

Oracle Cloud Adapter for Oracle RightNow Cloud Service



Oracle Cloud Adapter for Oracle RightNow Cloud Service provides seamless connectivity and integration with the RightNow Cloud Service enabling customers to extend their Service Cloud platform to deliver superior and mission critical customer experience. The adapter delivers faster time to integration, increased productivity and lower TCO to customers while integrating with the SaaS Application.

KEY FEATURES

- Intuitive and rich design-time wizards in JDeveloper
- Built on *Connect Web Services for SOAP*
- Support for RightNow standard WSDL
- Powerful ROQL Designer/Test UI with code-assist capabilities
- Support for standard and custom Objects
- Simple to configure yet powerful security model
- Highly available, scalable and reliable.
- Simplified data mapping from/to RightNow Business Objects
- Support for Batch Integration

Product Overview

Oracle Cloud Adapter for RightNow provides breakthrough developer productivity, comprehensive connectivity, reliability and performance for integration with Oracle RightNow Cloud Service. The Adapter provides value to customers across three key dimensions:

- **Reduced Cost of Integration.** SaaS Application Integration is much more than making that web service call. There are several design-time and runtime considerations that require users to manually build and manage additional business logic into their integration middleware for authentication, session management, transformation mappings and more. The Oracle Cloud Adapter for RightNow significantly lowers the cost of building and maintaining this complex business logic through out-of-the-box features that users can graphically configure through a point-and-click wizard based designer integrated within Oracle JDeveloper.
- **Improved Developer Productivity.** The Oracle Cloud Adapter for RightNow provides a graphical wizard for configuring connectivity and integration with Oracle RightNow Cloud Service. The Adapter streamlines and simplifies the development experience by providing a graphical business object catalog that enables users to natively browse, search and select one or more business objects of interest without needing to understand technical details.
- **Faster time to market.** The integration developers no longer need to unscramble the complicated out of the box service interface and build the integration code manually. The RightNow Cloud Adapter use diminishes errors in implementation and makes test cycles faster, thus reducing time-to-market for integrations of RightNow Cloud with other cloud and on-premise applications across business processes.

The key features of the adapter are as follows.

Graphical Discovery of Standard and Custom Business Objects

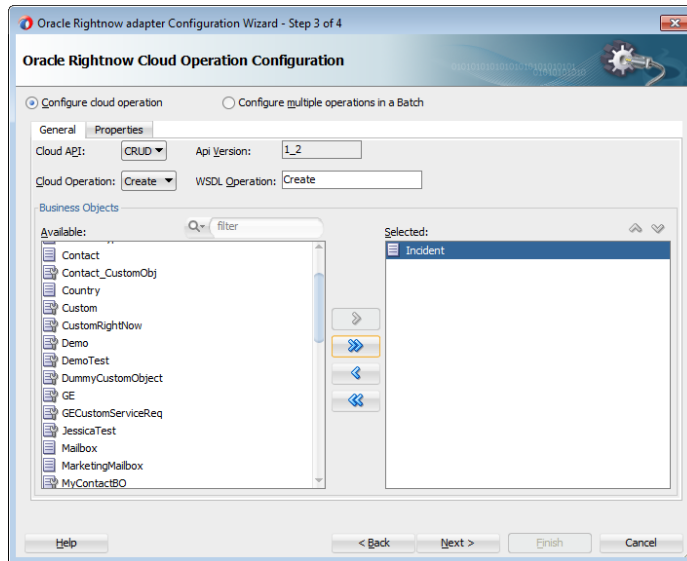


Figure 1: The Business Object catalog in the RightNow Adapter designer

The graphical adapter configuration wizard in JDeveloper enables users to browse and search for standard and custom business objects in RightNow. It provides a highly simplified declarative way to pick the Object and Operation of choice without needing to understand the technical details.

Powerful ROQL Designer/Test UI with Code-Assist and Validation

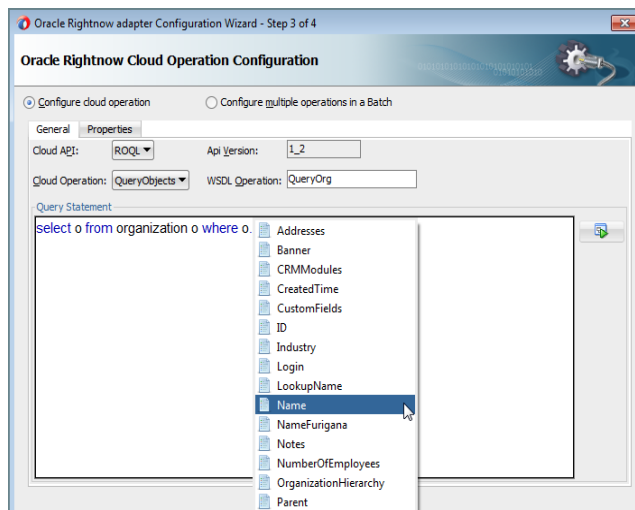


Figure 2: The ROQL Code editor in JDeveloper

The adapter design-time provides a validating code editor for modeling ROQL queries with code-insight support. This means that you do not need to remember the exact

names of the objects and relationships when you model these queries. The editor also visually highlights syntax errors in the queries while you edit them. The editor also has a design-time test support. You can run your queries against a RightNow cloud instance and validate the semantics and results of query right at design-time.

Bulk, Batch and Chain Operations at Design-time

The RightNow Adapter design-time enables point and click modeling of bulk interactions to create contacts, incidents & accounts in a single request.

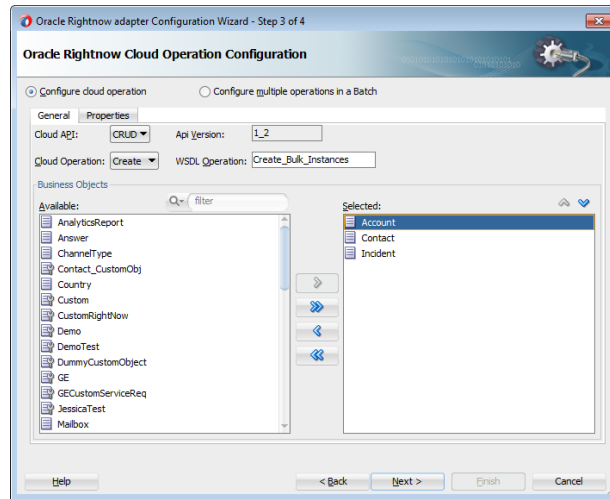


Figure 3: Configuring Bulk operations

You can also visually configure batch operations to mix multiple kinds of operations on disparate business objects. For instance, you can configure a batch operation to create, update, delete and send mail to a contact in a single request.

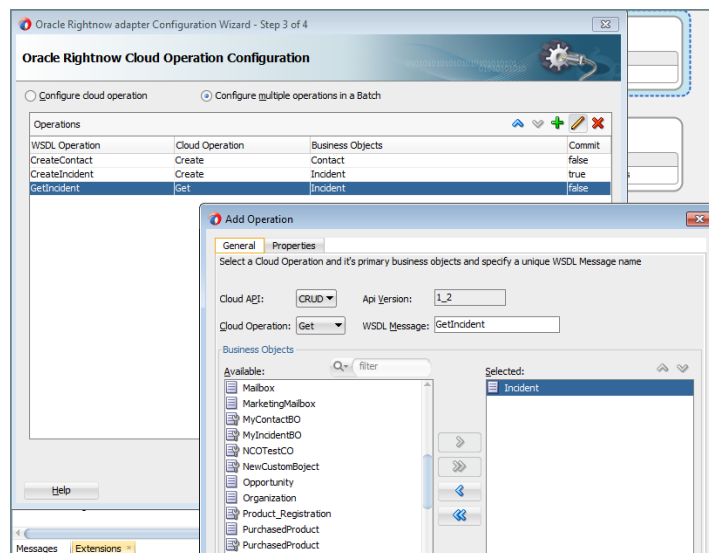


Figure 4: Intuitive visual modeling of batched operations

The RightNow adapter also supports chaining CRUD operations to process dependent business objects in one single request. For instance, you can create a new contact and “chain” the contact id to a new incident, setting the incident contact in a single request.

Comprehensive RightNow Connectivity

The adapter supports integration with RightNow Cloud Service via the Connect Web Services for SOAP API. It enables performing the following operations on the RightNow instance.

1. CRUD (create/get/update/destroy)
2. Query (ROQL)
3. Batch of CRUD/Query Operations

Simple to configure yet powerful security model

The adapter design-time enables users to specify the RightNow credentials at design-time and securely stores them in a credential store. You do not need to manage these security policies manually in your integration projects. These are transparently managed by the Adapter instead.

Simplified Service Interface

The service interface exposed by RightNow Cloud Service is loosely typed and polymorphic in nature, making it cumbersome to work with, especially when modeling transformations. The adapter design-time alleviates this complexity by generating a much simpler and strongly typed service interface that aids visual mappings between business object documents.

Certification with Oracle Fusion Middleware Components

The adapter is certified to work with the Oracle SOA Suite and Oracle BPM Suite components including SOA composite applications and Oracle Service Bus.



CONTACT US

For more information about the Oracle Cloud Adapter for RightNow Cloud Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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