



Oracle Integration Cloud Process Automation Apps

Integrate, Automate and Analyze

ORACLE LAB BOOK | MAY 2018



By
Nathan Angstadt

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Introduction

This workshop will provide you hands on experience building Process Apps; business applications that digitize, automate and streamline end to end business processes. But why are these applications important?

SaaS and on-premise CX, HCM and ERP enterprise applications form the pillars of business operations. However, many business processes include activities and stakeholders that fall outside of the enterprise application scope or user community. And even more business processes span multiple enterprise applications, creating disconnects as the cross-pillar business process transitions from one enterprise application to another. In many businesses, it is common that these business processes have evolved into an inefficient set of ad-hoc activities managed by emails, spreadsheets and lots of manual repetitive tasks. The result is ineffective operations, lack of governance and disconnected customer and employee experiences. These threats to a competitive business are opportunities for digital transformation.

The Oracle Integration Cloud platform makes it easy to build, deploy and run business applications that digitize, automate and streamline these business processes, integrate the pillar enterprise applications and provide real-time insight into business operations. The ability to rapidly create these types of business applications is an integral part of any digital transformation strategy and helps drive faster innovation, better decisions and exceptional business outcomes.

A key component in building these business applications is the Oracle Integration Cloud Process Automation capabilities that include:

- Model business processes using a variety of drag and drop low code tools, optimized to the way business leaders and practitioners communicate and think about business operations.
- Integrate with any system of record, including SaaS, on-prem, and legacy enterprise applications, regardless of the underlying technology.
- Design decision models to intelligently conform business processes to governance and compliance policies.
- Create real-time operational analytics models that provide business leaders the insights needed to drive better business decisions.
- One-click deployment to test and production environments.
- Contextually embed Process Apps where you already engage your customers and employees; in internal web sites, customer portals and enterprise apps.

Business Scenario

This workshop scenario is based on a fictitious company called NexGen that sells and services computer products.

NexGen uses Oracle Service Cloud to manage service incidents, but the process of managing customers, product registrations and warranty claims is a much broader problem that simply managing a service incident. Today, this process requires a lot of time consuming manual steps, affords little visibility to the management team and creates a disconnected customer experience.

To better serve their customers, NexGen needs to transform the way they manage product warranties. They've defined the following business objectives:

- Make it easier for customers to register products and submit warranty claims.
- Integrate the warranty claims business process with their incident management system.
- Gain operational insight into both key business indicators and the state of individual warranty claims.

To accomplish these business objectives, NexGen will digitize, automate and streamline the business processes required to manage warranties across their product portfolio. Using Oracle Integration Cloud, NexGen can:

- Design, secure, publicize and manage APIs to provide service partners access to warranty service incidents.
- Integrate Oracle Service Cloud business objects and events for partner and customer facing applications.
- Automate the end to end warranty claim business processes to drive faster innovation, better decisions and exceptional business outcomes.
- Provide real-time Insights into business operations.

The diagram below shows an overview of the new warranty claim business process.



Objectives

If you have not already done so, we encourage you to also complete the companion workshops on Oracle Integration Cloud API Platform, Integration and Insight. These workshops provide the opportunity to gain a deeper understanding of the API, integration and analytic model digital assets used for this warranty claim use case. These workshops are not a pre-requisite to this workshop and all of the assets you need to complete this workshop will be made available to you.

The lab is divided into three sections, each with one or more objectives.

In **Section 1** you will see how easy it is to make Process Apps available to your customers and employees in a way that reduces training and increases adoption. In addition to a native workspace client, the Process App user experience is delivered as a set of reusable UI components that can be styled and embedded in enterprise applications and internal or customer facing web sites. You will create a simple customer portal to surface a Warranty Claim Process App. Submit a Warranty Claim from the customer portal to see how easy it is to use Process Apps for contextual user experiences.

In **Section 2** you will get into the details of Process App composition. Explore how this low code environment simplifies many of the more common and traditionally challenging tasks of creating applications including web form design, connecting to enterprise applications and orchestrating process flow and logic. You will build a new Process App to allow customers to register their purchased products that they can later submit warranty claims against.

In **Section 3** you will tie everything together and run the full warranty claim solution from registering yourself and the products you've purchased, to making warranty claims when you have an issue with those products. See how this complete solution enhances the value of the Service Cloud SaaS application by incorporating it into the entire warranty claim business process lifecycle.

Get ready to learn about:

- The key components that make up a Process App
- Hosting a Process App in a customer facing website
- Creating and configuring a Process QuickStart App
- Working with Process App Web Forms
- Connecting a Process App to enterprise applications
- Creating a business process model
- Deploying a Process App
- Analyzing real-time business Insights



Pre-Requisites

You will only need a web browser to complete this lab. We recommend using Google Chrome.

You have been provided access to three separate environments to complete this lab.

- Oracle Integration Cloud
- Oracle Content and Experience Cloud
- Oracle Service Cloud (RightNow)

Your lab coordinator will have provided you the URL, username and password for each of these systems.



Section 1: Warranty Claim Application User Experience

In this section you will see how easy it is to make Process Apps available to your customers and employees in a way that reduces training and increases adoption. In addition to a native workspace client, the Process App user experience is delivered as a set of reusable UI components that can be styled and embedded in enterprise applications and internal or customer facing web sites. You will create a simple customer portal to surface a Warranty Claim Process App. Submit a Warranty Claim from the customer portal to see how easy it is to use Process Apps for contextual user experiences.

Section Objectives

This section contains the following objectives:

- Embed a Warranty Claim Process App in a customer portal website
- Run the embedded Warranty Claim Process App from the customer portal website

Embed a Process App in a Website

The Process App user experience components are delivered as a set of reusable UI components that can be embedded in and styled for most applications and branded web sites. Build a customer portal to host the Warranty Claim Process App where NexGen customers can come to submit warranty claims.

You will be using Content and Experience Cloud to build the customer portal. Content and Experience Cloud provides out of the box components to drag and drop Process App UI components to a site page. Process App UI components can also easily be embedded in many other types of applications and web sites.

Expected Completion Time: 5 minutes

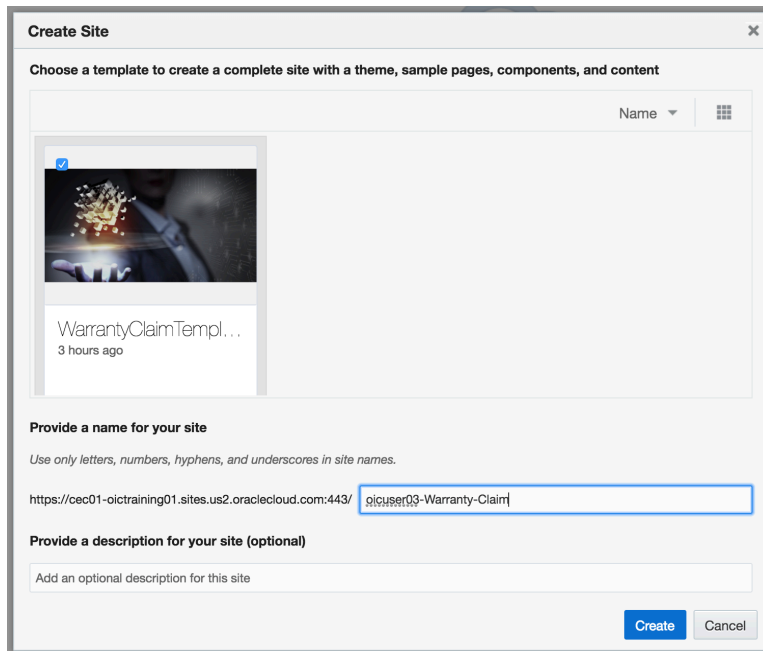
1. Login to Oracle Integration Cloud using the URL and credentials provided for your lab session.
2. In a new browser tab login to Oracle Content and Experience Cloud using the URL and credentials provided for your lab session.

Note: In a production environment, Oracle Integration Cloud and Content and Experience Cloud would share identities. Since this is a lab environment, you need to ensure you keep both the Oracle Integration Cloud and Oracle Content and Experience Cloud browser tabs open.

3. We will start by creating a customer facing portal. Create a new site by clicking the **Create** button. Complete the **Create Site** form and click **Create**.

- Select the **Warranty Claim Template**.
- Enter a site name of your choice in **Provide a name for your site**.

Note: You are sharing the Oracle Content and Experience Cloud environment with other lab participants. You will therefore need to ensure your Warranty Claim site has a unique name. We recommend appending your username to your site name (e.g. oicuser03-Warranty-Claim).



Create Site

Choose a template to create a complete site with a theme, sample pages, components, and content

Name ▾

WarrantyClaimTempl...
3 hours ago

Provide a name for your site

Use only letters, numbers, hyphens, and underscores in site names.

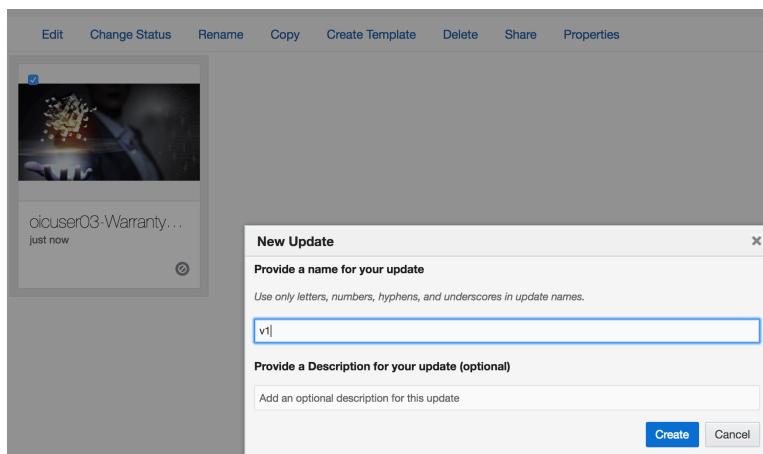
https://cec01-oictraining01.sites.us2.oraclecloud.com:443/ oicuser03-Warranty-Claim

Provide a description for your site (optional)

Add an optional description for this site

Create Cancel

4. Edit your site by clicking the **Edit** action. Enter a name for your update (e.g. v1) in the **New Update** window. Click **Create**.



Edit Change Status Rename Copy Create Template Delete Share Properties

oicuser03-Warranty...
just now

New Update

Provide a name for your update

Use only letters, numbers, hyphens, and underscores in update names.

v1

Provide a Description for your update (optional)

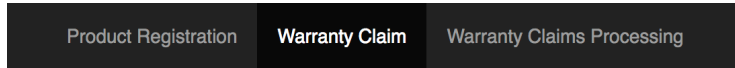
Add an optional description for this update

Create Cancel

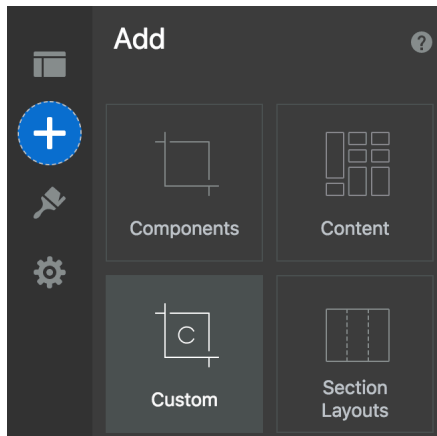
5. Change the mode from View to **Edit**.



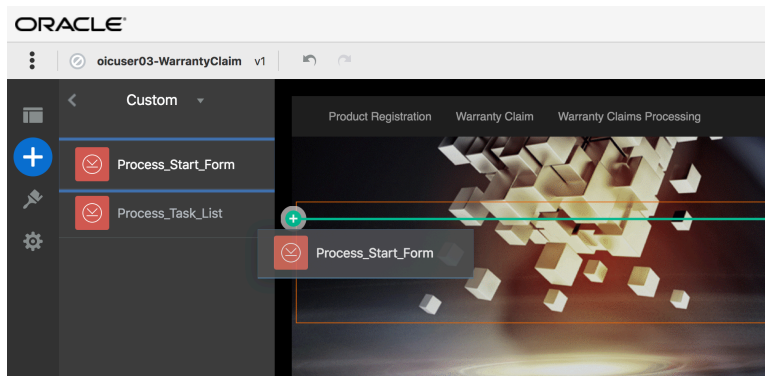
6. The site template you are using comes pre-built with three pages; one for the customer to register products (we will use this page later in the lab), one for the customer to make warranty claims and one for the NexGen warranty claims processing team to work assigned tasks. Select the **Warranty Claim** page.



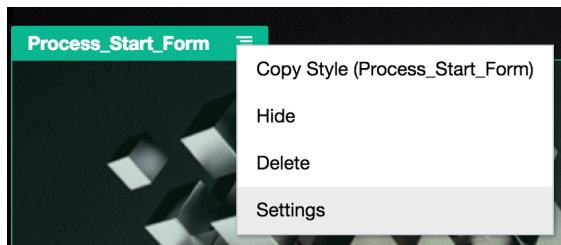
7. Select the **Custom** palette group.



8. Drag and drop the **Process Start Form** component to the page.

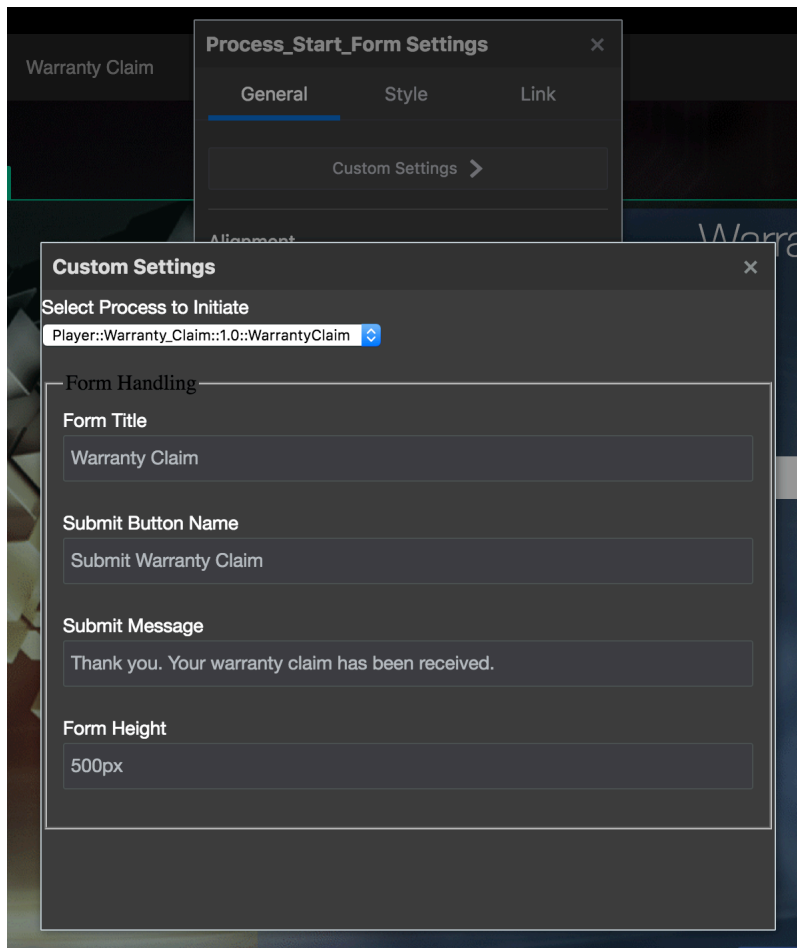


9. Open the component **Settings**.

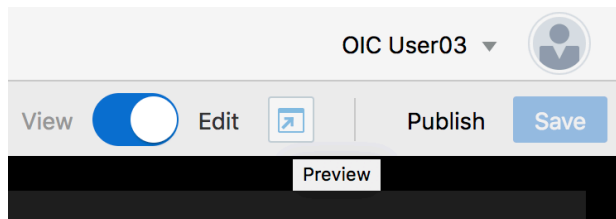


10. Complete the **Custom Settings** form and close (X) both the **Custom Settings** and **Process Start Form Settings** page.

- Select **Player::Warranty_Claim::1.0:WarrantyClaim** from **Select Process to Initiate**.
- Enter a **Form Title** of your choice.
- Enter a **Submit Button Name** of your choice.
- Enter a **Submit Message** of your choice.



11. Save the page by clicking **Save** and open in **Preview**.



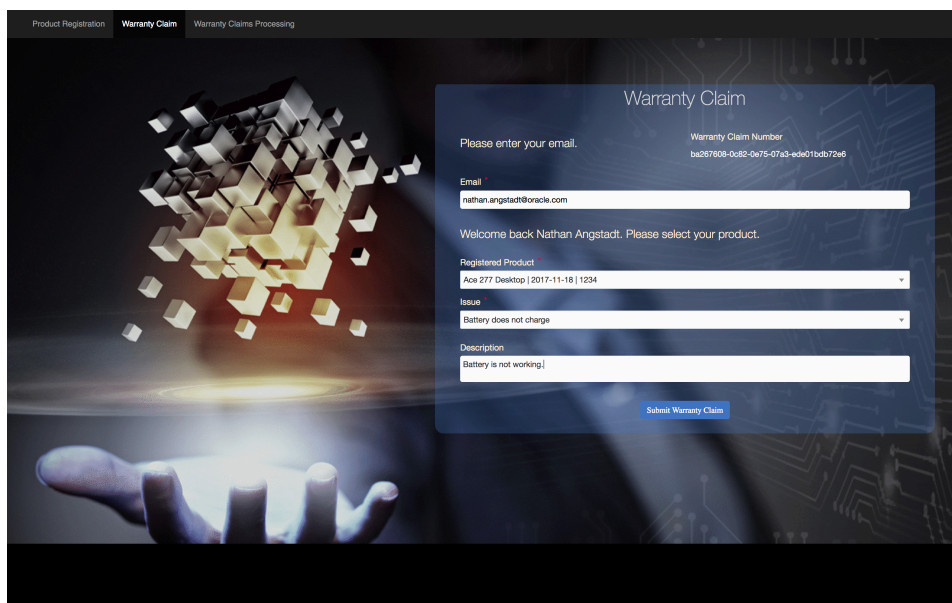
Run an Embedded Process App from a Web Site

The native Process Workspace is one place to run applications. A more compelling experience is to embed the applications where you already engage your customers and employees. This allows application users to remain in their current context without the need to switch to a completely different experience (e.g. Process Workspace). Submit a Warranty Claim request from the customer portal.


Expected Completion Time: 5 minutes

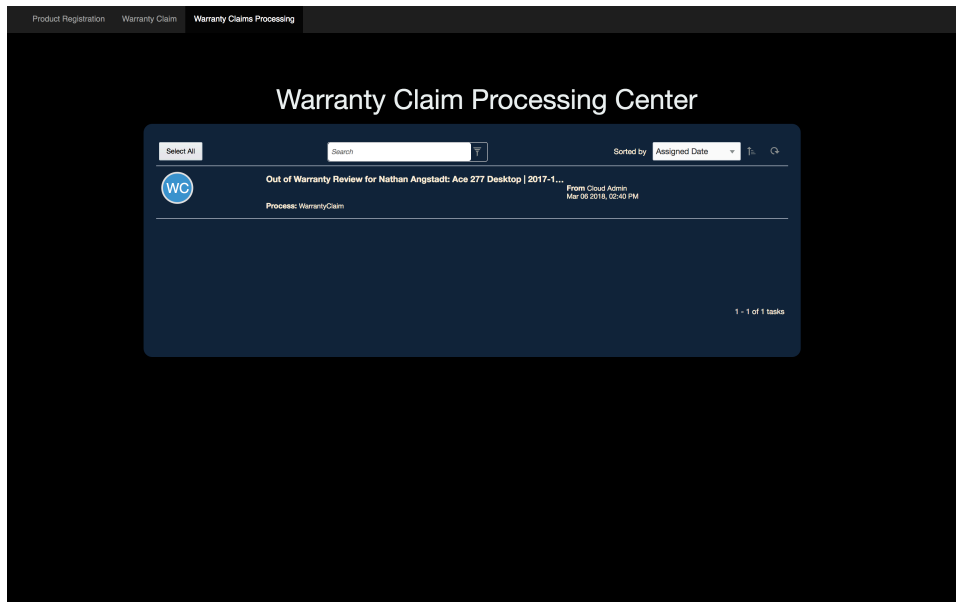
1. Select the Warranty Claim page. Complete the web form and click your customized **Submit** button.

- Enter **nathan.angstadt@oracle.com** in the **Email** field.
- Select a product of your choice from the **Registered Products** field.
- Select an issue of your choice from the **Issue** field.
- Enter a description of your choice in the **Description** field.



2. Process App tasks can also be embedded in web sites or enterprise applications. To simplify this lab, we are hosting the Warranty Claim Processing Center tasks in the same customer portal site. In a real production solution, these tasks would of course be hosted in a separate web site or other enterprise application.

Select the **Warranty Claims Processing** page. Depending on the registered products you chose, you may be assigned an **Out of Warranty** task. Complete this task by clicking the task, review the information and click **Approve**. You will also be assigned an **Incident Created Notification** task. Click the  Refresh button to refresh your task list and then complete any remaining tasks.





Section 2: Building a Product Registration Application

In this section you will get into the details of Process App composition. Explore how this low code environment simplifies many of the more common and traditionally challenging tasks of creating applications including web form design, connecting to enterprise applications and orchestrating process flow and logic. You will build a new Process App to allow customers to register their purchased products that they can later submit warranty claims against.

Section Objectives

This section contains the following objectives:

- Create a Product Registration Process App from a QuickStart. To simplify the workshop, the QuickStart has been seeded with a number of project artifacts for use as a starting point. You will work on the remaining tasks necessary to complete the Process App.
- Import additional Service Cloud Integrations needed by the Product Registration Process App.
 - **Get Products:** This integration queries Service Cloud for a list of products that can be registered for a warranty. The Product Registration Form will use this integration to prompt the user for which product they are registering.
 - **Create Asset:** This integration creates an Asset in Service Cloud that represents a product the customer has registered.
- Update the Product Request Web Form. The web form has been created for you as a starting point but you will need to update and add new UI components to complete the web form.
 - Update the **Email** UI component to query for a Service Cloud Contact based on the entered email address.
 - Update a **Message** UI component to welcome a returning customer back. This message will only be shown if the email address is associated with an existing Service Cloud Contact.
 - Add a **Select** UI component to display a list of Service Cloud products. The user will select the products they need to register from this list.
 - Add an **Input Text** UI component to collect the product serial number.
- Complete the Process Flow.
 - Automate the creation of a new asset by replacing the manual human task with the Create Asset integration.
- Deploy the Product Registration Process App to Test.

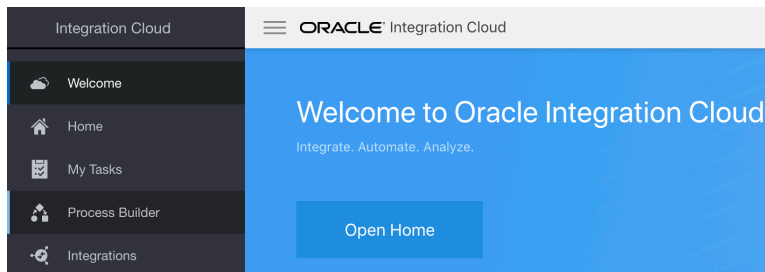
Create a Process App from QuickStart

QuickStart Apps make it easy to rapidly create, personalize, test and deploy fully functioning Process Apps from a catalog of predefined application templates. This empowers the business to take greater ownership in managing their own Process Apps while removing IT as a bottleneck to business innovation. New QuickStart Apps can be published to the catalog, making it easy to extend the library of available Process App templates.

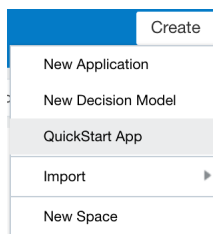
A Product Registration QuickStart App has already been published to the catalog for your use. Create a Product Registration Process App from this QuickStart.

Expected Completion Time: 5 minutes

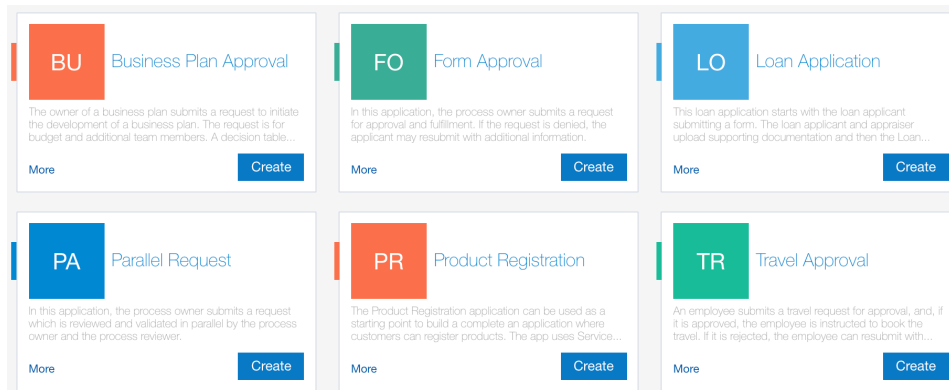
1. Login to Oracle Integration Cloud using the URL and credentials provided for your lab session.
2. Open **Process Builder**.



3. Click the **Create** button, then **QuickStart App**.



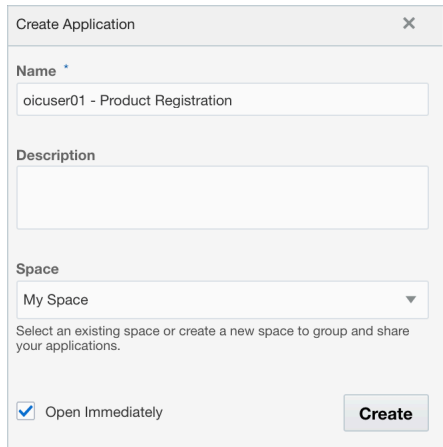
4. Click **Create** on the **Product Registration** QuickStart.



5. Complete the **Create Application** form. Leave the **Open Immediately** option checked and click **Create**.

- Enter an application name in **Name**.

Note: You are sharing the Oracle Integration Cloud environment with other lab participants. You will therefore need to ensure your Product Registration app has a unique name. We recommend appending your username to your Process App name (e.g. oicuser01- Product Registration).

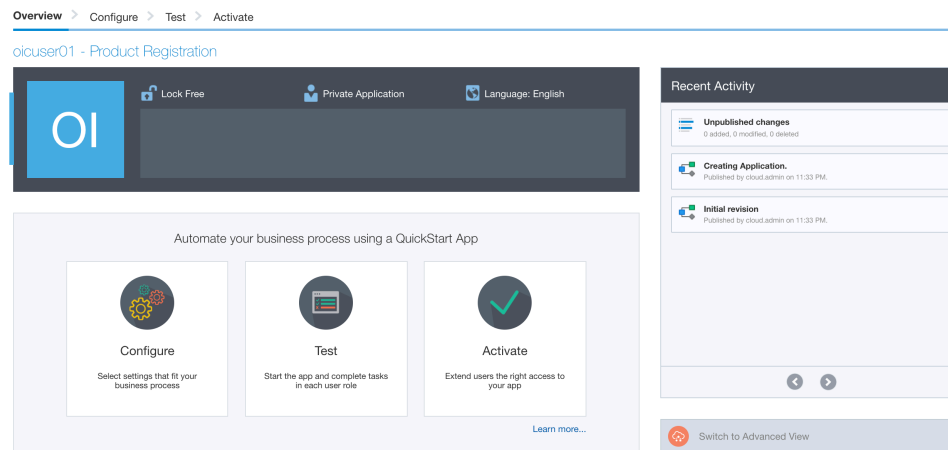


The 'Create Application' form is a light gray dialog box with a close button (X) in the top right corner. It contains the following fields and controls:

- Name:** A text input field containing 'oicuser01 - Product Registration'.
- Description:** A larger text input field, currently empty.
- Space:** A dropdown menu showing 'My Space'.
- Open Immediately:** A checkbox that is checked.
- Create:** A button at the bottom right.

6. A Process App created from a QuickStart opens in **Personalization View**. This view provides a simplified experience for configuring and personalizing the application. Clicking **Switch to Advance View** opens the application in the full Process Composer and gives access to all of the underlying Process App artifacts.

Click **Switch to Advanced View** to open the full Process Composer.



The 'Personalization View' of the 'oicuser01 - Product Registration' app is shown. It features a top navigation bar with 'Overview', 'Configure', 'Test', and 'Activate' tabs. Below the navigation bar, there's a header section with 'OI' logo, 'Lock Free' status, 'Private Application' label, and 'Language: English' dropdown. The main content area is titled 'Automate your business process using a QuickStart App' and contains three cards: 'Configure' (Select settings that fit your business process), 'Test' (Start the app and complete tasks in each user role), and 'Activate' (Extend users the right access to your app). A 'Learn more...' link is at the bottom right of the main content area. On the right side, there's a 'Recent Activity' panel showing 'Unpublished changes' (0 added, 0 modified, 0 deleted), 'Creating Application' (Published by cloud-admin on 11:33 PM), and 'Initial revision' (Published by cloud-admin on 11:33 PM). At the bottom right, there's a 'Switch to Advanced View' button.

Import Integration Connections

Most Process Apps need to connect to one or more systems of record, both to retrieve data for use in web forms by business process stakeholders or to create and update transactions in the process flow as decisions are made.

The Product Registration Process App requires four integrations that interact with Service Cloud:

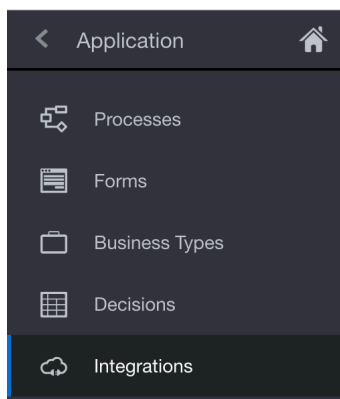
- **Query Contact by Email:** This integration queries Service Cloud for the existence of a Contact with a given email. The Product Registration Form will use this integration to determine whether the customer registering a product is a new customer or a returning customer. Based on the results of this query, the customer will be prompted to provide basic contact information, such as first and last name, or just enter their product information. This integration has already been added to your project.
- **Get Products:** This integration queries Service Cloud for a list of products that can be registered for a warranty. The Product Registration Form will use this integration to prompt the user for which product they are registering. You will add this integration to your product.
- **Create Contact:** This integration creates a Contact in Service Cloud that represents a customer who has registered products. This integration has already been added to your project.
- **Create Asset:** This integration creates an Asset in Service Cloud that represents a product registered by a customer. You will add this integration to your project.

Oracle Integration Cloud is a persona-based platform that allows teams with different skillsets and specializations to work together to deliver solutions that transform the business. For example, integrations may be created by teams who have deep insight into the corporate systems of record and skillsets necessary to understand how to best organize orchestrating interactions between these systems. Business applications that govern the business process may be created by teams closer to business operations, individuals who have a deep understanding of the overall business objectives and customer engagement process. Oracle Integration Cloud allows these teams to work together, each leveraging their areas of expertise, each contributing to the technical and business objectives. Connecting a Process App to a system of record is as easy as importing integration assets into the Process App project. Individuals building Process Apps need not have any understanding of the technical details behind connecting to these systems.

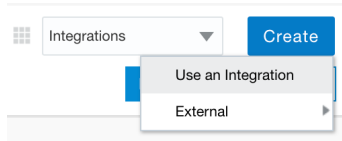
In this objective you will import integrations created for the Product Registration Process App.

Expected Completion Time: 5 minutes

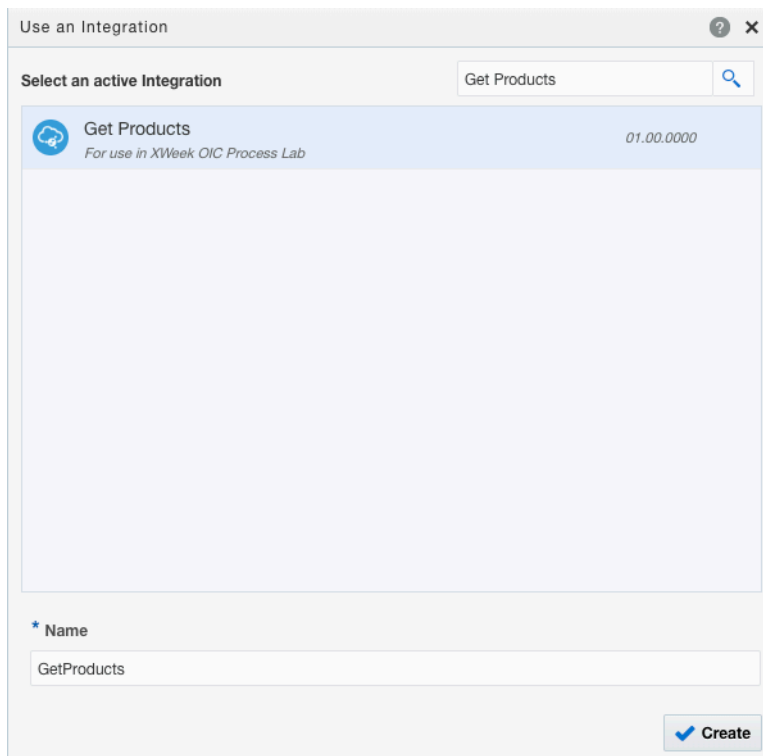
1. From the Process Apps artifacts explorer in the left panel, click **Integrations** to open the Integrations artifacts page.



2. Click on **Create**, then **Use an Integration** to browse a list of available integrations.



3. A list of the available integrations is displayed. Search for the integration named **Get Products** and click **Create**.



4. Add one more integration by again, clicking on **Create**, then **Use an Integration**. Search for the integration named **Create Asset** and click **Create**.

Use an Integration

Select an active Integration

Create Asset

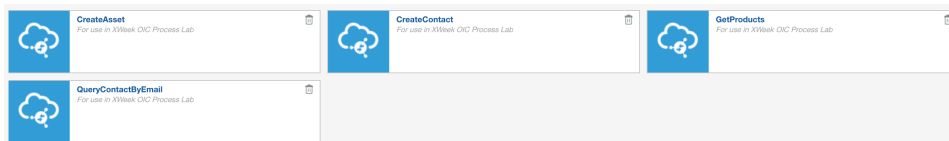
Create Asset
For use in XWeek OIC Process Lab
01.00.0000

* Name

CreateAsset

Create

5. You should now have four integration assets in your Process App project.



Build a Web Form

Web Forms provide the user interface for your Process Apps. You can design highly functional forms by dragging and dropping a variety of UI components such as Input Text, Dates, Number, Email, Image and Table components onto the form. As fields are dropped onto the form, the underlying data model is automatically created for you and can be leveraged in the process.

UI components can be configured to display data directly from your systems of record using integration connectors.

Guided and contextual no-code rules can be created to define form business logic.

Presentations allow you to define different views of the form data for different stakeholders.

Preview Mode can be used to test your forms to see how it will look in different devices.

Main Presentation

The main presentation will represent the web form view used by the customer to register a product.

The web form has been started for you. You will add additional UI components and behaviors needed to complete the application.

Your completed web form should look like this.

Please enter your email.

Email *

Existing Registration Message is computed based on Contact Query results

It looks like this is your first time here. Please enter your name and new product information.

First Name Last Name

Product * Serial Number * Purchase Date *

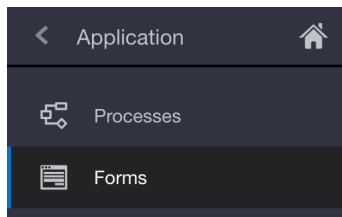
Registered Owner Name Registered Owner Id

Expected Completion Time: 15 minutes

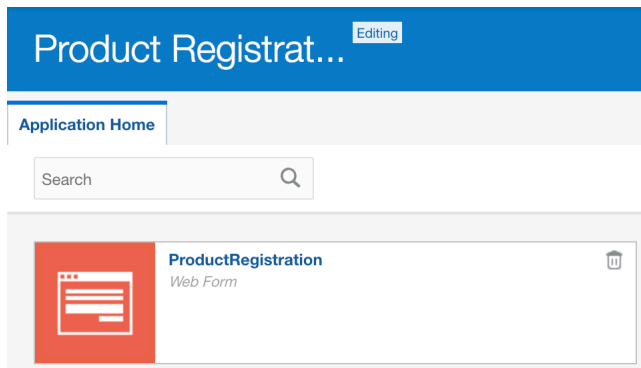
The web form composer is comprised of 3 main panels:

- The center panel contains the web form canvas where you will layout UI components.
- The right panel contains the UI component palettes. You will drag and drop UI components from the palette to the web form canvas.
- The left panel contains properties for the currently selected UI component in the web form canvas. You will configure these properties to achieve the desired UI component behavior.

1. From the Process Apps artifacts explorer in the left panel, click **Forms** to open the Forms artifacts page.

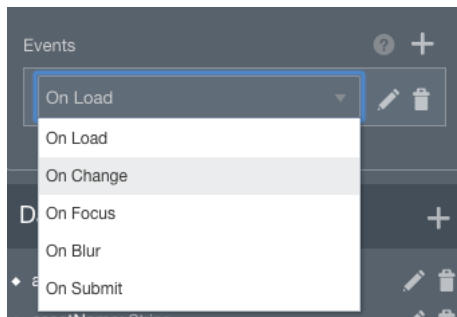


2. Click on the **ProductRegistration** Web Form card to open the web form for editing.



3. We will use the customer's email address to query Service Cloud and determine whether they are a new or existing customer. The web form already contains the **Email** UI component, but we need to add business logic to query Service Cloud when the user enters their email address.

Select the **Email** UI component. From the Event section of the Properties panel, click **+** and select the **On Change** event.



4. Click the **On Change** event  icon to open the rule editor.

Web form rules provide a simple guided experience to define detailed UI component behavior. Here we will add a rule to the **Email** UI component **On Change** event that will invoke the **Query Contact by Email** integration. The **Query Contact by Email** integration has already been configured for use in the web form. As you proceed, note how the rule editor contextually changes based on what rule behavior you are defining.

5. Click  to add a new action to the rule.

Complete the On Change configuration as defined below and click **OK**.

- From **Control Name**, select **Presentation**.
- From **Action**, select **Refresh Global Connector**. The **Query Contact by Email** integration has been configured in the web form as a Global Connector, making it available to any UI component rule.
- From **Connector**, select **queryContactResponse**. The **queryContactResponse** represents the results returned by the **Query Contact by Email** integration.

Action

Control Name	Action	Connector
Presentation	Refresh Global Connector	queryContactResponse



6. Select the **Message** UI component named **ExistingRegistrationMessage**.




Computed Values are another way to control UI component behavior. Here we will add a rule to dynamically change the text of this message to include the customer name returned by the **Query Contact by Email** integration.

7. From the Properties panel, check **Computed Value** and click **Edit**.

☒ Computed Value  **Edit**

8. Complete the Computed Value configuration as defined below and click **OK**.

- From **Type**, select **Function**.
- From **Function**, select **Concat**.
- From **Type**, select **Constant**.
- From **Value**, enter **Welcome back** (be sure to add a space after the word **back**).
- Click  to add another expression.
- From **Type**, select **Connector Data**.
- From **Value**, select **queryContactResponse.contact.lookupName**.
- Click  to add another expression.
- From **Type**, select **Constant**.
- From **Value**, enter **. Please register your new product**.

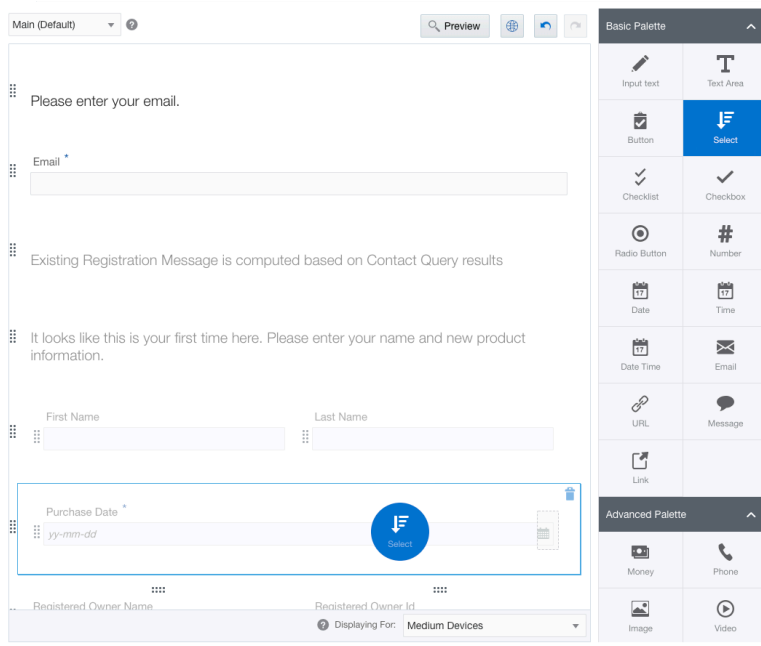
Type	Function	Type
Function	Concat	Constant
Value		Value
Welcome back		Connector Data
		queryContactResponse.contact.lookupName
Type	Value	
Constant	. Please register your new product.	 

9. Preview Mode can be used to test your forms behavior and see how they will look in different devices. Click **Save** to save your work. Then click **Preview** to review and test your form.



Enter your email address in the email field. Since your email has not yet been registered with Service Cloud, you should see a message indicating you are a new customer. Enter **nathan.angstadt@oracle.com** in the email field. This email address has been registered with Service Cloud and you should see the Welcome back message you configured.

10. Add a **Select** component from the Basic Palette to display the list of products managed by Service Cloud. Drag and drop the **Select** component onto the **Purchase Date** UI component.



11. Select the **Select** component. From the properties panel, enter the following properties:

- **Name:** Product
- **Label:** Product
- **Binding:** product

12. **Select** UI components can be defined to display a static list of options or retrieve a list of options from an integration. We will configure the **Product** Select UI component to retrieve a list of Service Cloud products using the **Get Products** integration.

- From the Options Source Property, select **Connector**.
- From Connector, select **GetProducts**.
- From Resource, select **resource**.
- From Operation, select **getResource**.
- From **Response Options List**, select **response.items**.
- From **Response Label Binding**, select **lookupName**.
- From **Response Value Binding**, select **Id**.

The screenshot shows the configuration interface for a Select UI component. It features a dark grey background with white text and input fields. At the top, 'Options Source' is set to 'Connector' via radio buttons. Below, dropdown menus are configured for 'Connector' (empty), 'Resource' (set to 'resources'), and 'Operation' (set to 'getResource'). A dashed line separates the 'Response' section, which includes 'Options List' (set to 'response.items'), 'Label Binding' (set to 'lookupName'), and 'Value Binding' (set to 'id').

Options Source ?

☐ Static ☐ From Data ☒ Connector

Connector

Resource

resources

Operation

getResource

Response

Options List ?

response.items

Label Binding ?

lookupName

Value Binding ?

id

13. Add an **Input Text** component from the Basic Palette to collect the product serial number from the customer. Drag and drop the **Input Text** component onto the **Product** UI component.

The screenshot shows a web form builder interface. The main canvas displays a form with the following elements: a header "Please enter your email.", an "Email *" input field, a message "Existing Registration Message is computed based on Contact Query results", another message "It looks like this is your first time here. Please enter your name and new product information.", and two input fields for "First Name" and "Last Name". Below these are "Purchase Date *" and "Product" input fields. The "Product" field is highlighted with a blue circle, and an "Input text" component is being added to it from the "Basic Palette" on the right. The "Basic Palette" contains various UI components like Button, Select, Checklist, Checkbox, Radio Button, Number, Date, Time, Date Time, Email, URL, Message, Link, Money, Phone, Image, and Video. The "Advanced Palette" is also visible below the "Basic Palette".

14. Select the **Input Text** component. From the properties panel, enter the following properties:

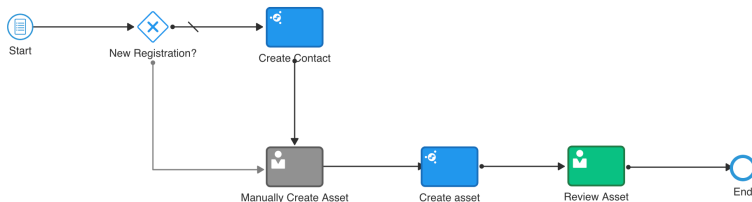
- **Name:** SerialNumber
- **Label:** Serial Number
- **Binding:** serialNumber
- **Required:** Yes

15. Preview your web form again and test the **Product** UI component.

Build a Process Flow

Process flows allow you to orchestrate the information, systems, and people required to complete the business process. The process flow has been started but you will need to complete it.

Your completed process flow should look like this.

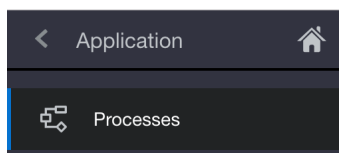


Expected Completion Time: 10 minutes

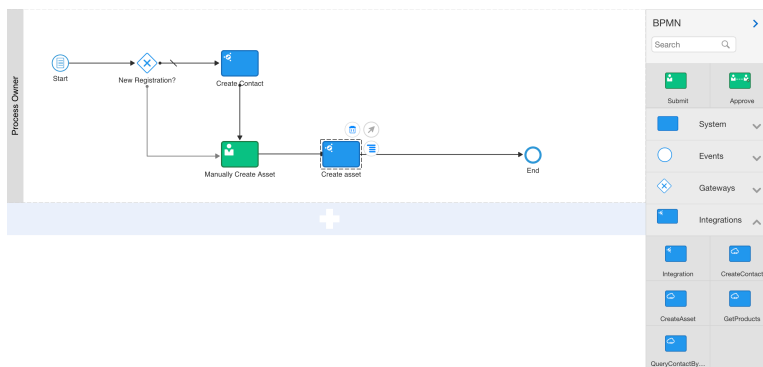
The process composer is comprised of 3 main panels:

- The center panel contains the process flow canvas where you will add process activities.
- The right panel contains the process activities palette. You will drag and drop process activities from the palette to the process flow canvas.
- The bottom panel contains properties for the currently selected process activity in the process flow canvas. You will configure these properties to achieve the desired process activity behavior. The properties panel is closed by default and will only open when you are editing an activity.

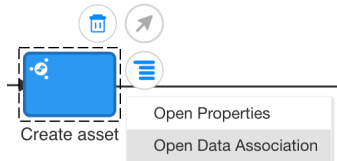
1. From the Process Apps artifacts explorer in the left panel, click **Processes** to open the Processes artifacts page.



2. Click on the **Product Registration** Process card to open the process for editing.
3. The process flow contains a human task named **Manually Create Asset** where a user would be assigned a task to enter the asset data in Service Cloud. We want to replace this repetitive manual task with an integration that automatically creates the asset in Service Cloud. The integrations you added earlier are available as activities within the process palette. Add the **Create Asset** Integration activity to create a Service Cloud asset. Drag and Drop the **CreateAsset** Integration activity to the flow line connecting the **Manually Create Asset** and **End** activities.



- Select the **Create Asset** activity, click the  options menu and select **Open Data Association**.



- Each activity operates on data within the process app. In the case of integration activities you need to map data from the process app to the integration inputs and outputs. Mapping data takes place within the Data Association tool. Complete the **Create Asset** Input Data Association to map the web form data to the integration. Ensure the Data Association Input is select. The left panel contains the data objects managed by the process app. The right panel contains the data required by the integration input. We will be mapping data from the web form to the integration.

Web Form (Product Registration Data Object)	Integration (Create Asset Input)
Registered Owner This is the user returned by Service Cloud	Contact Id
Product The Product is represented as a string in the web form but as a double in the integration. Change the web form data type in the mapping by surrounding by double() .	Product Id
Purchase Date The Purchase Date is represented as a date in the web form but as a string in the integration. Change web form data type in the mapping by surrounding by string() .	Purchased Date
Serial Number	Serial Number

Input

Output

Data Association

Apply

Cancel

Data Objects

NAME

TYPE

ProductRegistration

Data Object

TaskOutcomeDataObject (string)

productRegistrationDataObject... (ProductRe...)

assetId (double)

assetName (string)

email (string)

enterEmailMessage (string)

existingRegistrationMess... (string)

firstName (string)

lastName (string)

newRegistrationMessage (string)

product (string)

purchaseDate (date)

registeredOwnerId (double)

registeredOwnerName (string)

serialNumber (string)

Predefined Variables

Business Parameters

Transformations

Product Registration

Create asset

double

productRegistrationDataObject.registeredOn fx

double

body.contact.id

double

double(productRegistrationDataObject.prod fx

double

body.product.id

string

string(productRegistrationDataObject.purch fx

string

body.purchasedDate

string

productRegistrationDataObject.serialNumbe fx

string

body.serialNumber

New Association

fx

Drag & drop elements from the left pane or start typing

Drag & drop elements from the right pane or start typing

What is data association?

Every flow element needs information to work with to produce a result. With data association, you define the information to pass and where to save it.

The left pane contains the data you can pass (source data) and the right pane contains the data to be received (target data).

What can I do?

• Drag and drop data objects from the left and right panes, to the fields in the

Create asset

NAME

TYPE

body (Requestwa...)

contact (Requestwa...)

id (double)

product (Requestwa...)

id (double)

purchasedDate (string)

serialNumber (string)

Data objects store and organize data the process uses.

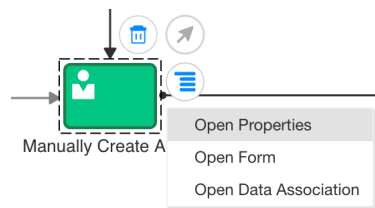
The payload defines what information a node needs to work with.

6. Select **Output** and complete the **Create Asset** Output Data Association to map the integration response to the web form data. Click Apply when done.

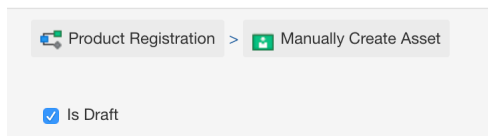
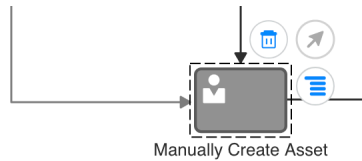
Integration (Create Asset Response)	Web Form (Product Registration Data Object)
Id This is the Service Cloud Asset Id	Asset Id
Lookup Name This is the Service Cloud Asset Name	Asset Name

The screenshot shows the Oracle Integration Cloud Data Association interface. The interface is divided into several panes. On the left, there is a 'Data Objects' pane showing a list of data objects and their fields. The 'Create asset' object has fields 'bodyOutput.id' (double) and 'bodyOutput.lookupName' (string). The 'Product Registration' object has fields 'productRegistrationDataObject.assetId' (double) and 'productRegistrationDataObject.assetName' (string). In the center, there is a 'Transformations' pane showing the mapping of data objects to fields. The mapping shows 'bodyOutput.id' mapped to 'productRegistrationDataObject.assetId' and 'bodyOutput.lookupName' mapped to 'productRegistrationDataObject.assetName'. On the right, there is a 'Data Objects' pane showing a list of data objects and their fields. The 'Create asset' object has fields 'bodyOutput.id' (double) and 'bodyOutput.lookupName' (string). The 'Product Registration' object has fields 'productRegistrationDataObject.assetId' (double) and 'productRegistrationDataObject.assetName' (string). At the bottom, there is a 'What is data association?' section with a description and a list of actions.

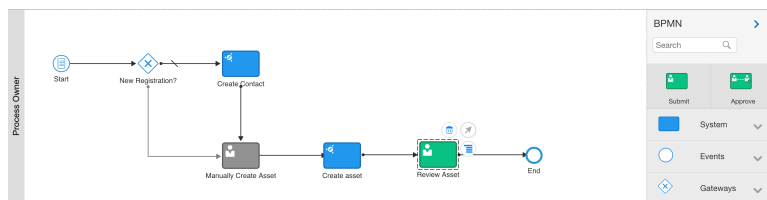
7. Now we want to disable the human task. Select the **Manually Create Asset** task activity, click the  options menu and select **Open Properties**.



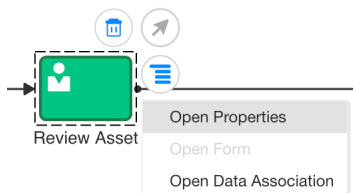
8. From the properties panel check the **Is Draft** option. We could have simply deleted the human task but drafting allows us to keep the task there but disables it at runtime. Close the properties panel.



9. We want to add a human task following the **Create Asset** integration to review the asset created. Add a **Submit** task activity. Drag and Drop the **Submit** task activity to the flow line connecting the **Create Asset** and **End** activities. Change the **Submit** task activity name to **Review Asset**.

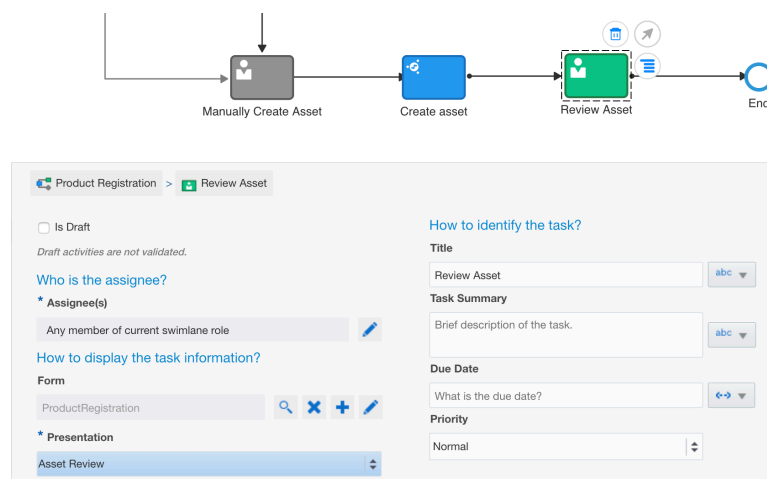


10. Select the **Review Asset** task activity, click the  options menu and select **Open Properties**.



11. Activities can also have properties that define the activity behavior. From the properties panel, enter the following properties. Close the properties panel.

Form Property	Configuration
Title This is the title that will be displayed on the task	Review Asset
Form	Select the Product Registration form
Form Presentation	Select the Asset Review presentation



12. Publish changes.

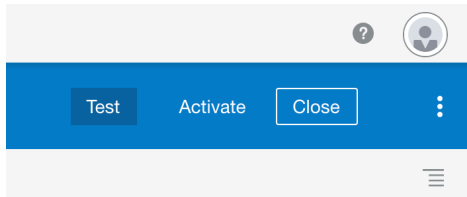
Deploy a Process App for Testing

Process Apps can be deployed to either a training or production partition within a single Oracle Integration Cloud instance. This allows you to easily test your applications within the test partition before making the decision to deploy to production. If multiple Oracle Integration Cloud instances are available, you can deploy your Process Apps to either the local or remote instance, providing complete dev, test and production segregation.

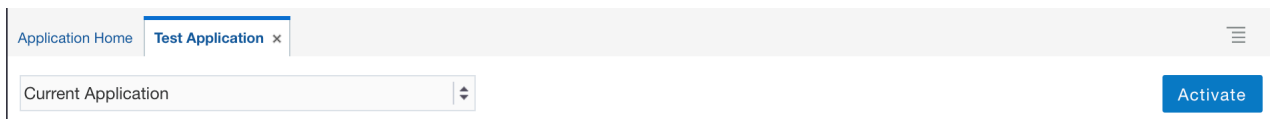
When deploying to the test partition, you have the option to have yourself automatically added to all of the Process App roles. This allows you to immediately run the app end to end without needing to configure roles or login as individual stakeholders. You can of course add additional users to these roles at any time. For this lab, we will deploy to the test partition and take the option to include ourselves in all roles.

Expected Completion Time: 5 minutes

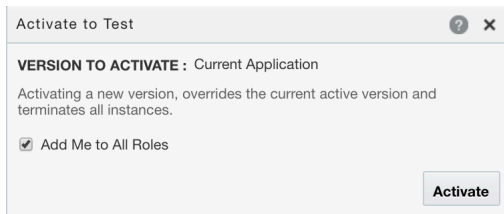
1. Starting from the opened Product Registration application, Click the **Test** button. The **Test Application** page is where you can deploy the application to the test



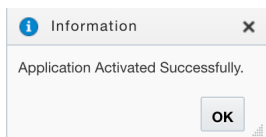
2. Click the **Activate** button. There are actually two Activate buttons; one to deploy to the test partition and one to deploy to the production partition. Ensure you are clicking the **Activate** button in the **Test Application** tab.



3. Keep the **Add Me to All Roles** option checked and click **Activate** in the **Activate to Test** window.



4. You should get a notification that the application was activated successfully.





Section 3: A Complete Warranty Claim Business Process

In this section you will tie everything together and run the full warranty claim solution from registering yourself and the products you've purchased, to making warranty claims when you have an issue with those products. See how this complete solution enhances the value of the Service Cloud SaaS application by incorporating it into the entire warranty claim business process lifecycle.

Section Objectives

This section contains the following objectives:

- Add your Product Registration Process App to the Customer Portal
- Register a Product
- Make a Warranty Claim
- Close a Service Cloud Incident
- Gain Insight into the Warranty Claim

Add your Product Registration Application to the Customer Portal

This objective is similar to what you completed in Section 1 when you added the Warranty Claim Process App to your customer portal site. Now you will add your Product Registration Process App to the **Product Registration** site page.

Expected Completion Time: 5 minutes

1. Login to Oracle Content and Experience Cloud using the URL and credentials provided for your lab session.

Note: Remember to keep your Oracle Integration Cloud browser open and open Oracle Content and Experience Cloud in a new browser tab.

2. Open your Warranty Claim site for editing.
3. Select the **Product Registration** page.
4. Select the **Custom** palette group.
5. Drag and drop the **Process Start Form** component to the page.
6. Open the component **Settings**.

7. Complete the **Custom Settings** form and close (X) both the **Custom Settings** and **Process Start Form Settings** page.
 - Select **Player::<Your Product Registration Application Name>::1.0:WarrantyRegistration** from **Select Process to Initiate**.
 - Enter a **Form Title** of your choice.
 - Enter a **Submit Button Name** of your choice.
 - Enter a **Submit Message** of your choice.
8. Save the page by clicking **Save** and open in **Preview**.

Register a Product

It's time to run the complete Warranty Claim business process. Start by registering some products. You should expect your form to prompt for your first and last name the first time you register a product with your email address. Thereafter, you should be recognized as a returning customer.

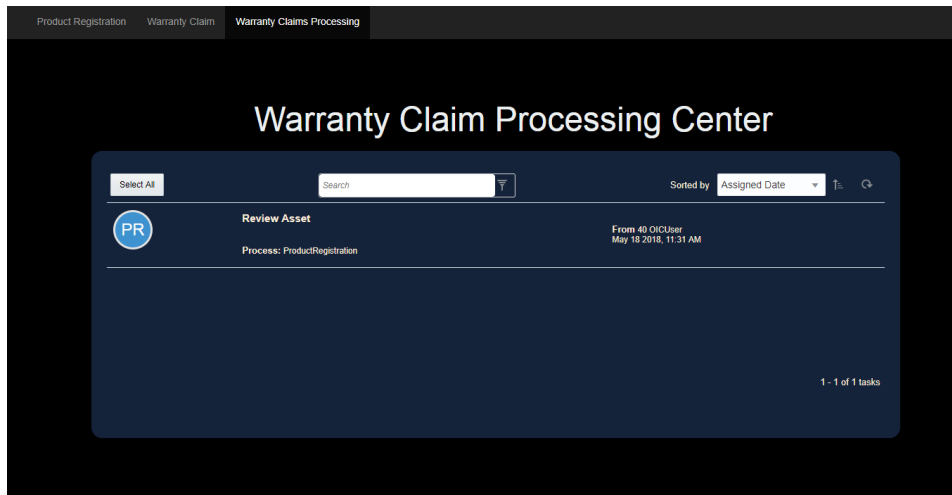
Expected Completion Time: 5 minutes

1. Select the **Product Registration** page. Complete the form and click your customized **Submit** button.
 - Enter **<your email address>** in the **Email** field.
 - Enter your first and last name in the **First Name** and **Last Name** fields.
 - Select a product of your choice from the **Product** field.
 - Enter a serial number of your choice in the **Serial Number** field.
 - Enter a date of your **Purchase Date** field. Entering a purchase date older than 90 days from the time you make the warranty claim will require approval.

The screenshot shows the 'Product Registration' form within the Oracle Integration Cloud interface. The form is overlaid on a dark background with a glowing, abstract geometric shape on the left. The form itself has a light blue header and a white body. It contains the following fields and controls:

- Email:** A text input field with the value 'nathan.angstadt@oracle.com'.
- First Name:** A text input field with the value 'Nathan'.
- Last Name:** A text input field with the value 'Angstadt'.
- Product:** A dropdown menu with the selected value 'Acs 277 Desktop'.
- Serial Number:** A text input field with the value '1234'.
- Purchase Date:** A date picker field with the value '17-11-18'.
- Submit Button:** A blue button labeled 'Submit Product Registration'.


2. Select the **Warranty Claims Processing** page. You should expect to be assigned an **Review Asset** task for each product you registered. Complete this task by clicking the task, review the information and click **Submit**.



Make a Warranty Claim

Now it's time to make a warranty claim against some of the products you registered. You should expect to be recognized as a returning customer if you use the same email address that you used to register your products. You should also expect to see your registered products when making the warranty claim.

Expected Completion Time: 5 minutes

1. Select the **Warranty Claim** page. Complete the form and click your customized **Submit** button.
 - Enter **<your email address>** in the **Email** field.
 - Select a product of your choice from the **Registered Products** field.
 - Select an issue of your choice from the **Issue** field.
 - Enter a description of your choice in the **Description** field.
2. Select the **Warranty Claims Processing** page. Depending on the registered products you chose, you may be assigned an **Out of Warranty** task. Complete this task by clicking the task, review the information and click **Approve**. You will also be assigned an **Incident Created Notification** task. Click the Refresh  button to refresh your task list and then complete any remaining tasks.

Close a Service Cloud Incident

Service Cloud is the foundation for managing incidents. The warranty claim applications and integrations you've built leverage Service Cloud as the underlying system of record.

Navigate to Service Cloud to close the incidents opened for the warranty claims you've made.

Expected Completion Time: 5 minutes

1. Login to Oracle Service Cloud using the URL and credentials provided for your lab session.
2. Select Contacts.

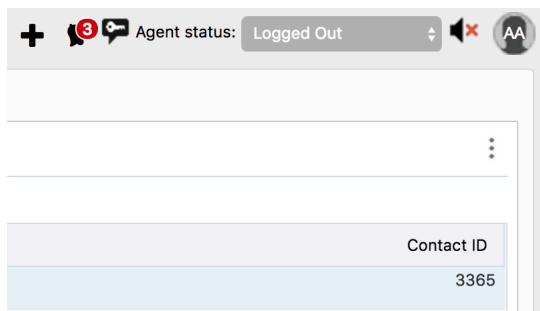


3. Filter by the first and last name you used to register your products.

▲ Filters

Contact ID	Organization ID	Last Name	First Name
<input type="text"/>	<input type="text"/>	<input type="text" value="Angstadt"/>	<input type="text" value="Nathan"/>

4. Double-click you contact id



5. Open any of your **Unresolved** incidents.

Contact Incidents

Open Add New Delete Print Copy Propose

Status	Source	Reference #	Subject
Unresolved		180301-000040	Keyboard Filthy
Unresolved		180301-000039	Keyboard Filthy

6. Change the Status to Solved and Save and Close the Incident.

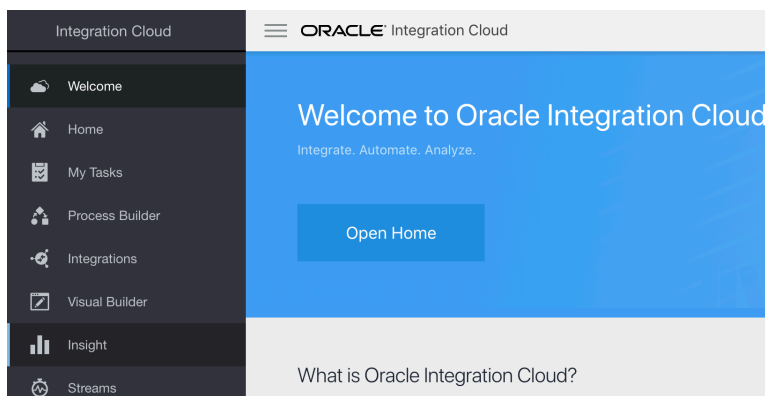
Status *

[No Value]
Solved
Unresolved
Call Back

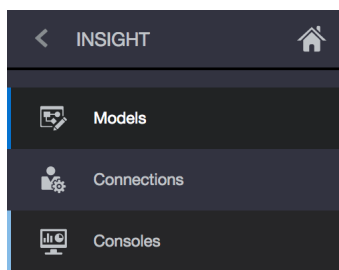
Gain Insight into the Warranty Claim

Insight provides the business real-time visibility into business operations both through aggregate operational dashboards and individual warranty claim request milestone progress. Review the progress of your warranty claims.

1. Open **Insight**. Insight provides access to the real-time analytics and milestone progress for your Process Apps and Integrations.



2. Click on **Consoles**.

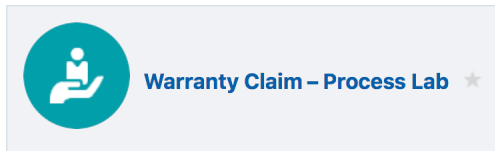


3. Enter **Process** in the Search box.

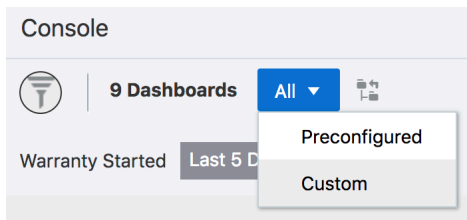
Note: You may see a number of Warranty Claim Consoles that were used as part of the Insight lab. Please ensure you find the Console named **Warranty Claim - Process Lab**.

Date ▼

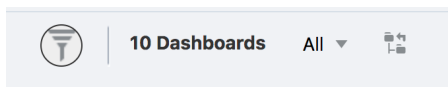
4. Open the **Warranty Claim – Process Lab** Console.



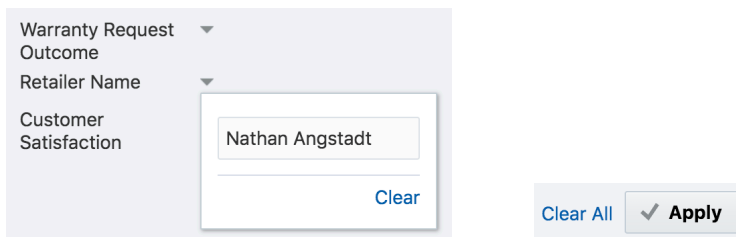
5. Click on **Custom** to display the custom dashboards.



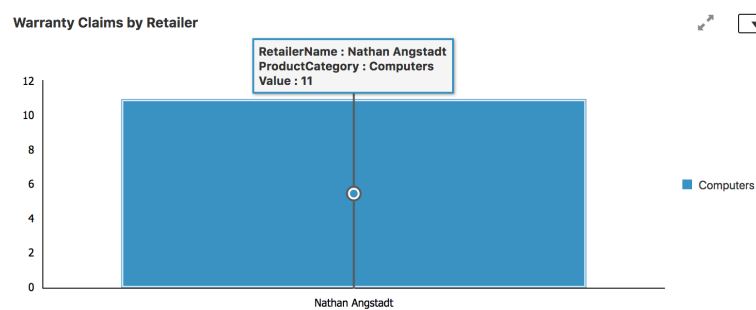
6. Click the Filter.



7. Enter your name in the **Retailer Name** filter and click **Apply**. This is the first and last name you used to register your products.



8. Double click the bar representing your name in the **Warranty Claims by Retailer** dashboard.

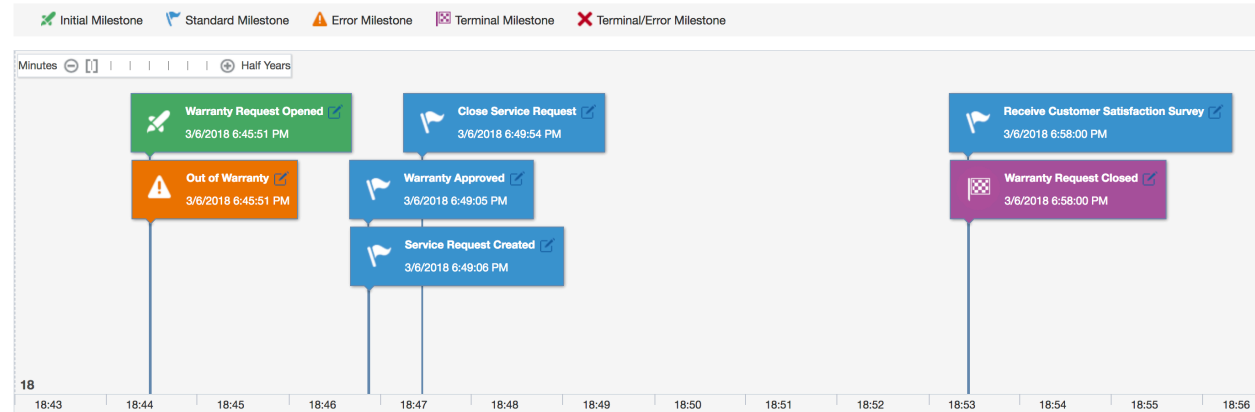


9. Click the first line item in the *Instances of Warranty Claim – Process Lab* page.

Warranty Request Id	Warranty Start Date	Warranty End Date	Warranty Status	Last Milestones	Warranty Number
c29377ce-89c5-573b-ec...	03/06/2018 18:45:51	03/06/2018 18:58:00	Successful	Warranty Request Closed	Nathan Angstad...

10. Review the Milestone Status of your warranty claim.

Milestone Status

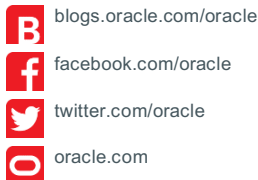




Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

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ORACLE INTEGRATION CLOUD

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Integrate, Automate and Analyze
March 2018
Author: Nathan Angstadt



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