search_cases_box2.jsp  
viewCasesClass=/apps/infocenter/system/components/crmssp/  
c_view_cases_box2.jsp  
viewCompanyCasesClass=/apps/infocenter/system/components/crmssp/  
c_view_company_cases_box2.jsp
```



- 2 Add additional mappings as described above for `SSPCase2` and `SSPQueryCase2`.
  - a `SSPQueryCase2` mappings control the fields that are made available for display in the grid view (My Company Cases, My cases). To avoid run time exceptions, at the least, all fields that were mapped for the old `SSPCase` object should be mapped here as well.
  - b `SSPCase2` mappings control which fields are available for display/create/update purposes in the Case Create, Edit and detail views. To avoid run time exceptions, at the least, all fields that were mapped for the old `SSPCase` object should be mapped here as well.
- 3 Export the configuration properties to a location accessible to the Self Service portal at run time.
- 4 Restart the Oracle Knowledge Information Manager instance that contains the Self Service Portal deployment.

# 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.

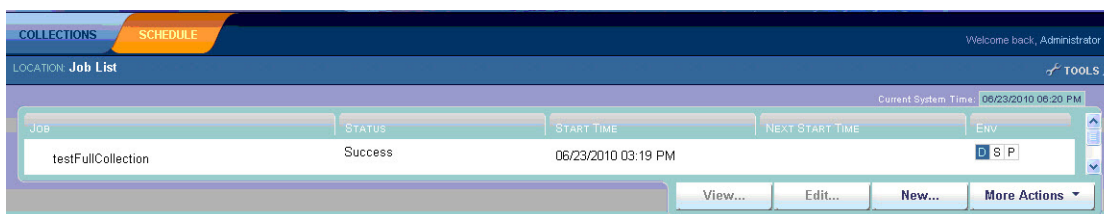
Use the following parameters:

Parameter	Description
<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)

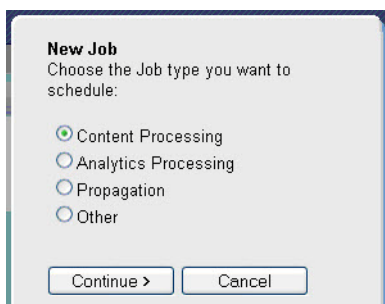
Parameter (continued)	Description (continued)
Base URL	This is the crmod URL provided to the customer.
User Name	User name with admin privilege created on CRMOD.
Password	Password of above user.

## 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 1 2 3 4

Name your Job and configure the Tasks involved.

**Job Name:**   
 (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 1 2 3 4

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

How often do you want to run this Job?

Repeat:

**< 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.

JOB	STATUS	NEXT START TIME	ENV
testFullCollection	Succ		D S P
synchcca	On D		D S P
cca-synch	On D		D S P

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

**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**

## Updating System Configuration

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


ORACLE Knowledge


Please enter your username, password and repository to log into Knowledge

User Name

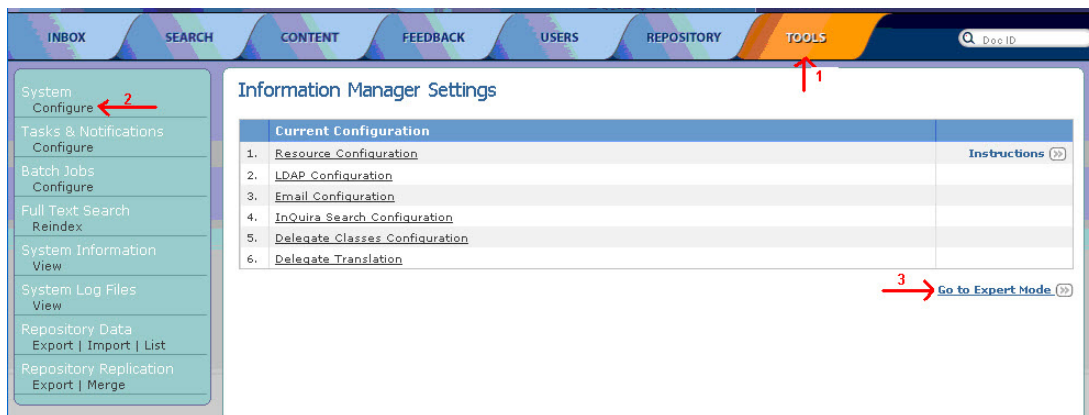
Password

Repository


Log in 


Forgot Password? 

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

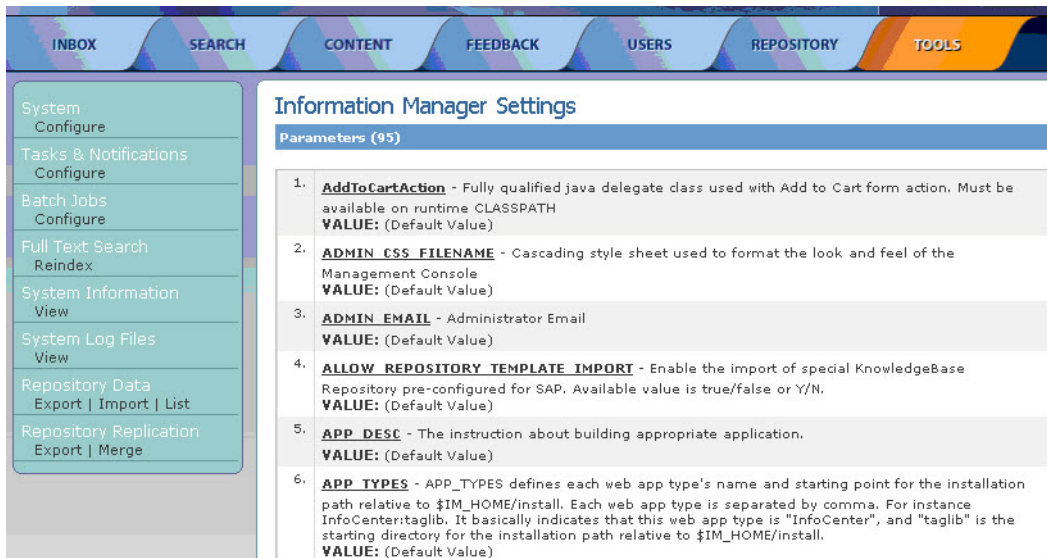


Information Manager Settings

Current Configuration	
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="#">InQuira Search Configuration</a>	
5. <a href="#">Delegate Classes Configuration</a>	
6. <a href="#">Delegate Translation</a>	

[Go to Expert Mode](#) 

The following screen appears:



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 example 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 that need to be changed and their corresponding values.

Parameter Name	Description
<b>LDAP_SINGLE_SIGN_ON</b>	
Parameter Value	Set to <b>true</b> if you wish to enable single sign-on for repositories with LDAP authentication; otherwise set to false.
Allow administrators to edit value	<b>Select.</b> Specifies whether repository administrators can edit the value of this parameter. If FALSE, only the SUPER admin or designated SUPPORT person can change this value.
Encrypt Value	<b>Clear.</b> Used to encrypt the value stored in the <code>config.properties</code> file. It is not necessary to encrypt this parameter.
Save to default value	<b>Select.</b> If this is selected, this value replaces the default value for subsequent new repositories and any existing repository that has not overridden the value.
<b>REMOTE_AUTHENTICATION_CLASS</b>	
Parameter Value	<code>com.inquiraservices.ldapservices.CRMODSSOAuthenticator</code> , for example.
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

# 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(Configure) > ExpertMode.
- 3 Select REMOTE\_FIELD\_BUILDER\_CLASS from the list.
- 4 Enter **com.inquiraservices.Idapservices.CRMODFieldBuilder** as input value.
- 5 Save changes.

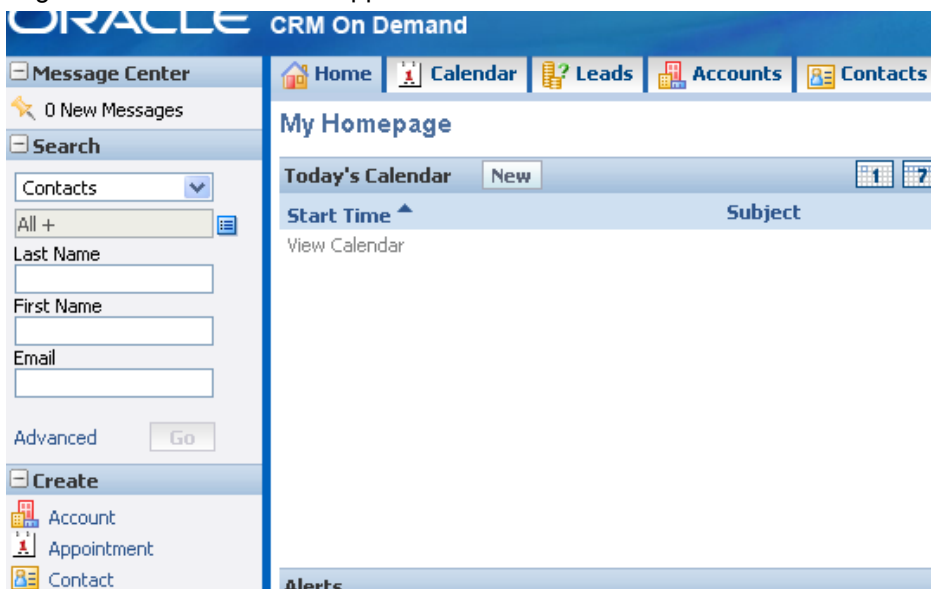
## New User Registration

Steps to register a new user:

- 1 Log on 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](#)

IQUserRole

External Unique ID

IQUserStatus

Row Id **AAPA-40QNRE**

IQUserType

IQPassword

IQRegistrationDate

Description


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

Home > Registration

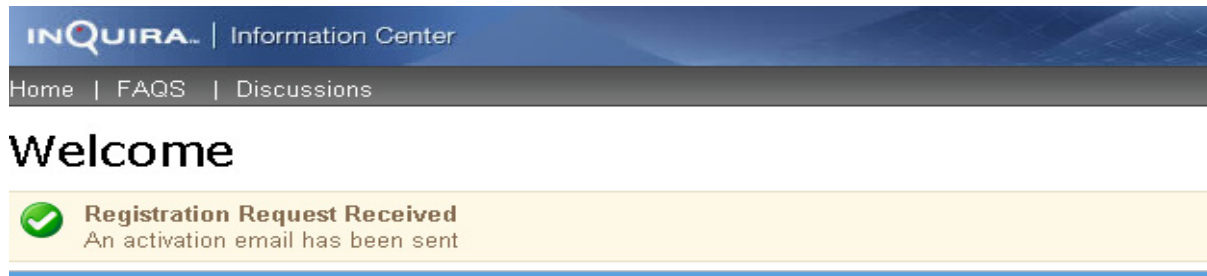
## New User Registration

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
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"/>	

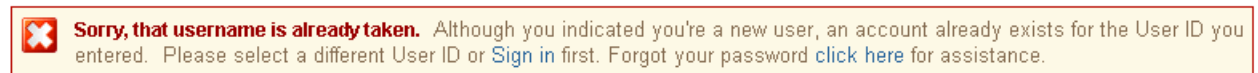
- 3 Enter the 'User ID' of the callers choice
- 4 Enter all the required fields and checkboxes, if applicable (If the word verification is not legible, Click on  to get a new word)
- 5 Click on 'Register'

The following message displays on the SSP Home page.



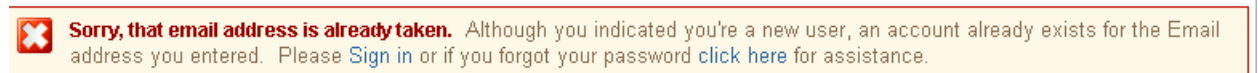
In case registration fails because the User id is already taken, you will see the following error message, choose another User Id and try again

## New User Registration



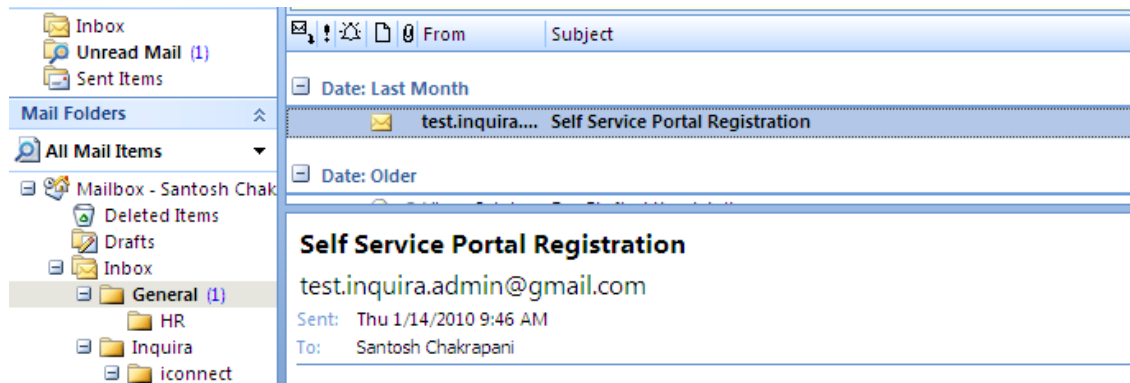
In case registration fails because the User Email id is already taken, you will see the following error message. Remind the user that this email id is already taken. Ask the user if they recall creating a self-service portal or an existing Infocenter account

## New User Registration



## 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.inquiradmin@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:** 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('<pIIQUserRole_ITAG>')<>[<pIIQUserRole_ITAG>] <sup>1</sup>

Click  to complete this field.

1. i. Previous IQUserRole does not match current IQUserRole 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](#) Help | Printer Friendly

**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('<pIQUserRole\_ITAG>') <> [<pIQUserRole\_ITAG>]

OCCAM\_MCAFFEE\_ACTN\_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.

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 %%[<pIQUserRole_ITAG>]%%

8 Click **Save**.

## Managing User Activities

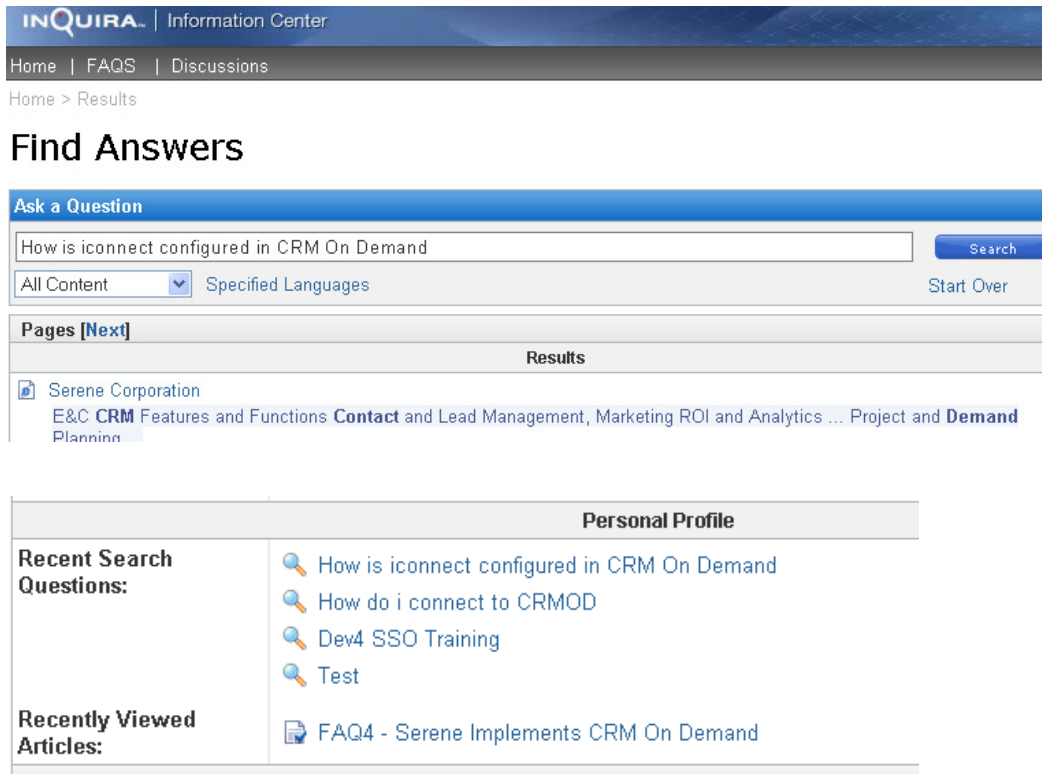
During the course of case management, users may update their cases by adding notes, creating topics in the context of the case. Note that 'Notes' created by the user in the portal are not directly related to the term 'Notes' in CRM On-Demand. In fact when a user adds notes to a case, an activity of the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



**INQUIRA** | Information Center

Home | FAQs | Discussions

Home > Results

### Find Answers

**Ask a Question**

How is iconnect configured in CRM On Demand

All Content

**Pages [Next]**

**Results**

Serene Corporation  
E&C CRM Features and Functions **Contact** and Lead Management, Marketing ROI and Analytics ... Project and **Demand** Planning

Personal Profile	
<b>Recent Search Questions:</b>	<ul style="list-style-type: none"> <li> How is iconnect configured in CRM On Demand</li> <li> How do i connect to CRMOD</li> <li> Dev4 SSO Training</li> <li> Test</li> </ul>
<b>Recently Viewed Articles:</b>	<ul style="list-style-type: none"> <li> FAQ4 - Serene Implements CRM On Demand</li> </ul>

- 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 **Open** Opened Time **3/9/2010 07:40 PM**  
 Source **Open** 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 ☐  
 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** [Add](#)

**Open Activities** [New Appt](#) [New Task](#)

**Completed Activities** [Log A Call](#)

Priority	Subject	Activity	Type	Due Date	Completed Date	Status
<a href="#">Edit</a>	<a href="#">Service Request Context</a>	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
<a href="#">Edit</a>	<a href="#">Service Request Context</a>	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 **Dariush Mojahed**  
 Subject **Service Request Context**  
 Type **Other**  
 Priority  
 Delegated By

**Related Items:**

Account  
 Primary Contact  
 Opportunity

**Additional Information:**

Created External **Dariush 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 CRM On Demand**  
**3) Dev4 550 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
<a href="#">Edit</a> <a href="#">Done</a>		<a href="#">New Notes</a>	Task	UserUpdate	3/9/2010	In Progress
<a href="#">Edit</a> <a href="#">Done</a>		<a href="#">Some More notes</a>	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: <a href="#">Dariush Mojahed</a>	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: <a href="#">480430-243526023</a>

**Additional Information:**

Created External: [Dariush Mojahed](#) 3/10/2010 10:04 AM Modified External: [Dariush Mojahed](#) 3/10/2010 10:04 AM

Topic Link: [Topic Link](#)

Description: [801690372f6280e7012745ce29d4007ed1](#)

**Users** [Add](#)

Last Name	First Name	Email	Job Title
<a href="#">Mojahed</a>	<a href="#">Dariush</a>	<a href="#">dmojahed@inquira.com</a>	

[Show Full List](#)

[Dariush](#)


**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  
 Pages: 1

**Updating notes for a closed case**  
 Posted 1 minute ago

How do i resolve this issue? Please help.

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

# Reports Configuration

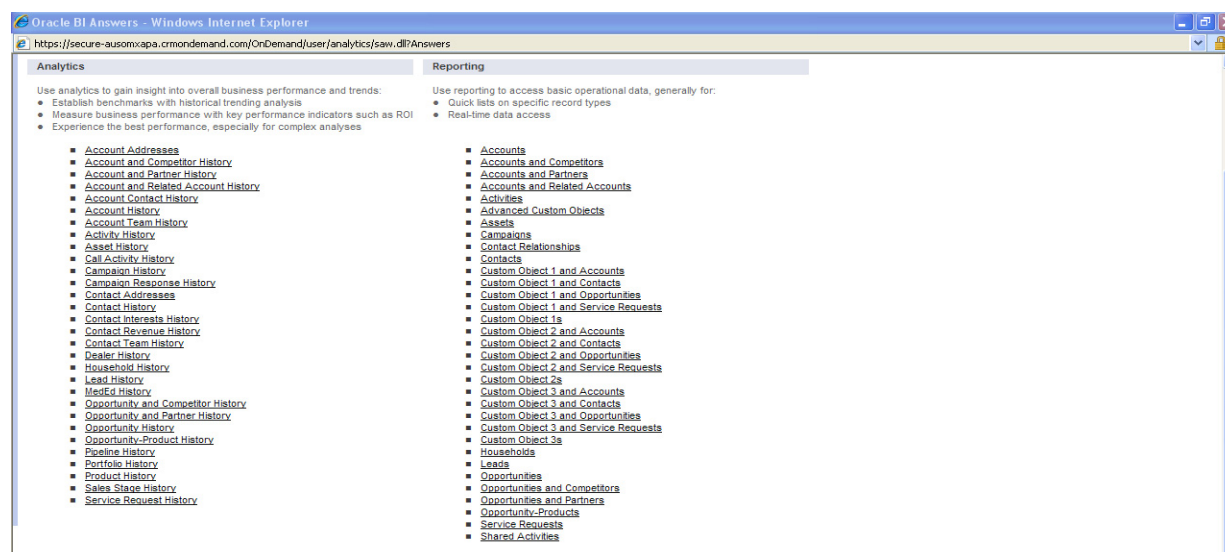
This chapter describes configuration for the following reports:

- **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.

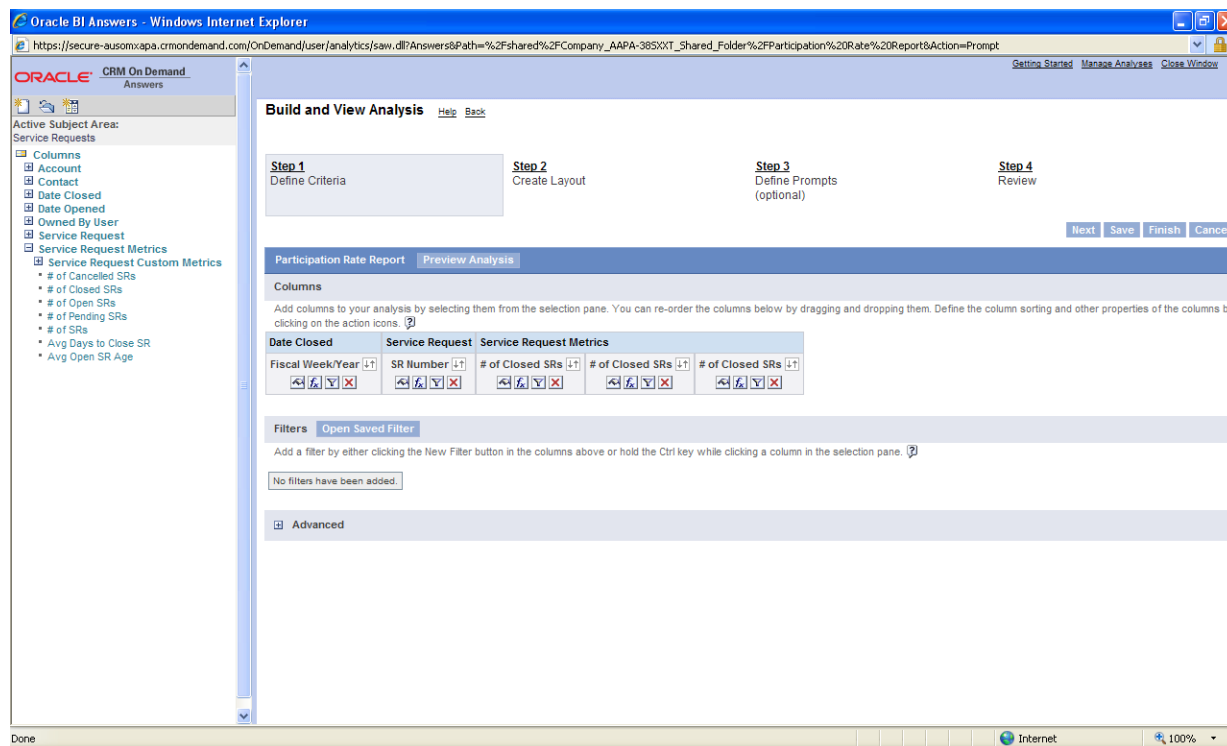
- 1 Login as an Oracle CRM On Demand user with the Administrator role.
- 2 From the Report screen (tab) select the Design Analyses link. Then, click on the 'Service Requests' subject area in the Reporting Column.



- 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 - **# 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.

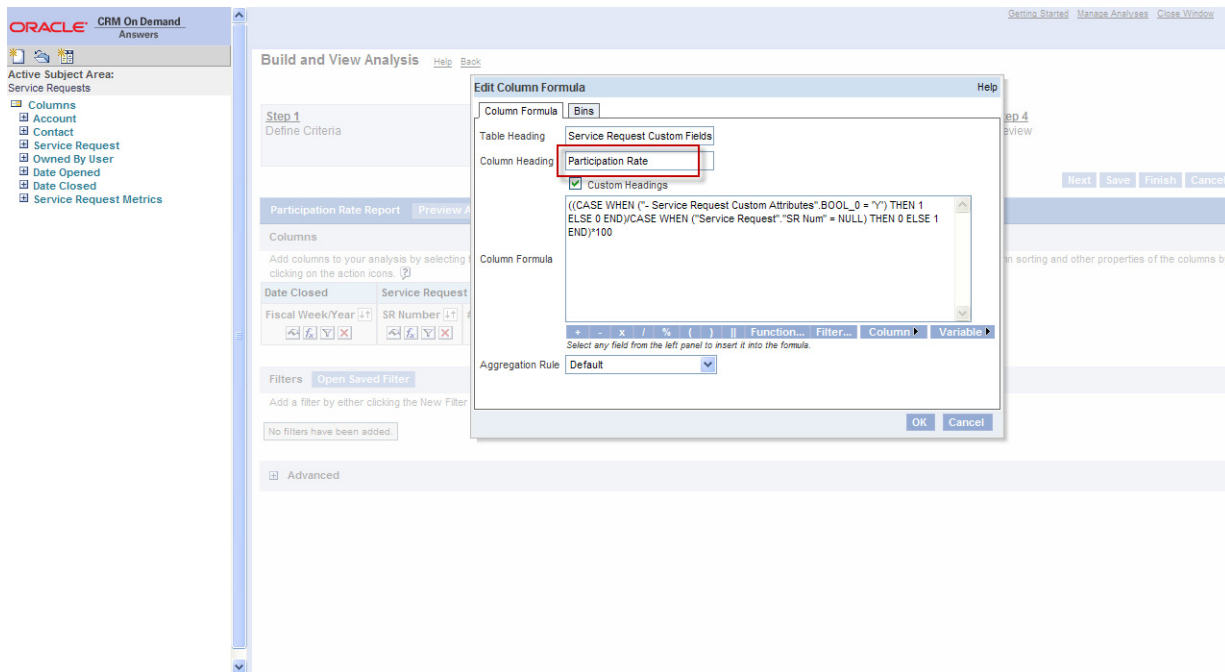


- 4 Rename one of the **# of Closed SRs** columns to **Participation Rate**. Check the 'Custom Headings' check box and then type the new name.
- 5 Create the following formula in the Column Formula field:
 

```
((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
```

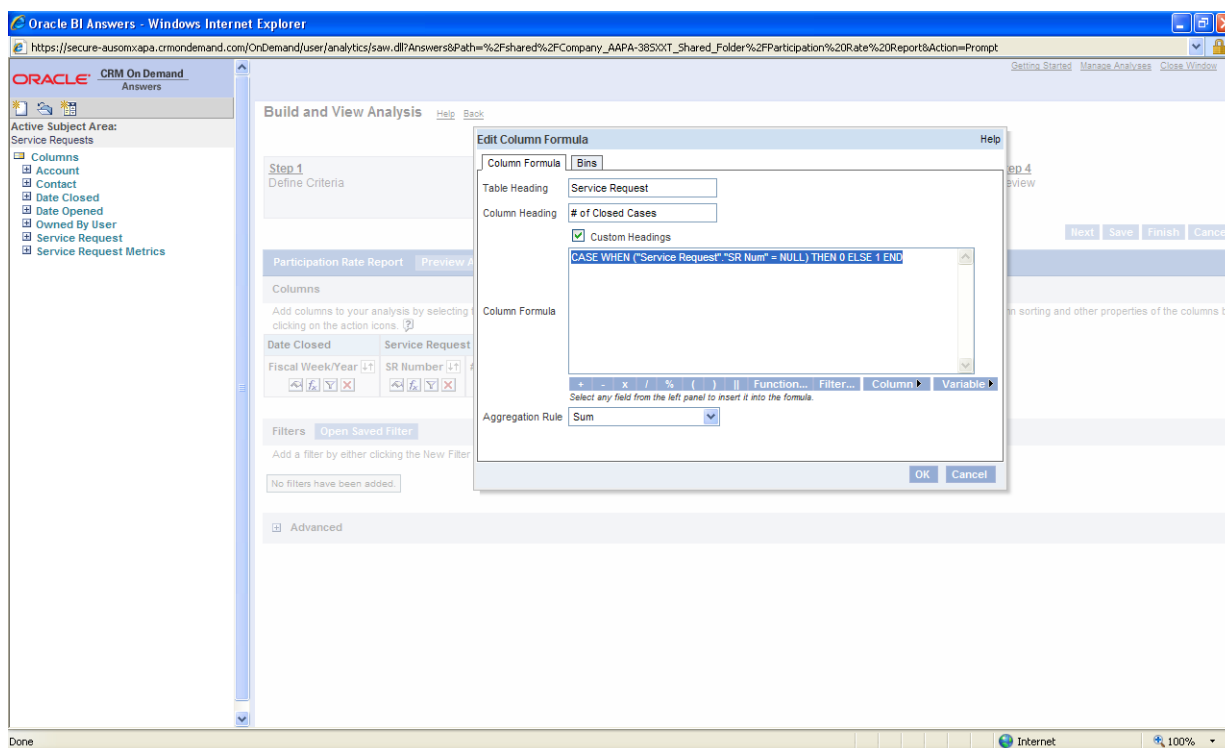
You may copy and paste the formula from above.

- 6 Set the Aggregation Rule value as "default" and set Table Heading as "Service Request Custom Fields".



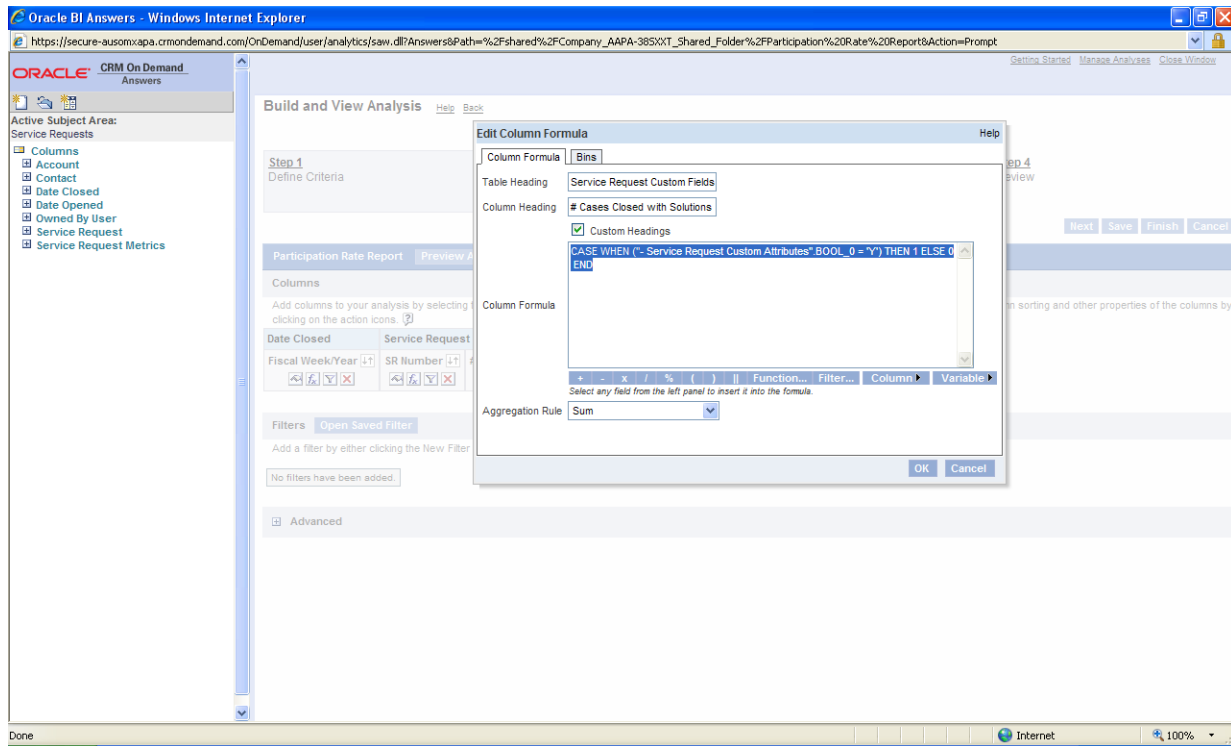
- 7 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the 'Custom Headings' check box and then type the new name.
- 8 Create the following formula in the Column Formula field. And set Aggregation Rule's value as "Sum" and set Table Heading as "Service Request".

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

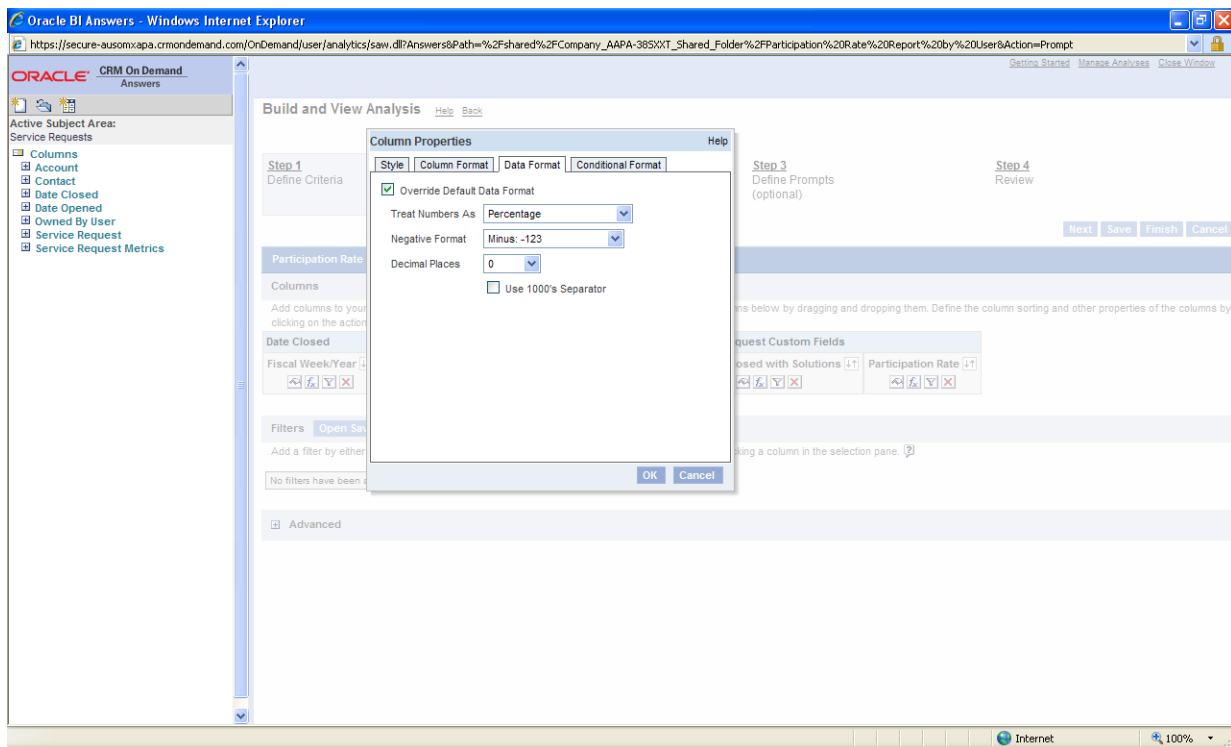


- 9 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the 'Custom Headings' check box and then type the new name.
- 10 Create the following formula in the Column Formula field. And set Aggregation Rule's value as "Sum", set Table Heading's value as "Service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

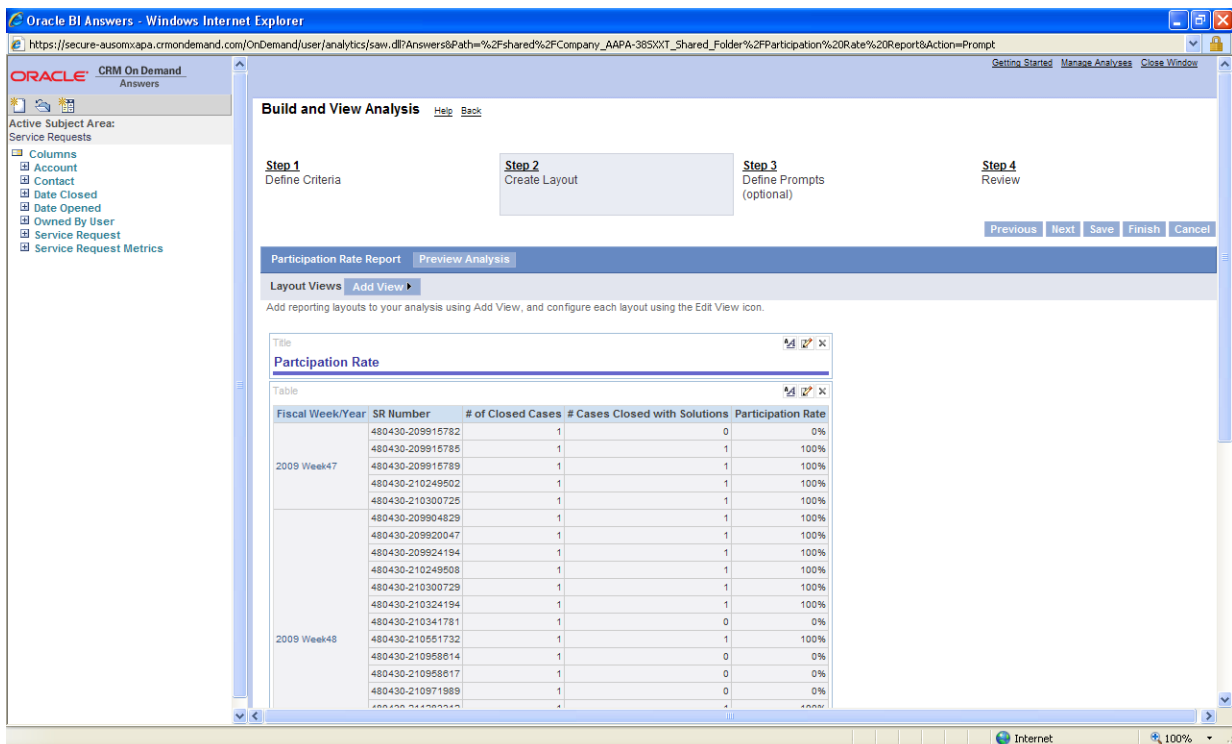
```
CASE WHEN (" - Service Request Custom Attributes".BOOL_0='Y') THEN 1 ELSE 0 END
```



- 11 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**.



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



13 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

Previous Next Save Finish Cancel

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 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%
	480430-210958614	1	0	0%
	480430-210958617	1	0	0%
	480430-210971989	1	0	0%

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

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

15 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-ausomx.apa.cmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2Fshared%2FCompany\_AAPA-385XIT\_Shared\_Folder%2FParticipation%20Rate%20Report&Action=Prompt

Step 1 Define Criteria

Step 2 Create Layout

Step 3 Define Prompts (optional)

Step 4 Review

Previous Next Save Finish Cancel

Participation Rate Report

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 Fiscal Week/Year Measures Service Request Custom Fields Participation Rate # Cases Closed with Solutions Service Request # 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

16 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-ausomx.apa.cmondemand.com/OnDemand/user/analytics/saw.dll?Answers&Path=%2Fshared%2FCompany\_AAPA-385XIT\_Shared\_Folder%2FParticipation%20Rate%20Report&Action=Prompt

Step 1 Define Criteria

Step 2 Create Layout

Step 3 Define Prompts (optional)

Step 4 Review

Previous Next Save Finish Cancel

Participation Rate Report

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 Fiscal Week/Year Measures Service Request Custom Fields Participation Rate # Cases Closed with Solutions

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)



- 17 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' in 'Edit View: Pivot Table:2' mode. The 'Display Results' section shows a table with columns: Fiscal Week/Year, # of Closed Cases, # Cases Closed with Solutions, and Participation Rate. The 'More Options' menu for the '# Cases Closed with Solutions' column is open, showing the 'Aggregation Rule' dropdown set to 'Sum'.

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 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' in 'Edit View: Pivot Table:2' mode. The 'Display Results' section shows the same table as above. The 'More Options' menu for the 'Participation Rate' column is open, showing the 'Aggregation Rule' dropdown set to 'Average'.

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%

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

**Participation Rate Report by User**

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

**Rows:** Date, Fiscal, Totals After (selected), Before, After

**Columns:** Measure Labels

**Measures:** Service Request, Service Request Custom Fields, # of Closed Cases, # Cases Closed with Solutions, 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>

- 20 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    ☒ Enable alternating row "green bar" styling    Alternate: All Columns    Set alternate format    [OK](#) [Cancel](#)

Sections    Excluded: Service Request SR Number

Rows: Date Closed    Measures: # of Closed Cases, # of Closed Cases with Solutions, Participation Rate

☒ 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>

- 21 Click 'OK' to go back to the main view of the pivot table for Participation Rate Report
- 22 Delete the Table View by selecting the X icon on the table view, confirm the delete

**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** 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

Table:

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%
	480430-209904829	1	1	100%
2009 Week48	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%
	480430-210958014	1	0	0%
	480430-210958017	1	0	0%
	480430-210971989	1	0	0%

**23** 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

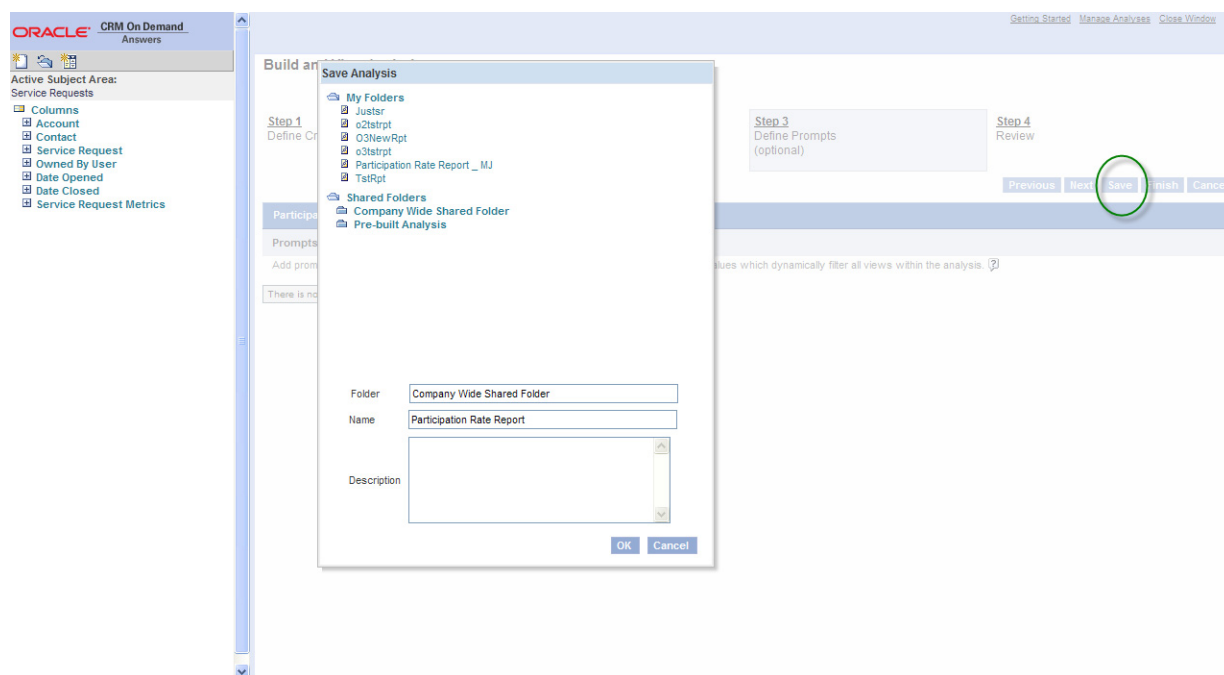
**Participation Rate**

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>

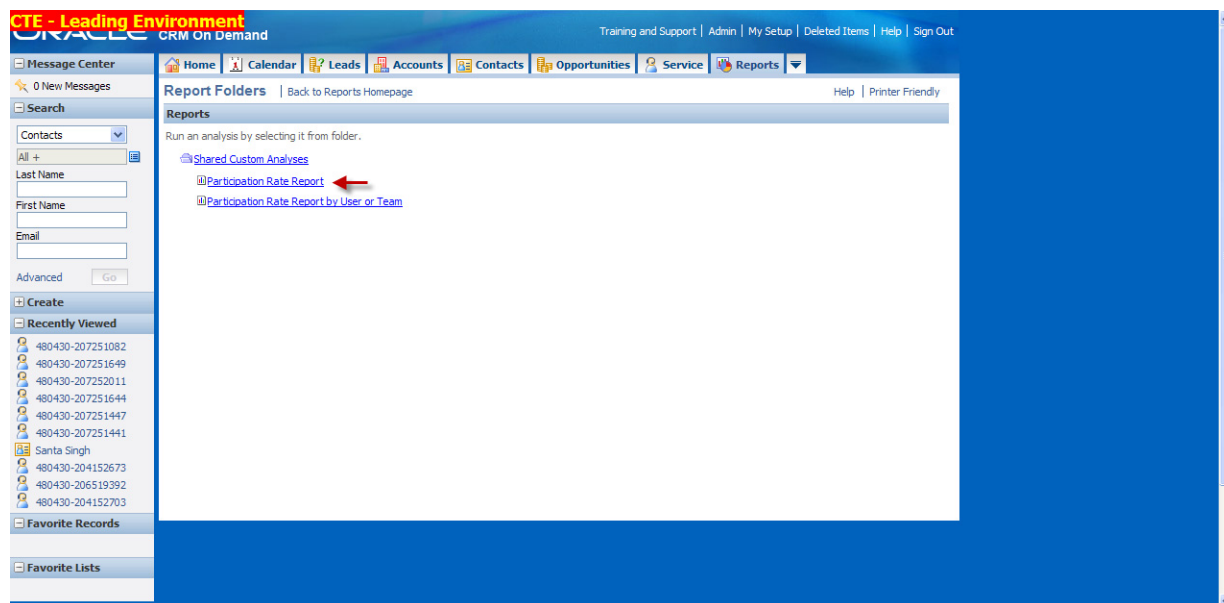
Refresh - Printer Friendly - Download

Done Internet 100%

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



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



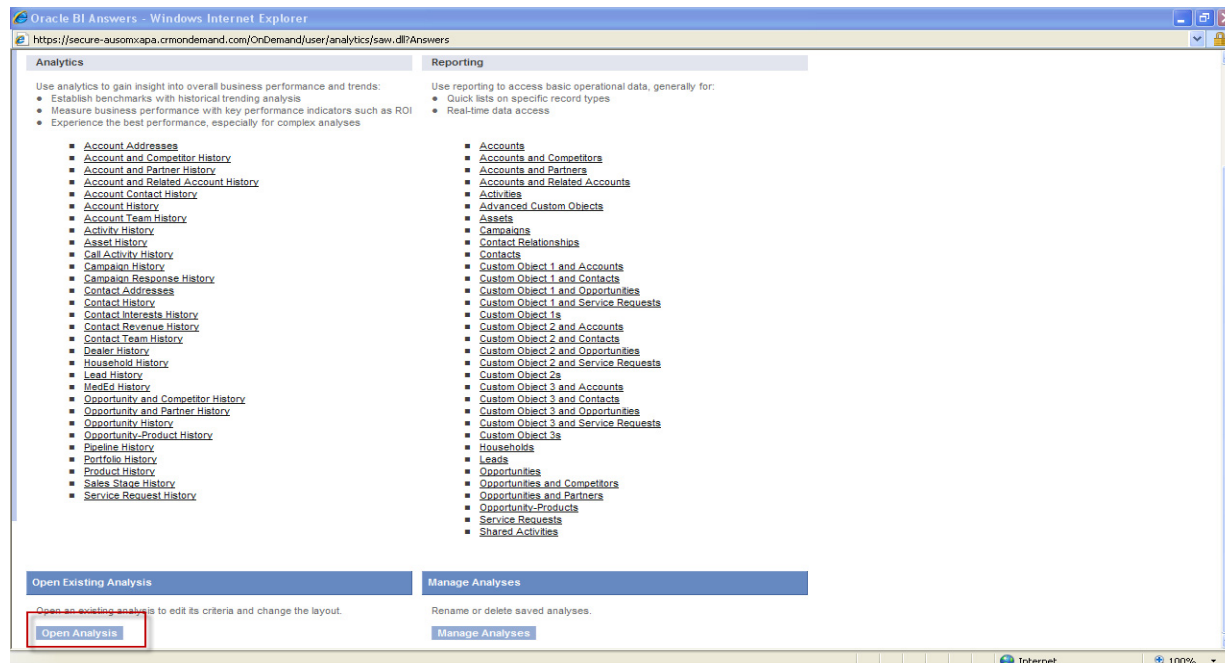
This completes the setup of the Participation Rate Report. See “Add To Service Home Page: Participation Report (optional)” on page 107.

# 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.

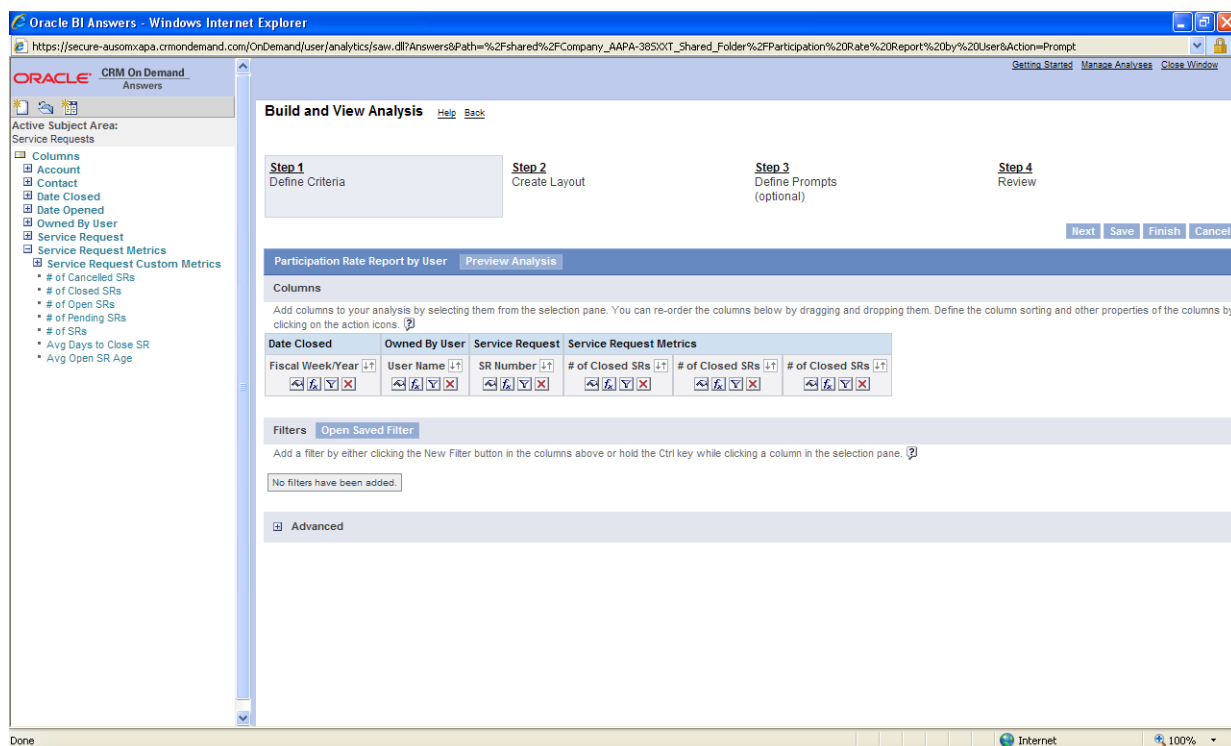
- 1 Login as an Oracle CRM On Demand user with the Administrator role.
- 2 From the Report screen (tab) select the Design Analyses link. Then, click on the 'Service Requests' subject area in the Reporting Column.



- 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.

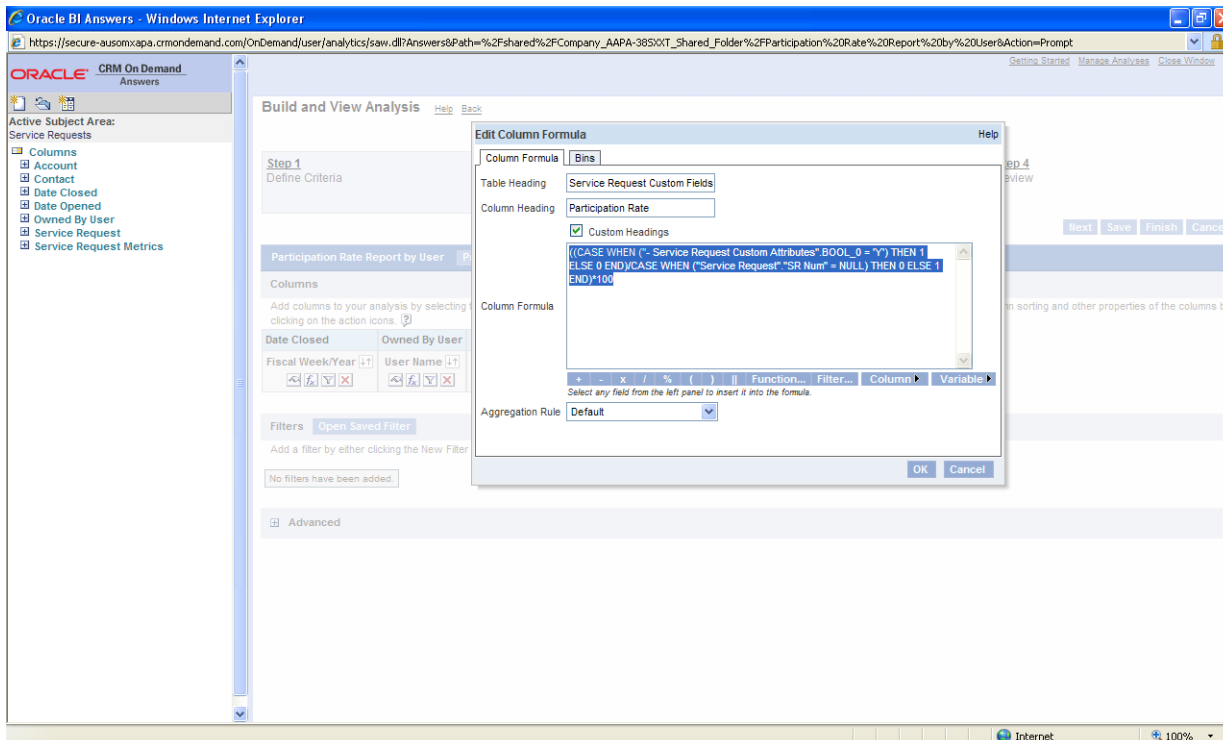
- a Add the column – **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.
- b Add the column – **SR Number** from Service Request section from left hand pane to the right pane.
- c Add the column – **User Name** from the Owned by User section from the left hand pane to the right pane. This new variable, when added to report created in "Participation Rate Report", creates Participation Rate 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.

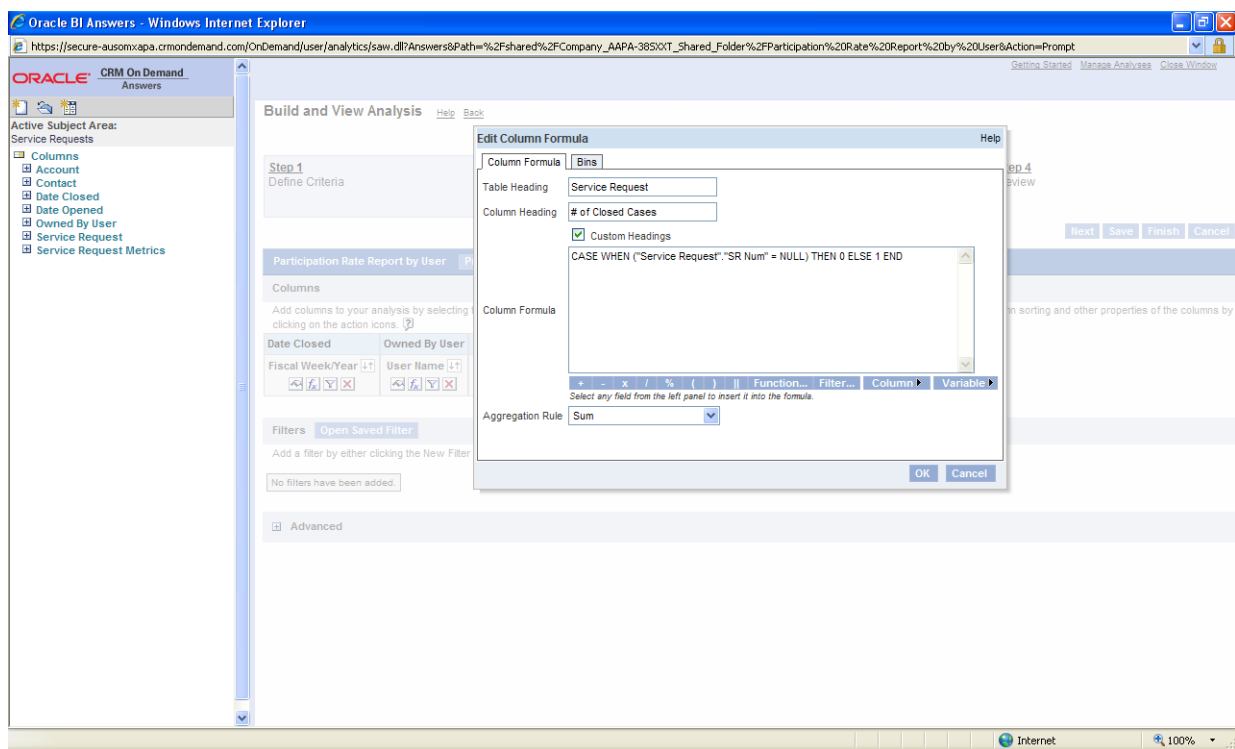
```
((CASE WHEN (" - Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END)/CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0 ELSE 1
END)*100
```





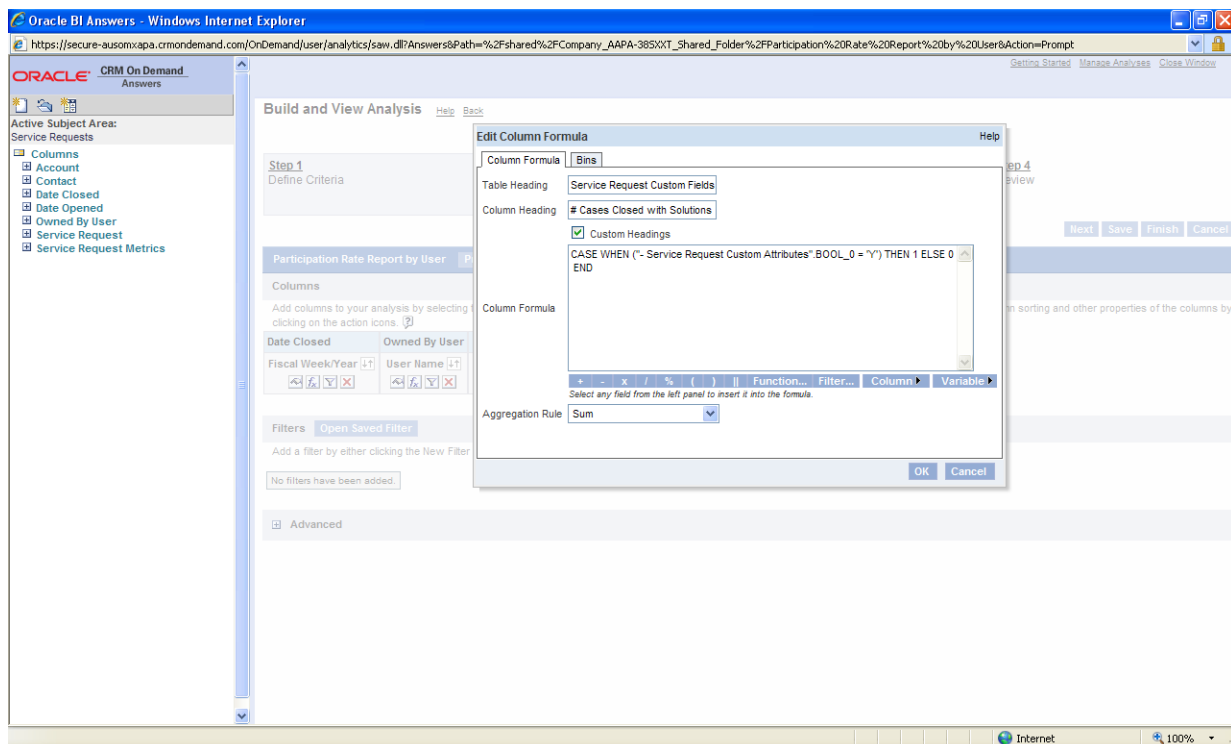
- 6 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the 'Custom Headings' check box and then type the new name.
- 7 Create the following formula in the Column Formula field.  

```
CASE WHEN ("ServiceRequest"."SR Num"=NULL) THEN 0 ELSE 1 END
```

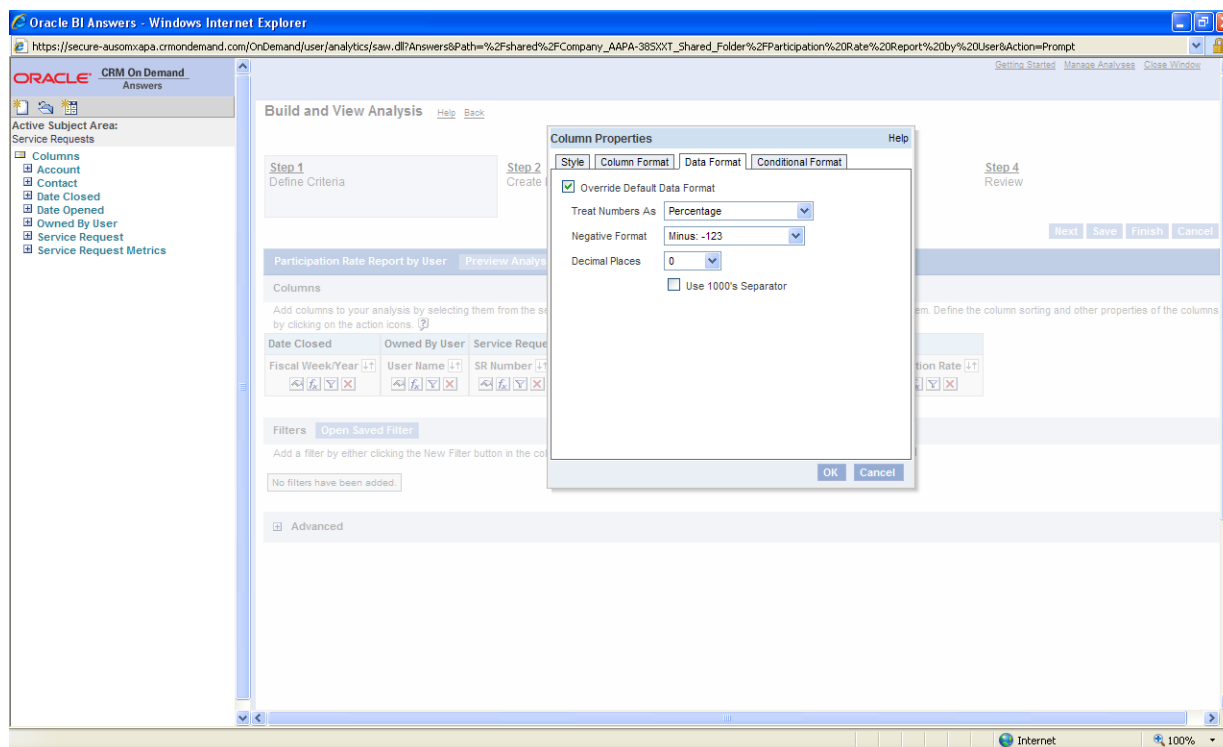


- 8 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the 'Custom Headings' check box and then type the new name.
- 9 Create the following formula in the Column Formula field.

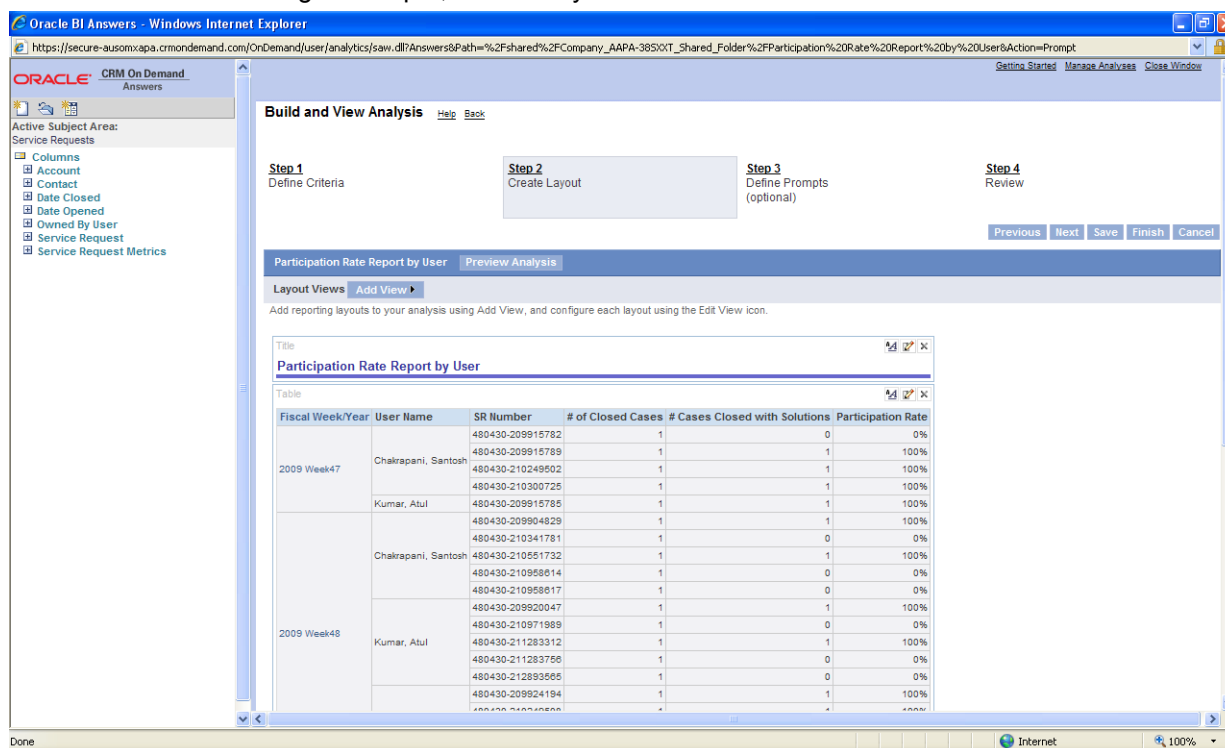
```
CASE WHEN (" - Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END
```



- 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 interface in a Windows Internet Explorer browser. The main window is titled 'Build and View Analysis' and contains a navigation pane on the left with a tree view of 'Active Subject Area: Service Requests' including 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, there's a 'Participation Rate Report by User' section with a 'Layout Views' tab and an 'Add View' button. A table titled 'Participation Rate Report by User' is displayed, showing data for Fiscal Week 47 and 48, including User Name, SR Number, # of Closed Cases, # Cases Closed with Solutions, and Participation Rate.

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%
	Kumar, Atul	480430-210300725	1	1	100%
		480430-209915785	1	1	100%
		480430-209904829	1	1	100%
2009 Week48	Chakrapani, Santosh	480430-210341781	1	0	0%
		480430-210551732	1	1	100%
		480430-210958614	1	0	0%
	Kumar, Atul	480430-210958617	1	0	0%
		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.

- 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**.

- 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 interface in a Windows Internet Explorer browser. The 'Build and View Analysis' step is active. The 'Participation Rate Report by User' is displayed. The 'More Options' menu is open for the '# of Closed Cases with Solutions' column, and 'Sum' is selected under the 'Aggregation Rule' option.

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**.

The screenshot shows the Oracle BI Answers interface in a Windows Internet Explorer browser. The 'Build and View Analysis' step is active. The 'Participation Rate Report by User' is displayed. The 'More Options' menu is open for the 'Participation Rate' column, and 'Average' is selected under the 'Aggregation Rule' option.

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%
	Chakrapani, Santosh	5	2	40%
2009 Week48	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.

**Edit View**

☒ Enable alternating row "green bar" styling

Alternate: [All Columns](#)

Set alternate format: [OK](#) [Cancel](#)

**Rows**

Date Closed

Fiscal Week/Year [Filter](#) [Sort](#)

**Measures**

Service Request Metrics

# of Closed Cases [Filter](#)

# of Closed Cases with Solutions [Filter](#)

Participation Rate [Filter](#)

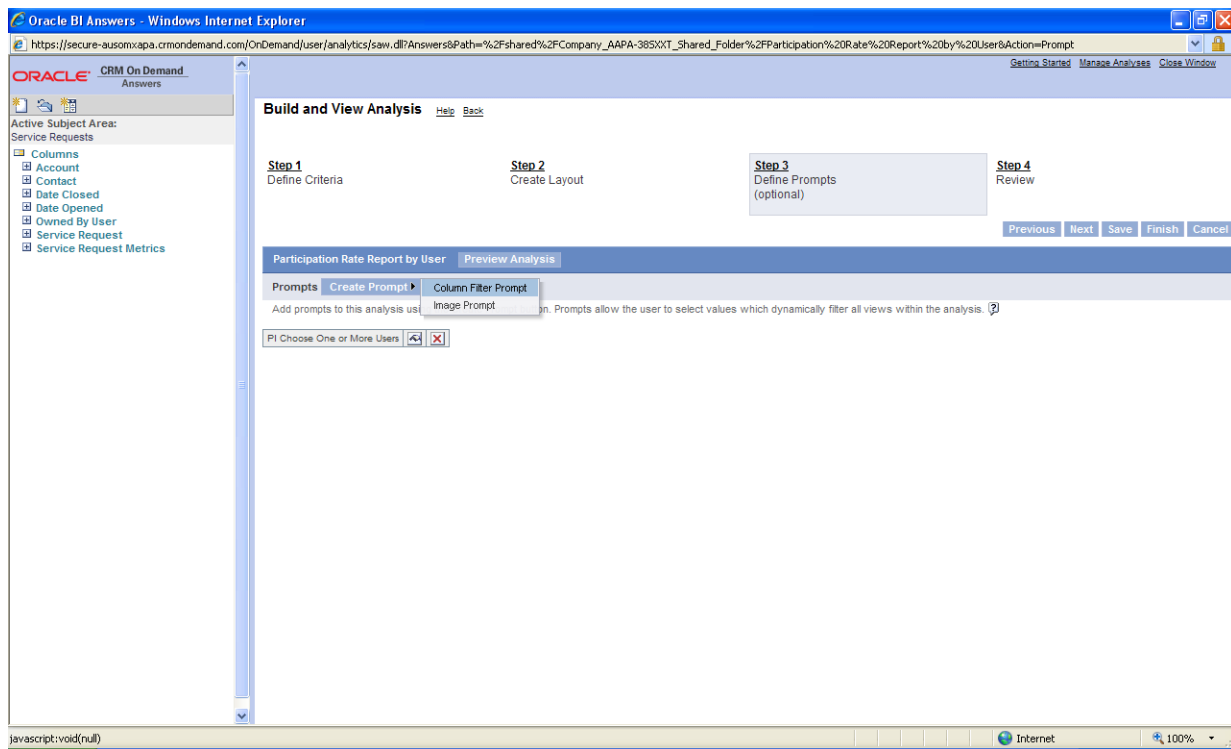
☒ [Display Results](#)

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.

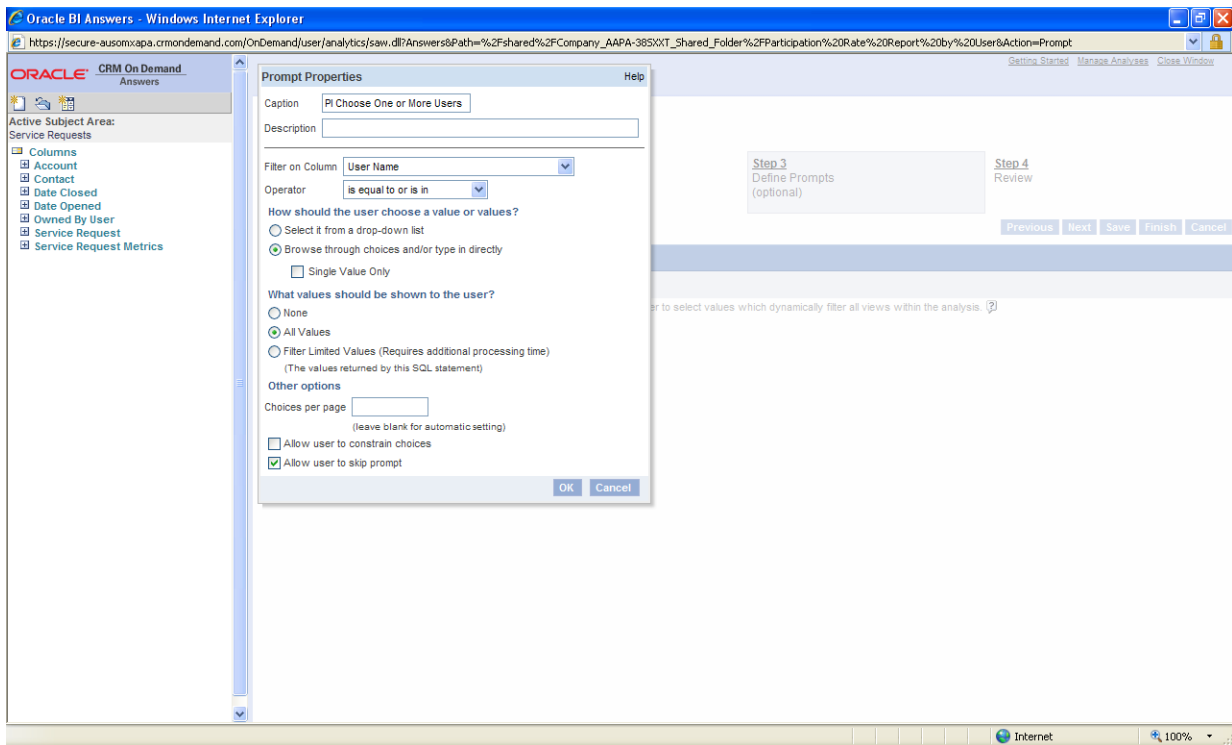
**21** Click **Next** to access the Prompts section.

**22** Click **Create Prompt** and select 'Column Filter' Prompt.



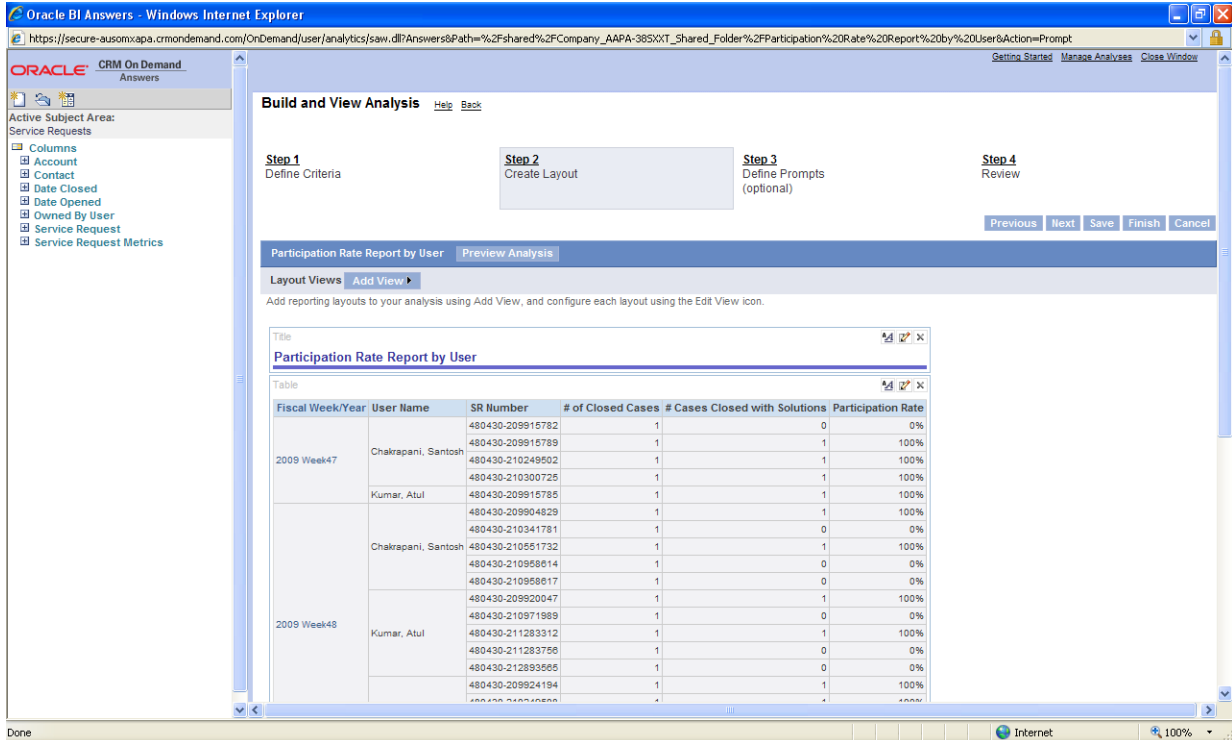
- 23** In the pop up box that follows, make the selections as shown in the screen shot below. Click **OK** to confirm once you have made the selections.

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.



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 X

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

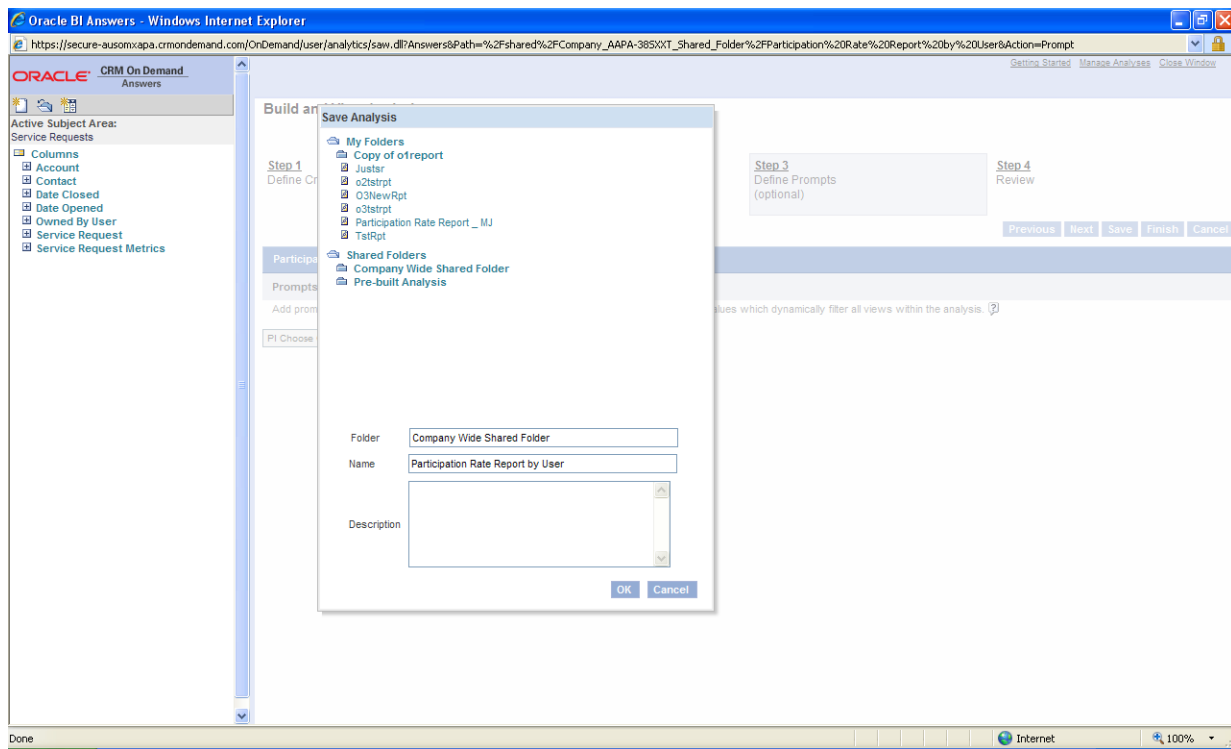
### Participation Rate Report by User

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>

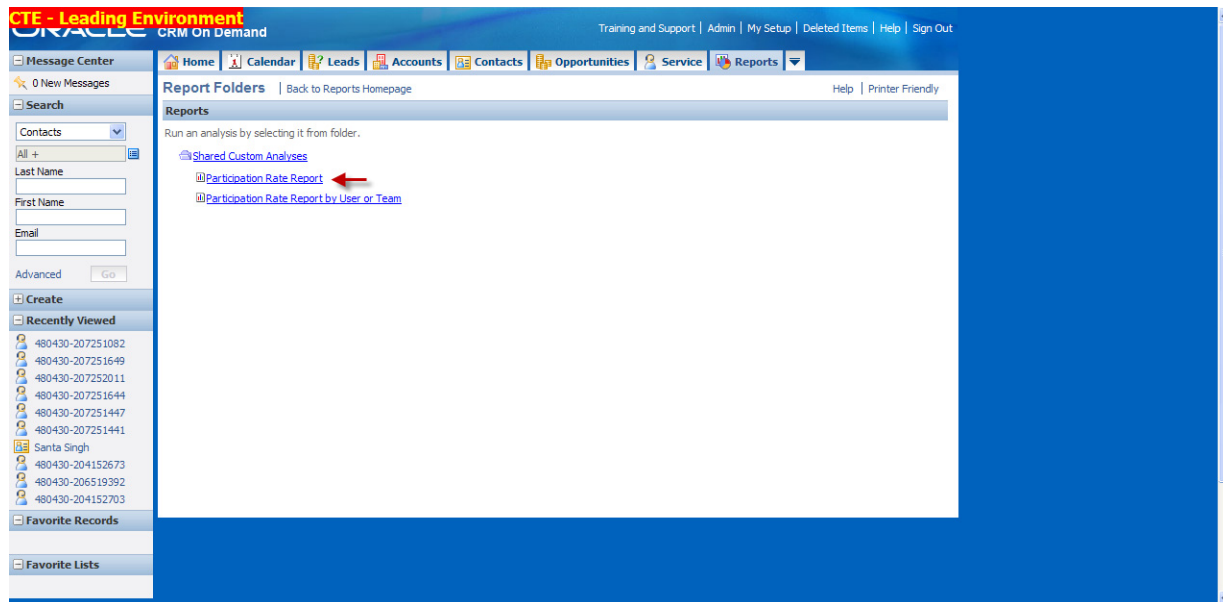
Refresh - Printer Friendly - Download

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.

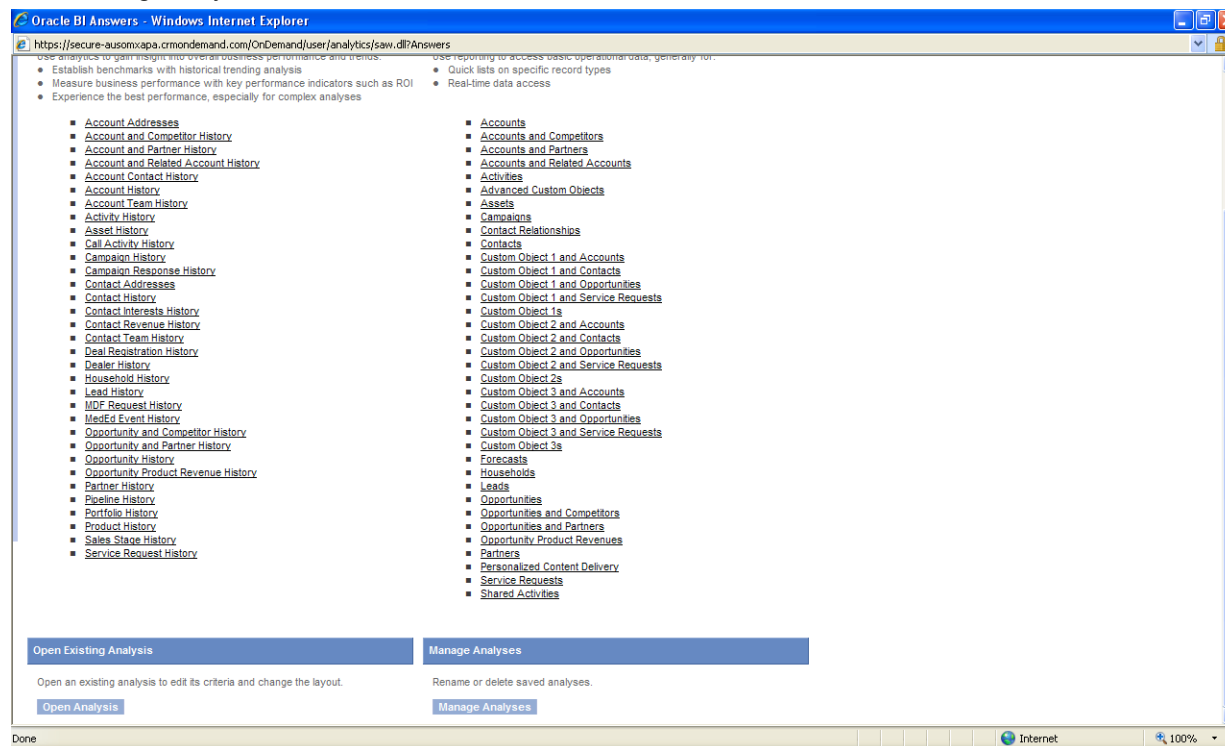


This completes the setup of the Participation Rate Report by User.

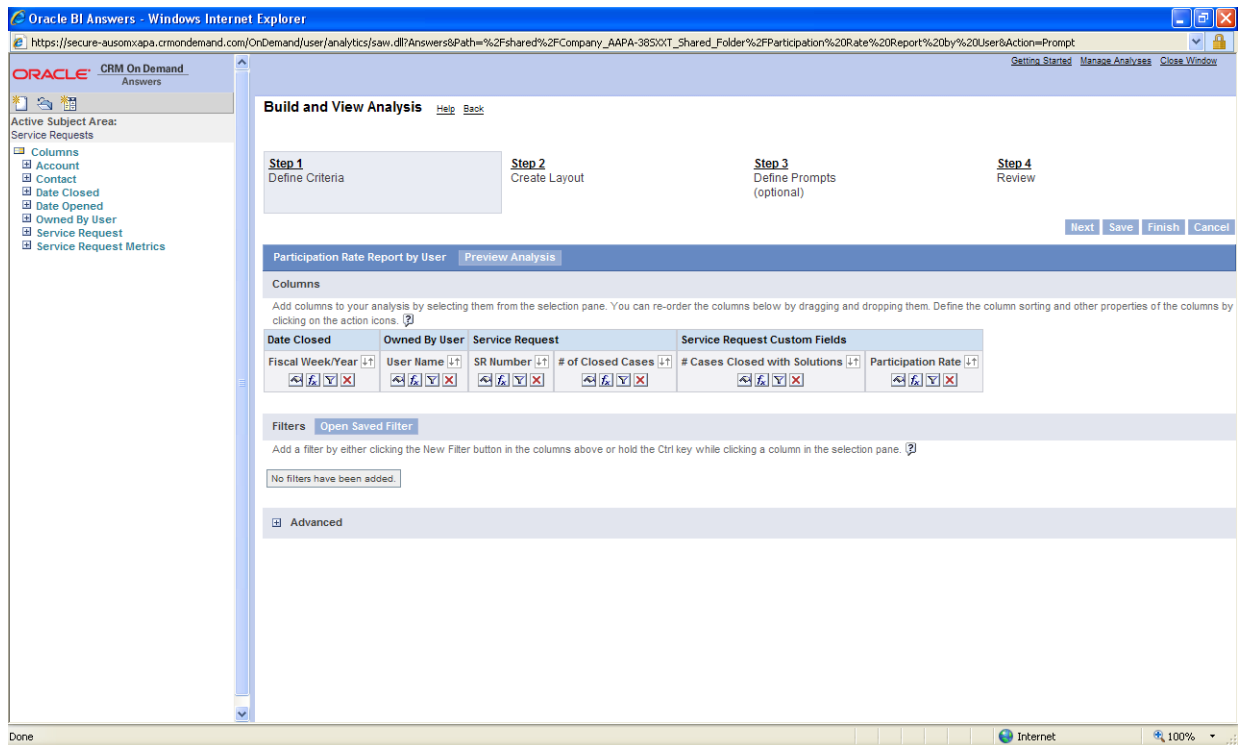
## Add To Service Home Page: Participation Report (optional)

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.

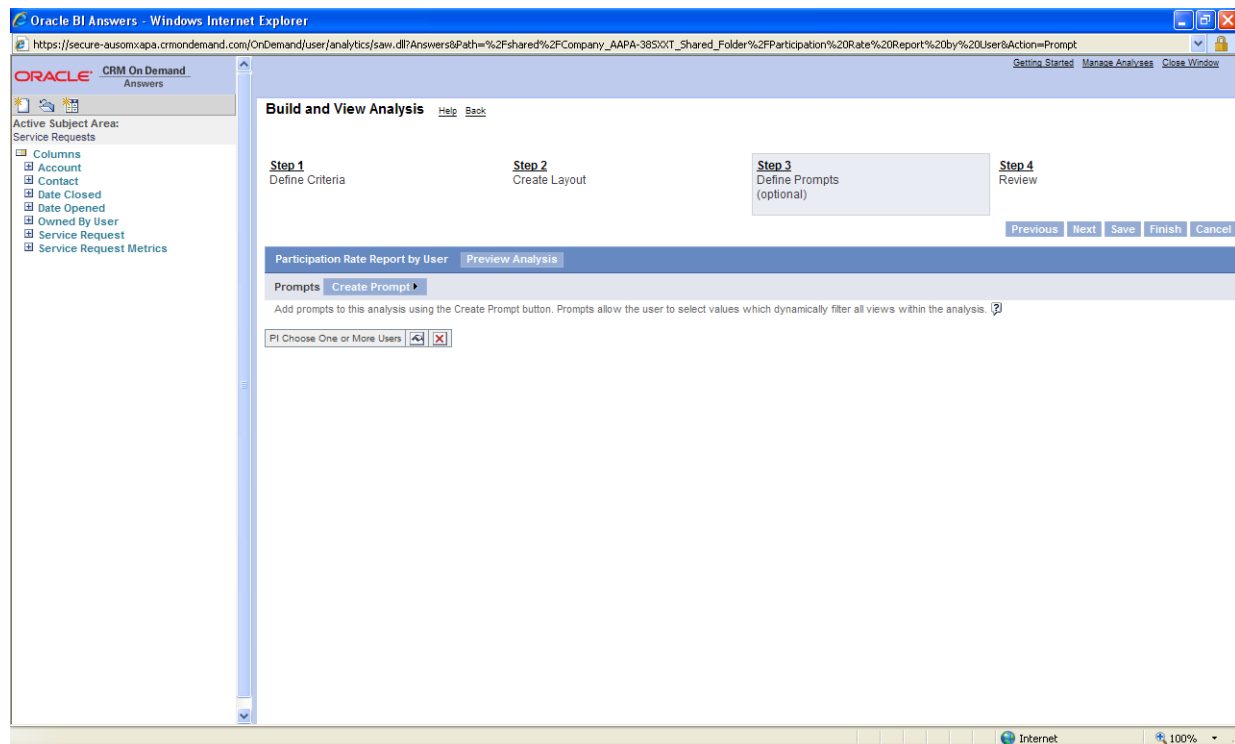
- 1 Login as an Oracle CRM On Demand user with the Administrator role.
- 2 Go to the Design Analysis link on the Reports Home. Choose Open Analysis from the section Open Existing Analysis on the lower left side of the browser window.



- 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.

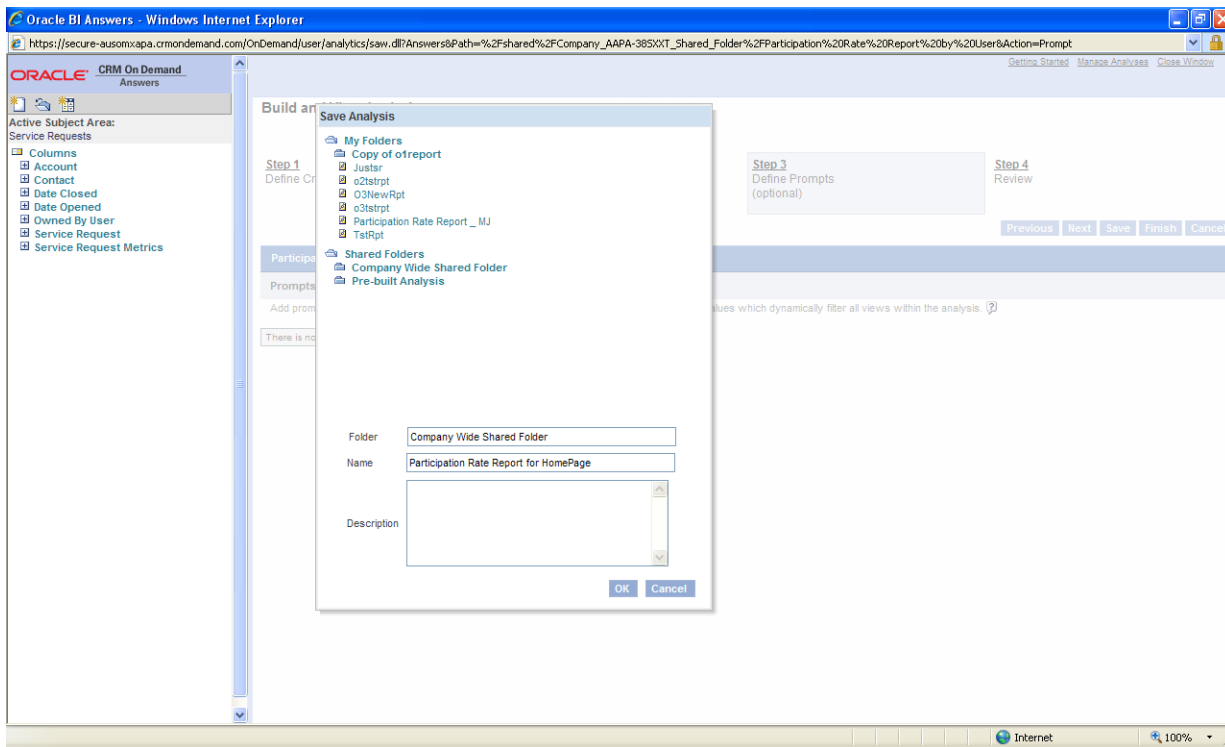


- 4 Go to the Prompts Section and delete the previously created prompt. If this was not defined in section B then you may skip this step.

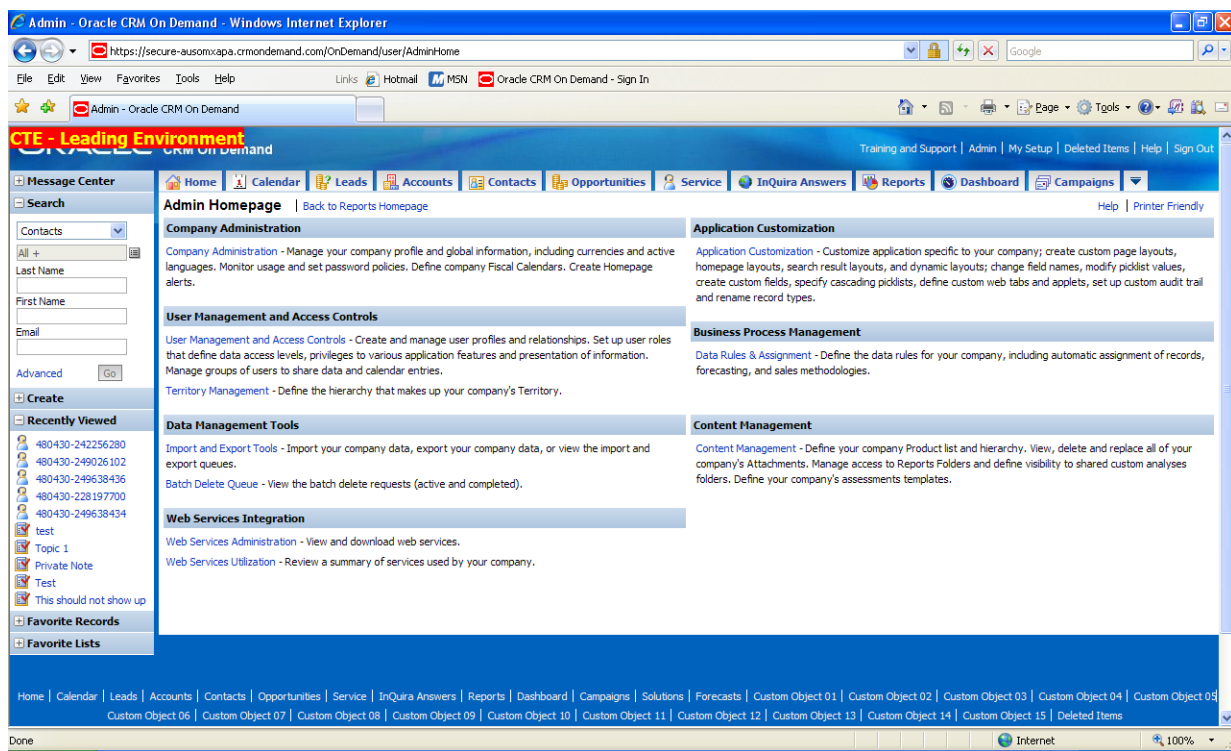




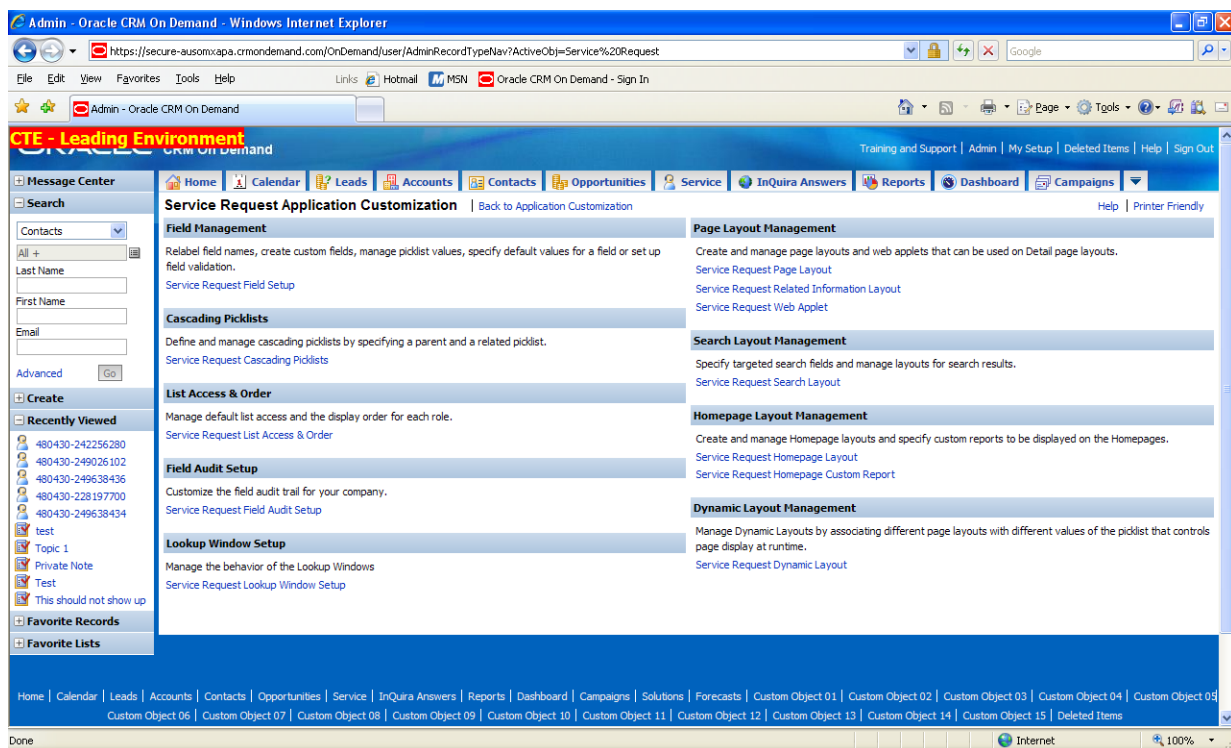
- 5 Save this report under a different Name e.g. **Participation Rate Report for HomePage**. You may close the window after Saving.



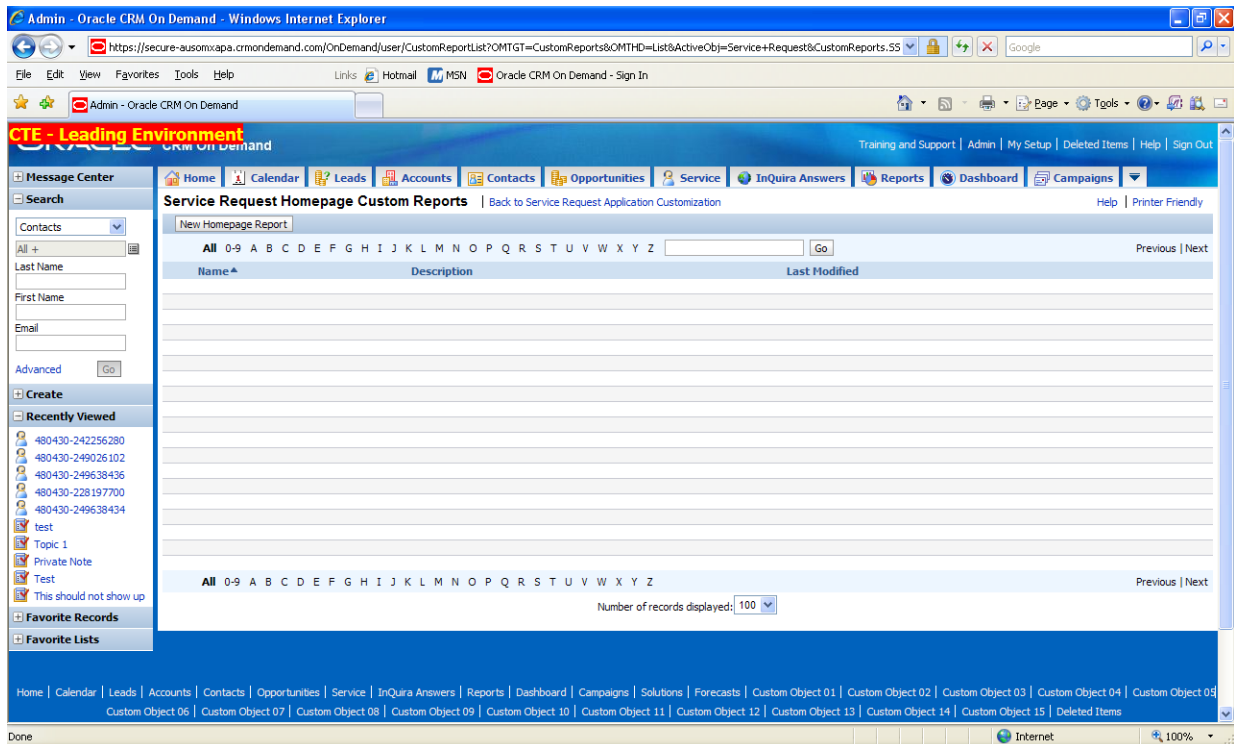
- 6 Click the Admin link on the top right corner of your screen.



- 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.

**Admin - Oracle CRM On Demand - Windows Internet Explorer**

https://secure-ausomxapa.crmondemand.com/OnDemand/user/CustomReportNew?OMRET1=CustomReportList%3FOMTGT%3dCustomReports%26OMTHD%3dList%26Ac...

**CTE - Leading Environment**

Training and Support | Admin | My Setup | Deleted Items | Help | Sign Out

**Message Center**

**Search**

Contacts

All +

Last Name

First Name

Email

Advanced Go

**Create**

**Recently Viewed**

480430-242256280

480430-249026102

480430-249638436

480430-228197700

480430-249638434

test

Topic 1

Private Note

Test

This should not show up

**Favorite Records**

**Favorite Lists**

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

Help | Printer Friendly

**Homepage Custom Report** Save Cancel

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

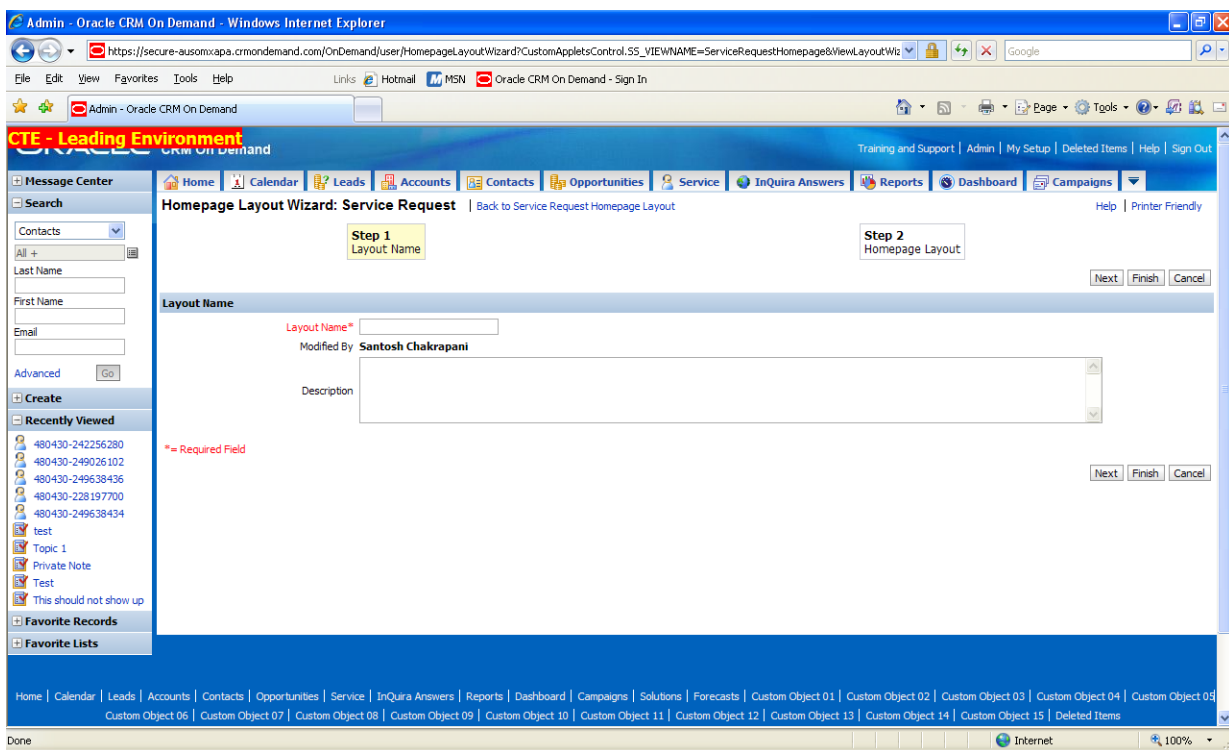
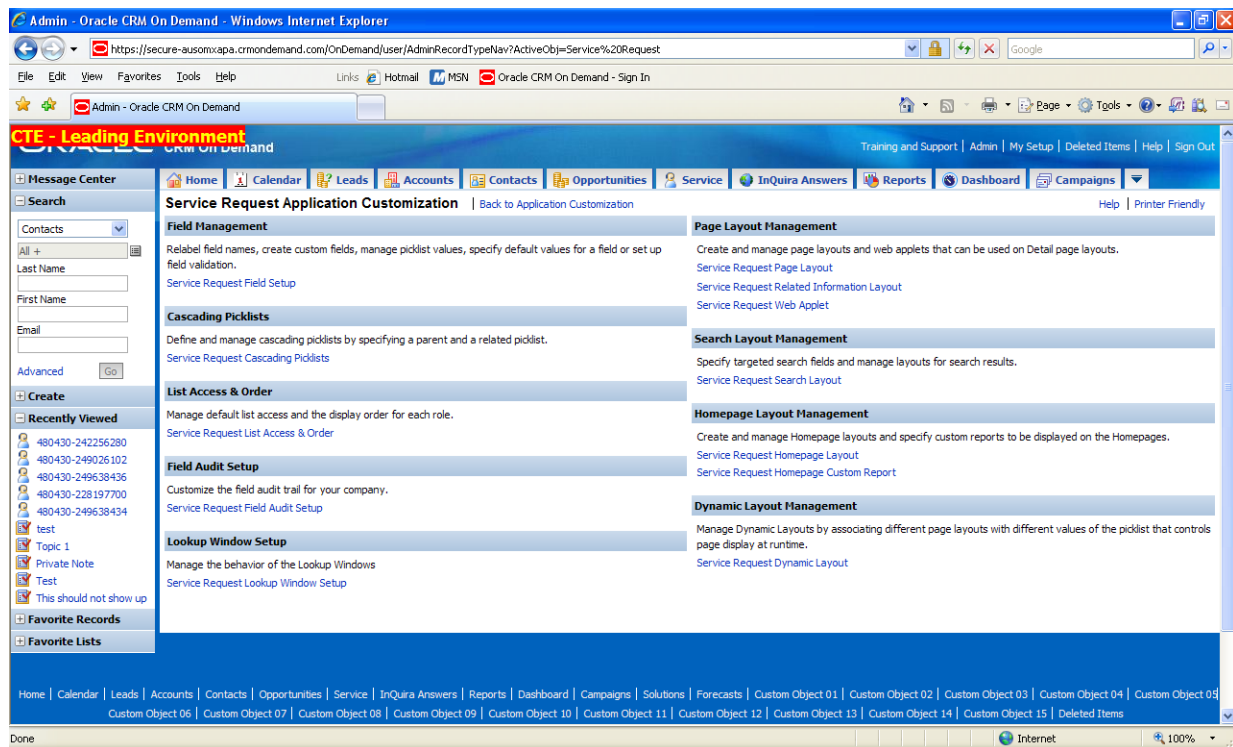
Home | Calendar | Leads | Accounts | Contacts | Opportunities | Service | InQura Answers | Reports | Dashboard | Campaigns | Solutions | Forecasts | Custom Object 01 | Custom Object 02 | Custom Object 03 | Custom Object 04 | Custom Object 05 | Custom Object 06 | Custom Object 07 | Custom Object 08 | Custom Object 09 | Custom Object 10 | Custom Object 11 | Custom Object 12 | Custom Object 13 | Custom Object 14 | Custom Object 15 | Deleted Items

Done

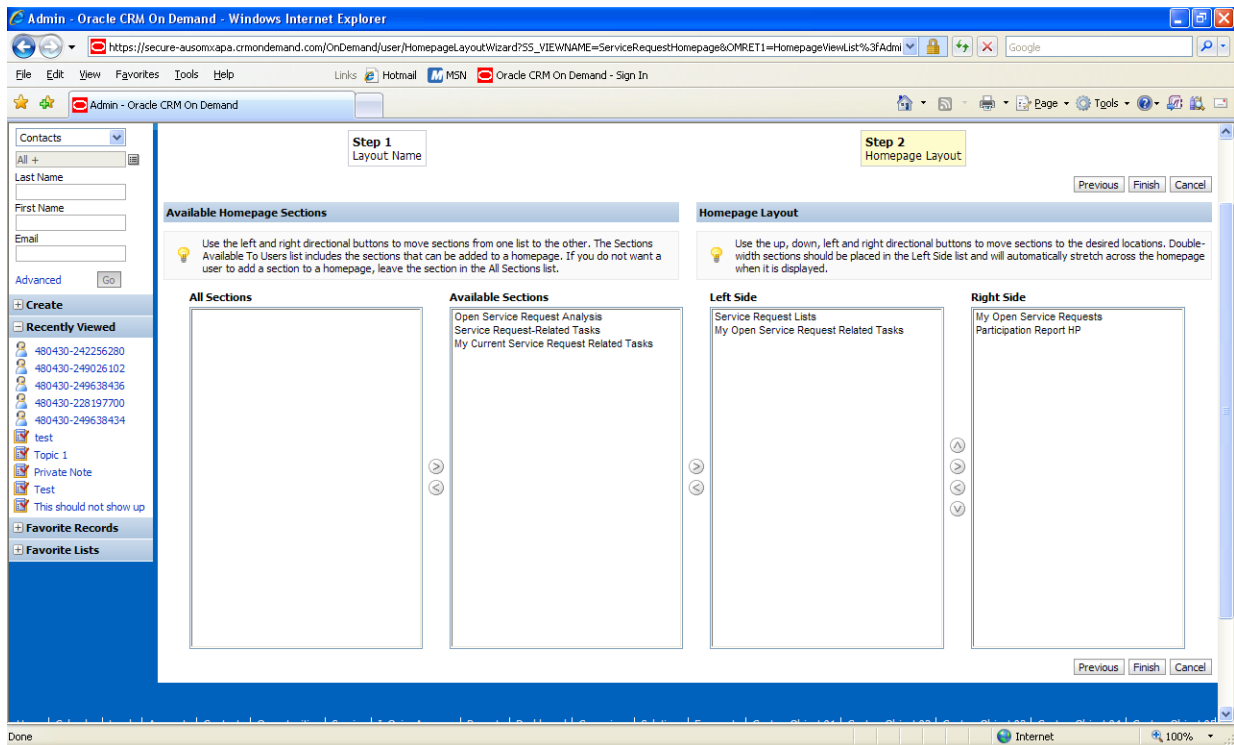
Internet 100%

10 Click Save and Exit.

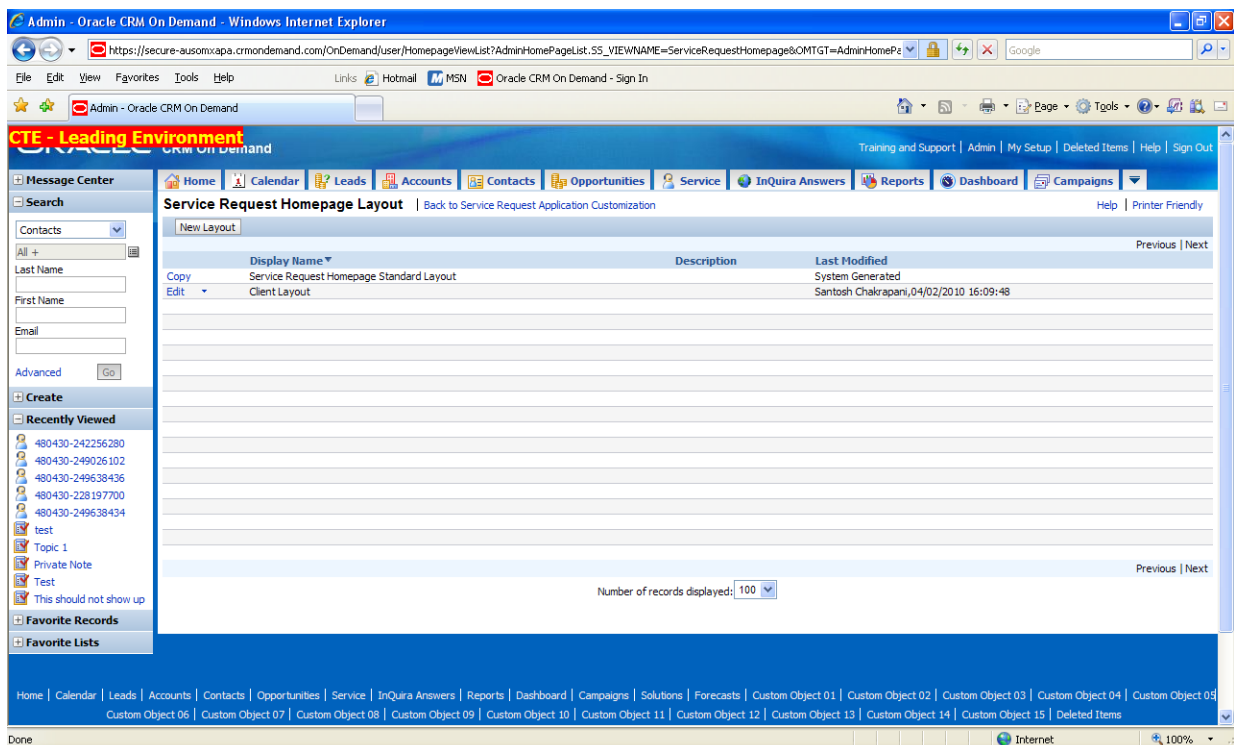
11 Now Select the 'Service Request Homepage' Layout. Click the copy link to create a copy of the out-of-the-box homepage layout. Choose any name you want for the layout.



- 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.

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.

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](#)

Service - Oracle CRM On Demand - Windows Internet Explorer

https://secure-ausomx.apa.crmondemand.com/OnDemand/user/ServiceRequestHomepage?AAPA-44U1ST.Execute=Y

File Edit View Favorites Tools Help Links Hotmail MSN Oracle CRM On Demand - Sign In

Service - Oracle CRM On Demand

CTE - Leading Environment CRM On Demand

Training and Support | Admin | My Setup | Deleted Items | Help | Sign Out

Message Center Search

Contacts

All +

Last Name

First Name

Email

Advanced Go

Create

Recently Viewed

480430-242256280

480430-249026102

480430-249638436

480430-228197700

480430-249638434

test

Topic 1

Private Note

Test

This should not show up

Favorite Records

Favorite Lists

Service Request Homepage

Service Request Lists New

- 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
- My Service Requests

Manage Lists

My Open Service Requests New

Service Number	Subject	Status	Priority
480430-227659558	Defect in Search CaseSSPCase serviceRequest = new SSPCase();SSPCase serviceRequest = new SSPCase();SSPCase serviceRequest = new SSPCase();SSPCase serviceRequest = new SSPCase();SSPCase serviceRequest = new SSPCase();SSPCa	Open	1-ASAP
480430-225131242	Serene Implements CRMOD - "High Priority"	Open	2-High
480430-216664670	SR_KEY_7 FOR JUNIT TEST CASE [Do Not Touch]	Open	3-Medium
480430-216664663	Serene Implements Siebel 22	Open	1-ASAP
480430-216664321	SR_KEY_5 FOR JUNIT TEST CASE [Do Not Touch]	Open	3-Medium
480430-213306836	Oracle has issues with CRM On Demand	Open	3-Medium

Show Full List

My Open Service Request Related Tasks New

Due Date	Priority	Subject	Service Request
1/6/2010	↓	Topic 1	480430-225877784
1/6/2010	↓	Private Note	480430-226516094
1/6/2010	↓	More Details	480430-226516094
1/7/2010	↓	test	480430-226530483
1/8/2010	↓	We are looking into this	480430-226896664
1/8/2010	↓	Thanks for your patience	480430-226918130
1/8/2010	↓	Work In Progress	480430-226887074
1/8/2010	↓	Please send log files	480430-226922340
1/8/2010	↓	This should not show up	480430-226922340
1/11/2010	↓	Test	480430-226906156

Show Full List

Participation Report HP

Participation Rate Report for HomePage

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%
	Chakraani,			

Done

Internet 100%



# 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="CRMSelfService/lib"/>
    <fileset dir="Build/Frameworks/CRMSelfService.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}/crmselfservice.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 118 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 144 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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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</
Code><DisplayValue>Outage</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Pay Phone</Code><DisplayValue>Pay Phone</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Product
Complaint</Code><DisplayValue>Product Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Product Information</Code><DisplayValue>Product
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Radio</Code><DisplayValue>Radio</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Rattle</

```

```

Code><DisplayValue>Rattle</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Scheduled Maintenance</Code><DisplayValue>Scheduled
Maintenance</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Services</Code><DisplayValue>Services</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Shimmy</
Code><DisplayValue>Shimmy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Slipping</Code><DisplayValue>Slipping</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Squeaking</
Code><DisplayValue>Squeaking</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Stalling</Code><DisplayValue>Stalling</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Sticking in Gear</
Code><DisplayValue>Sticking in Gear</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Surging</Code><DisplayValue>Surging</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Tank</
Code><DisplayValue>Tank</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transmission</Code><DisplayValue>Transmission</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Underground Fuel</
Code><DisplayValue>Underground Fuel</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Unscheduled Maintenance</Code><DisplayValue>Unscheduled
Maintenance</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Vending</Code><DisplayValue>Vending</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Wind Noise</
Code><DisplayValue>Wind Noise</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Wipers</Code><DisplayValue>Wipers</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Product</
Code><DisplayValue>Product</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Referral</Code><DisplayValue>Referral</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Auto New Policy</
Code><DisplayValue>Auto New Policy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Auto Policy Change</Code><DisplayValue>Auto Policy
Change</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Group
General Information</Code><DisplayValue>Group General Information</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Group Member</
Code><DisplayValue>Group Member</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Household Household Change</
Code><DisplayValue>Household Household Change</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Household Information</Code><DisplayValue>Household
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Household Quote</Code><DisplayValue>Household Quote</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Individual Health
Appeals</Code><DisplayValue>Individual Health Appeals</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Individual Health Benefits</
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Code><DisplayValue>Transaction Posting Error</DisplayValue><Disabled>Y</Disabled></
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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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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 - -----
-----
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/>
<ListOfPicklistValue><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><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=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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><CreateDate>09/27/2010 18:27:45</CreateDate><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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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></

```









```

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><CreatedBy>AAPA-3SO68N</CreatedBy><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><CreatedBy>AAPA-3SO68N</CreatedBy><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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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:CreateDate></ns1:CreateDate><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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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

```

1) test

Documents Viewed

1)

```

</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.e3iRbxqLaNb0ax4NaNeRbxyKa
40; 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
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-3SO68N</CreatedById><CreatedDate>09/28/2010
01:34:59</CreatedDate><ModifiedById>AAPA-3SO68N</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.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; 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:CreateDate></ns1:CreateDate><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:CreateDate></ns1:CreateDate><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.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; 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

1) test

Documents Viewed

1)
</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.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; 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.e3iRbxqLaNb0ax4NaNeRbxyKa
i0; 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.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; 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.e3iRbxqLaNb0ax4NaNRbxyKai0; 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.e3iRbxqLaNb0ax4NaNeRbxy  
Kay0; 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.e3iRbxqLaNb0ax4NaNeRbxy
Kay0; 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.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; 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.e3iRbxqLaNb0ax4NaNeRbxyKai0; 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.e3iRbxqLaNb0ax4NaNeRbxyKai0; 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.e3iRbxqLaNb0ax4NaNeRbxy
Kai0; 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.e3iRbxqLaNb0ax4NaNeRbxy  
Kai0; 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:CreateDate>09/27/2010</ns1:CreateDate><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.e3iRbxqLaNb0ax4NaNeRbxy  
Kai0; 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.e3iRbxqLaNb0ax4NaNeRbxyKai0; 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.e3iRbxqLaNb0ax4NaNeRbxyKai0; 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 - -----

```
<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></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><CreatedBy>AAPA-3SO68N</CreatedBy><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.e3iRbxqLaNb0ax4NaNeRbxy
Kay0; 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.e3iRbxqLaNb0ax4NaNeRbxyKay0; 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.