

NEOAUG



Web Service Integration

(Oracle EBS – Salesforce.com)

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Presented By :
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About OptioSys Technologies

- ▶ Specialized in Oracle EBS Integrations
- ▶ Focus on beat or meet customer expectations
- ▶ Provide solutions to justify ROI's
- ▶ Highly experienced and knowledgeable team of consultants
- ▶ Known to provide solutions with in budget
- ▶ Track record of delivering solutions on time
- ▶ Strive to find best possible solution

Why we did Oracle EBS – SFDC Integration?

- ▶ Present a single view of client data.
- ▶ Seamless data sharing in Oracle EBS and SFDC.
- ▶ Improve availability of information and streamline business process.
- ▶ Eliminate duplicate entry, human errors and improve quality of data.
- ▶ Real time synchronization of data for better customer service.

What were the options?

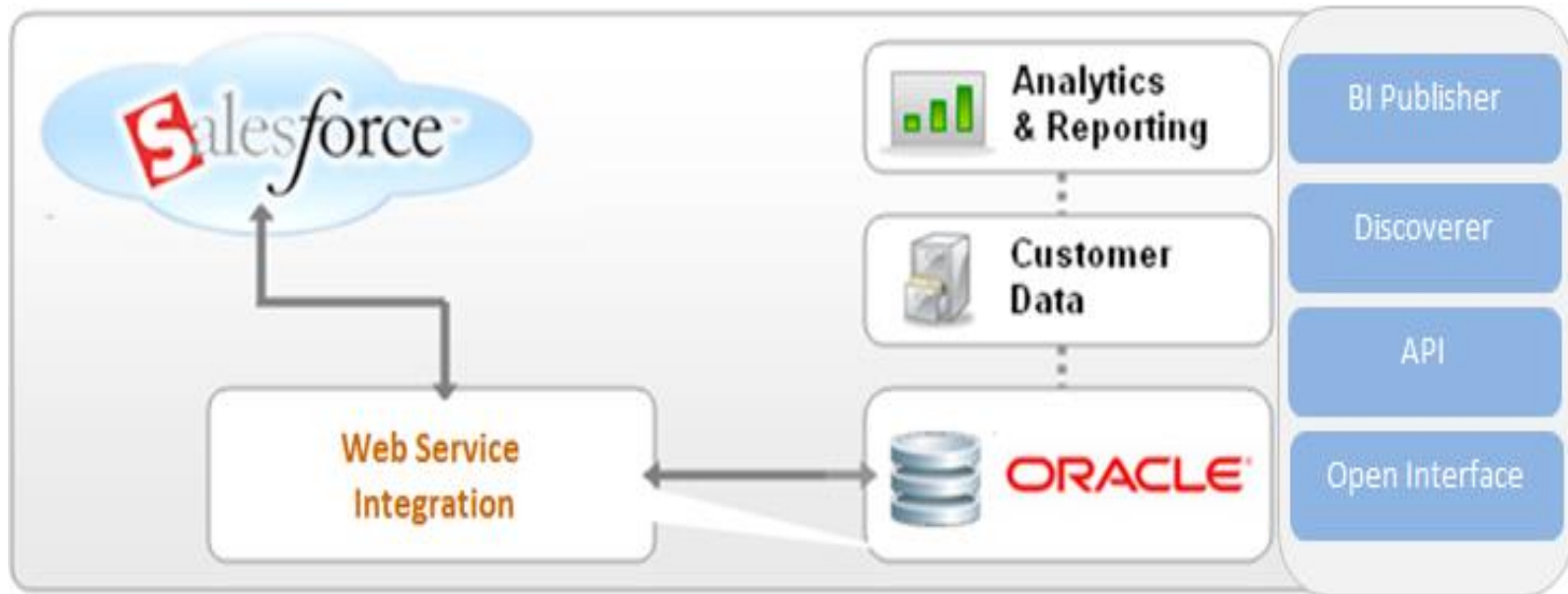
- ▶ Native language connector using Oracle API's
- ▶ Third party products/ solutions like
 - Informatica
 - Boomi from Dell
 - Cast Iron from IBM
 - Talend and Other custom solutions

Why Native language Connector

- ▶ Lower TCO (Total Cost of Ownership)
- ▶ No third party tool or licensing
- ▶ Service Oriented Architecture (SOA)
- ▶ Future Extendibility
- ▶ Adaptable to business needs
- ▶ Easy Maintenance
- ▶ Core Oracle technology
- ▶ No additional skillset or user training
- ▶ Less dependency on IT resources
- ▶ Extensive error handling mechanism

Logical Solution Architecture

- SFDC SOAP API
- Cross-Junction Relationship
- Oracle XML DB
- Dynamic SQL



Logical Solution Architecture Contd..

SOAP Request

```
<?xml version="1.0" encoding="utf-8"?>
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/s
oap/envelope/"
xmlns:urn="urn:enterprise.soap.sforce.com">
  <soapenv:Header>
    <urn:SessionHeader>
<urn:sessionId>QhwRtsjaadasgfsja8Uhdghjsa
</urn:sessionId>
    </urn:SessionHeader>
  </soapenv:Header>
  <soapenv:Body>
    <urn:query>
      <urn:queryString>SELECT Id, Name,
BillingStreet FROM Account WHERE Name
LIKE '%BankOfAmerica%'</urn:queryString>
    </urn:query>
  </soapenv:Body>
</soapenv:Envelope>
```

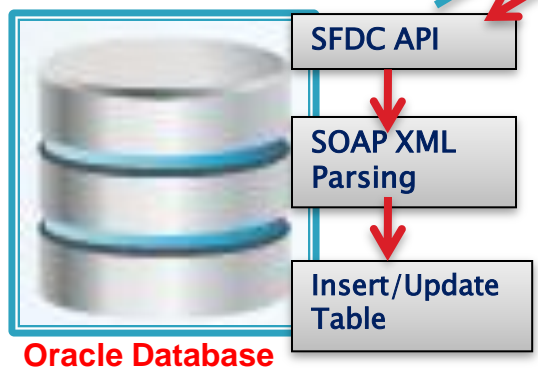


SFDC Web Service API

SOAP Response

```
<?xml version="1.0" encoding="utf-8"?>
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns="urn:enterprise.soap.sforce.com">
  <soapenv:Body>
    <queryResponse>
      <result xsi:type="QueryResult">
        <done>true</done>
        <queryLocator xsi:nil="true"/>
        <records xsi:type="sf:sObject">
          <sf:type>Account</sf:type>
          <sf:Id>001D000000HRzKCIA1</sf:Id>
          <sf:Id>001D000000HRzKCIA1</sf:Id>
          <sf:Name>salesforce.com</sf:Name>
          <sf:BillingStreet>800 Main Street</sf:BillingStreet>
        </records>
        <size>1</size>
      </result>
    </queryResponse>
  </soapenv:Body>
```

Submit SOAP Request
SOAP Response



What we can do....

- Customer information from Oracle to SFDC.
- Booking Oracle Sales order from SFDC opportunity.
- Creating Oracle RMA order from SFDC case/SR.
- Product/Price list syncing from Oracle to SFDC.
- Shipping/Return information from Oracle to SFDC.
- Customer assets syncing from Oracle to SFDC.
- Service Contract/Entitlement from Oracle to SFDC
- XML/BI Reporting.

Other Integrations

Concur®

KEWILL

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Demo

Global Parameter Setup

- Global parameter setup to avoid duplicity
- Flexibility for future enhancements
- Security enabled
- Easy to Switch environment

Integration Global Parameters

Type: **SFDC** Active:

Description: **SFDC Integration Parameters** Verify Connection

Code	Description	Value
API_VERSION	SFDC API Version	20.0
AUTO_RPC	Auto Reprocess Failed Transaction	No
BATCH_PRC	Batch Processing	No
CALL_METHOD	Web Service Method	POST
CONTENT_TYPE	Content Type	xml
DEBUG_LEVEL	Debug Level	1
DEBUG_MODE	Debug Mode	Yes
EMAIL_TYPE	Email Notification Type	All
ERR_EMAIL_ADDR	Error Email Address	rtripathi@optiosys.com
EXP_EMAIL_ADDR	Exception Email address	rtripathi@optiosys.com
FROM_EMAIL_ADDR	From Email address	SFDC_Notification@ysi.com
HTTP_VERSION	HTTP Version	1.1
NOTIF_EMAIL_ADDR	Notification Email Address	SFDC_Notification@ysi.com
REDIRECT	Redirect	3
REQ_LIMIT	Request Limit	32000
SCHEMA_NAME	Metadata Schema Name	ERPINTF
SECURITY_TOKEN	SFDC Security Token	I02PgP548v0pDNVRVjDhWxp5p
SMTP_PORT	SMTP Port Number	25

Integration Job - Data Mapping...

- Configurable data mapping functionality.
- Control up to the lowest level of data element.
- Support to multiple object types and functions.
- Detailed view of data mapping

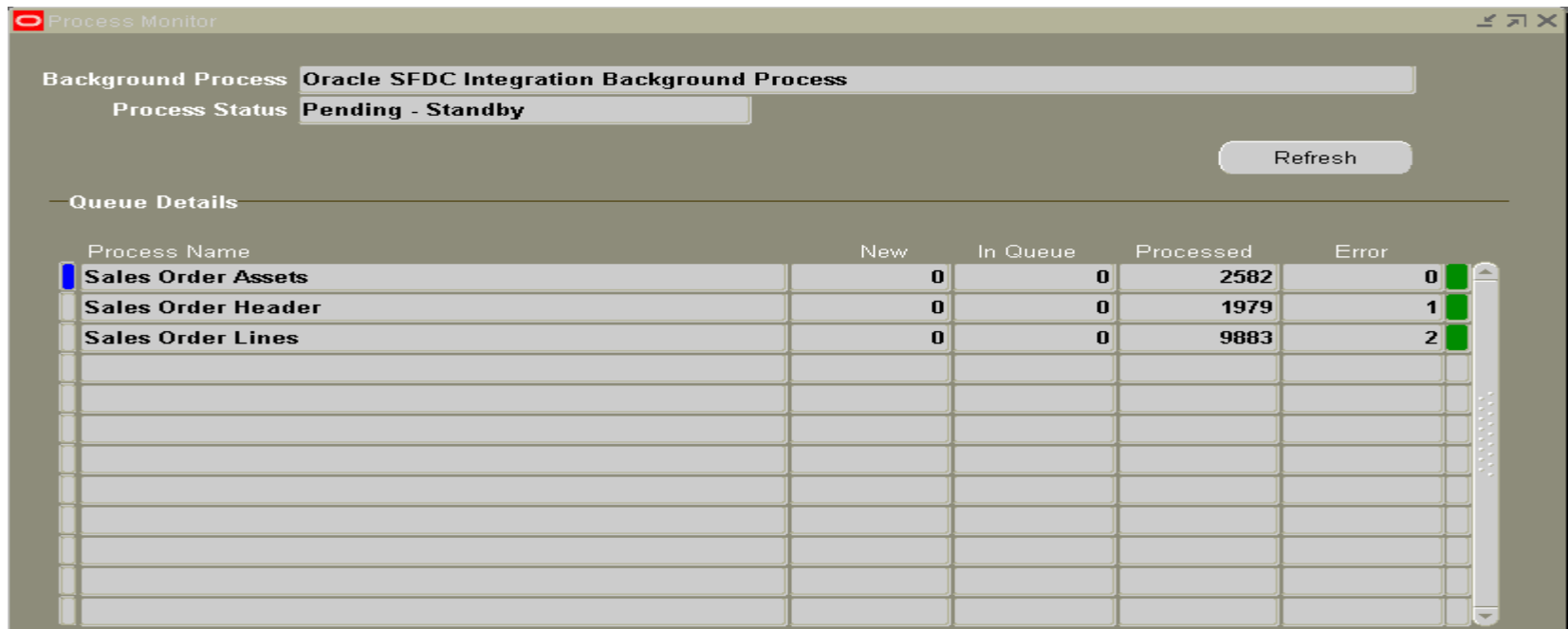
The screenshot displays the 'Integration Job' configuration window. At the top, there are fields for Job Type (SFDC), Job Name (SO_LINE), Source Owner (ERPINTF), Source Key (LINE_ID), Action Type (Insert), and Where Clause. To the right, there are fields for Job Seq# (3), Description (Sales Order Lines), Data Source (XXOPT_SO_LINES_VW), Target Object (Line Item), and Dependency (SO_HEADER). A 'Disable Job' button is visible in the top right. Below these fields is a 'Delete Synchronization' checkbox.

The 'Data Mapping' section contains a table with the following columns: Source Type, Source Name, Target Name, Format, and Enable. The 'Enable' column has a vertical bar with a red segment at the top, indicating that the mapping is active.

Source Type	Source Name	Target Name	Format	Enable
Table/View	ITEM_DESCRIPTION	Description		<input checked="" type="checkbox"/>
Table/View	EXTENDED_PRICE	Extnd Price		<input checked="" type="checkbox"/>
Table/View	ORDERED_ITEM	Item Number		<input checked="" type="checkbox"/>
SQL	to_char(CREATION_DATE, 'YYYY-MM-DD')	Line Created		<input type="checkbox"/>
Table/View	LINE_STATUS	Line Status		<input checked="" type="checkbox"/>
Table/View	LINE_TYPE	Line Type		<input checked="" type="checkbox"/>
Table/View	LINE_NUMBER	LineNo		<input checked="" type="checkbox"/>
Table/View	LINE_ID	OraLIID		<input checked="" type="checkbox"/>
SQL	XXOPT_SFDC_LOOKUP('SO_HEADER', HEAL	OrderLI		<input checked="" type="checkbox"/>
Table/View	UNIT_SELLING_PRICE	Price		<input checked="" type="checkbox"/>
Table/View	ORDERED_QUANTITY	Qty		<input checked="" type="checkbox"/>
SQL	to_char(SCHEDULE_SHIP_DATE, 'YYYY-MM-I	Sched Ship		<input checked="" type="checkbox"/>
Table/View	SHIPPING_METHOD	Ship Method		<input checked="" type="checkbox"/>
Table/View	TRACKING_NUMBER	TrkNo		<input checked="" type="checkbox"/>

Process Monitor

- Details of Integration process queue.
- Status monitoring.
- Error handling mechanism.
- Drill down capabilities for in depth visibility.



The screenshot shows a window titled "Process Monitor" with the following details:

- Background Process:** Oracle SFDC Integration Background Process
- Process Status:** Pending - Standby
- Refresh** button
- Queue Details** section containing a table:

Process Name	New	In Queue	Processed	Error
<input checked="" type="checkbox"/> Sales Order Assets	0	0	2582	0
<input type="checkbox"/> Sales Order Header	0	0	1979	1
<input type="checkbox"/> Sales Order Lines	0	0	9883	2
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Process Monitor contd...

- Detailed Queue information.
- Reprocess functionality for failed transactions.
- Purge option for historical processed data.

The screenshot shows a window titled "Transaction Details" with a blue header bar. Below the header, there are two input fields: "Process Type" containing "INSTALL_BASE" and "Process Status" containing "Processed". Red arrows point to these fields. Below this is a section titled "Queue Details" containing a table with three columns: "Object ID", "Trn Date", and "Comments". The table lists several transactions, with the first four rows highlighted in a red box. At the bottom of the window, there are three buttons: "Purge", "Reprocess", and "Close", each with a red arrow pointing to it.

Object ID	Trn Date	Comments
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96872	04/16/2011	Install Base ID 96872 UPDATED
96873	04/16/2011	Install Base ID 96873 UPDATED
96873	04/16/2011	Install Base ID 96873 UPDATED
96873	04/16/2011	Install Base ID 96873 UPDATED

Email Notification

- Auto email notification functionality.

To: Tripathi, Ravi	Log Time	Log Text	Module	Status
Cc:	18-AUG-14	ExpErr:Http_Server_Error. Action:queryORA-29269: HTTP	SUBMIT_SOAP_REQ	E
Subject: Oracle Salesforce Sync Program Log	11.26.57.992171 PM	server error 500 - Server Error		

Log Time	Log Text	Module	Status
07-JUL-10 03.10.18.201633 PM	Data Sync Process Started for Contact	SYNC_DATA	S
07-JUL-10 03.10.19.307069 PM	Data Sync Process done for Contact New Row(s):3	SYNC_DATA	S
07-JUL-10 03.10.19.475982 PM	Data Sync Process Started for		
07-JUL-10 03.10.20.098854 PM	Data Sync Process done for RMA		
07-JUL-10 03.10.20.106475 PM	Data Sync Process Started for		
07-JUL-10 03.10.20.716171 PM	Data Sync Process done for RMA		
07-JUL-10 03.10.20.723902 PM	Data Sync Process Started for		
07-JUL-10 03.10.21.509999 PM	Data Sync Process done for Us		

From: noreply@crossbeamsys.com	Log Time	Log Text	Module	Status
To: Tripathi, Ravi	15-MAR-11 12.00.44.524301 AM	Data Sync Process Started for Account	SYNC_DATA	S
Cc:	15-MAR-11 12.00.45.357129 AM	Data Sync Process done for Account New Row(s):5	SYNC_DATA	S
Subject: Oracle Salesforce Sync Program Log	15-MAR-11 12.00.45.357492 AM	Data Sync Process Started for ISV__c	SYNC_DATA	S
	15-MAR-11 12.00.45.757545 AM	Data Sync Process done for ISV__c New Row(s):1	SYNC_DATA	S
	15-MAR-11 12.00.45.757871 AM	Data Sync Process Started for Opportunity	SYNC_DATA	S
	15-MAR-11 12.00.46.543097 AM	Data Sync Process done for Opportunity New Row(s):2	SYNC_DATA	S
	15-MAR-11 12.00.46.543347 AM	Data Sync Process Started for OpportunityLineItem	SYNC_DATA	S
		Process done for OpportunityLineItem New Row(s):2	SYNC_DATA	S
		Process Started for Pricebook2	SYNC_DATA	S
		Process done for Pricebook2 New Row(s):1	SYNC_DATA	S
		Process Started for PricebookEntry	SYNC_DATA	S
		Process done for PricebookEntry New Row(s):1	SYNC_DATA	S
		Process Started for Product2	SYNC_DATA	S
		Process done for Product2 New Row(s):8	SYNC_DATA	S
		Process Started for Profile	SYNC_DATA	S
		Process done for Profile New Row(s):1	SYNC_DATA	S
		Process Started for User	SYNC_DATA	S
		Process done for User New Row(s):2	SYNC_DATA	S

From: bcprod@bluecoat.com	SFDC RMA#	Oracle RMA#	Description	Status
To: San Miguel, Maricela; Ayotte, Cynthia; Santos, George; Vaughn, Ron; Sennott, Donna	20140815-97303-01	800407	Customer Name:T-Mobile	SUCCESS
Cc:				
Subject: SFDC - Oracle Auto RMA Alert (20140815-97303-01)				

From: noreply@crossbeamsys.com	Following Oracle RMA Order(s) created and not released to Manufacturing									
To: Fabianello, Yana	SFDC Company Name	SFDC Contact Name	SFDC Item#/Serial#	SFDC Defective serial#	SFDC RMAID	Owner Name	Oracle Order#	Oracle PO#	RMA Installation Detail	Oracle Status
Cc: Parmeter, Arthur; Bastarache, Brian; Vaughn, Ron	Crossbeam Systems	Gregor Martin	NPM-8650-8G-S	N029K760	a0B5000002swZREAY	Karel Zajicek	806454	RMA 38665-01	No	BOOKED
Subject: SFDC RMA Orders	Crossbeam Systems	Gregor Martin	NPM-8650-8G-S	N020K252	a0B5000002swZREAY	Karel Zajicek	806454	RMA 38665-01	No	BOOKED
	Crossbeam	Greg Schwendimann	NPM-8600-2TG10G		a0B5000002B72EAE	Michael Rook	806538	Internal RMA 39472-01	No	BOOKED

SFDC RMA#	20140815-97303-01	Customer	T-Mobile 6653 Pincrest DR Plano, TX United States	Contact	Brad Cash
Line#	20140815-97303-01-01	Item#	NPM-9610		N342R006

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Thank You !

Ravindra Tripathi

**Inspired People ...
Tailored Solutions**

Questions ?