



CUSTOMER

Configuration Guide

Configure the Integration Flow to Integrate SAP Qualtrics Survey response data with SAP Process Visibility service

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INTRODUCTION

The iFlow "Push Survey Responses to SAP Process Visibility service" enables you to combine experience data in Qualtrics with process data from Process Visibility.

This iFlow pushes survey responses, for a survey in Qualtrics, as events to Process Visibility at regular intervals.

LAUNCH SAP INTEGRATION SUITE TENANT WEB UI

Navigate to your SAP Integration Suite Tenant Web UI

1. Navigate to your SAP Integration Suite Tenant Web UI: <https://<your SAP Integration Suite tenant URL>/itspaces>

CONNECTIVITY STEPS

Deploy the Process Visibility Client Credential Artifact

1. Choose the **Operations View** tab.
2. Under the **Manage Security** section, choose **Security Material**.
3. From the **Add** dropdown menu, choose **OAuth2 Credentials**. Provide the following properties in the **Add OAuth2 Credentials** dialog:

Property Name	Value
Name	PV Client Credentials
Grant Type	Client Credentials
Token Service URL	<uaa.url>/oauth/token Determine the <uaa.url> from the service key of the Process Visibility service instance. For more details, see Determine Service Configuration Parameters
Client ID	<uaa.clientid> Determine the <uaa.clientid> from the service key of the Process Visibility service instance. For more details, see Determine Service Configuration Parameters
Client Secret	<uaa.clientsecret> Determine the <uaa.clientsecret> from the service key of the Process Visibility service instance. For more details, see Determine Service Configuration Parameters
Client Authentication	Send as Request Header


4. Choose **Deploy**.

CONFIGURATION STEPS

Copy the Package

1. Choose the **Discover** tab.
2. Search for the integration package **SAP Qualtrics Surveys Integration with SAP Process Visibility service**.
3. Select the package to view the package.
4. Choose **Copy** to consume the integration package.

Copy the Integration Flow

1. Choose the **Design** tab.
2. Choose the **SAP Qualtrics Surveys Integration with SAP Process Visibility service** integration package.
3. Choose the **Artifacts** tab.
4. Select the **Push Survey Responses to SAP Process Visibility service** integration flow.
5. Choose the  icon and then choose **Copy**.
6. In the Copy dialog, provide the name as "Push <survey name> Survey Responses to SAP Process Visibility service".

Example: Push **Employee Pulse Check** Survey Responses to SAP Process Visibility service

7. Choose **Copy**.

Configure the Copied Integration Flow

1. Select the copied integration flow under the **Artifacts** tab.
2. Choose **Configure** and specify the following properties in the dialog:

Tab Category	Property	Value
Timer	Start	Select the required scheduling internal
Receiver – Qualtrics	Qualtrics Host	<p><organizationID>.<datacenterID>.qualtrics.com</p> <p>e.g. sapsandbox.eu.qualtrics.com</p> <p>Determine the <organizationID> from Qualtrics for more details see Locating Organization ID</p> <p>Determine the <datacenterID> from Qualtrics for more details see Locating Datacenter ID</p>
Receiver – PV	Process Visibility Host	<p>bpmpvruntime.cfapps.<datacenterID>.hana.ondemand.com</p> <p>e.g. bpmpvruntime.cfapps.eu10.hana.ondemand.com</p> <p>Determine the <datacenterID> from the service key of the Process Visibility service instance. For more details, see Determine Service Configuration Parameters</p>
	Credential Name	PV Client Credentials
More	Event Name	Survey Submitted
	Qualtrics API Token	<p><X-API-TOKEN></p> <p>Determine the <X-API-TOKEN> from Qualtrics IDs. For more details, see Locating Qualtrics IDs.</p>
	Survey ID	<p><Survey ID></p> <p>Determine the <Survey ID> whose response you want to push to Process Visibility from Qualtrics IDs. For more details, see Locating Qualtrics IDs.</p>

3. Choose **Save**.

Modify the Integration Flow to Extract Responses to Specific Questions

1. Select the copied integration flow and choose **Edit**.
2. In the canvas, choose the script task named **One response at a time** which is part of the local integration process **Push to Process Visibility**.
3. In the properties pane, choose the **Processing** tab and click on the script file link **"/script/getOneResponse.groovy"**.
4. Modify the **"context"** node within the script file and decide which question's response do you want to push to SAP Process Visibility service. To perform this, you need to understand the survey response via the Qualtrics API – <https://api.qualtrics.com/api-reference/reference/singleResponses.json/paths/~1surveys~1%7BsurveyId%7D~1response-schema/get>.

e.g. Change the Context node from

```
context(  
  QID2: response.labels.QID2 ? response.labels.QID2 : "  
  Q1D3: response.labels.QID3 ? response.labels.QID3 : "  
  QID4: response.labels.QID4 ? response.labels.QID4 : "  
  Q1D5: response.values.QID5_TEXT ? response.values.QID5_TEXT : "  
)
```

to

```
context(  
  QID1: response.labels.QID2 ? response.labels.QID2 : "  
  Q1D2: response.labels.QID3 ? response.labels.QID3 : "  
  Q1D3: response.values.QID3_TEXT ? response.values.QID3_TEXT : "  
)
```

5. Choose **OK**.

Deploy the Copied Integration Flow

1. Choose **Save** and then choose **Deploy**.

TROUBLESHOOTING

1. **SSLEngine Error**

Message Processing Failed with the following error details

java.net.ConnectException: General SSLEngine problem, cause:

sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target

Resolution

Follow the note 0002715005 to import certificate from Qualtrics Host (<https://<organizationID>.<datacenterID>.qualtrics.com>) and Process Visibility Host (<https://bpmpvruntime.cfapps.<datacenterID>.hana.ondemand.com>)

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