

RightNow Integration and Customization For Developers

Duration: 5 Days

What you will learn

This course focuses on non-Web-based aspects of RightNow CX, including programmatic access to the RightNow knowledge base, and customization of the Agent Desktop client application. Students will learn how to use SOAP web services to access the RightNow knowledge base to extract, store, or manipulate data. This access makes it possible to integration information from the knowledge base with other enterprise systems, and vice-versa.

Students will also learn the concepts and skills a developer needs to customize or extend the Agent Desktop application which is used by call center agents to provide customer support. To do this, they will use the RightNow Desktop Add-In Framework which provides templates and wizards that simplify adding components with new functionality, such as automation, integration of external data or applications, or new controls.

Learn To:

Use SOAP web services to extract data from the RightNow CX knowledge base
Create new functionality and new components to customize the Agent Desktop
Import data from other enterprise data systems into the RightNow CX knowledge base

Audience

Application Developers
Functional Implementer
Support Engineer
Technical Consultant

Prerequisites

Required Prerequisites

C#
.Net Application Development
Object-oriented programming

Suggested Prerequisites

Relational Database Concepts
SQL

Course Objectives

Deploy and Launch the Application
Search for, View, Edit, Create, and Customize Record Types
Create Profiles and Staff Accounts
Run Analytics Reports
View, Edit, and Create Custom Objects

Write ROQL Queries that use the RightNow Common Object Model
Execute ROQL Queries in a .NET Project
Execute CRUD Operations using Connect Web Services for SOAP
Optimize Operations using Bulking, Chaining, and Batching
Customize the Agent Desktop by creating Add-ins Using the RightNow Desktop Add-in Framework
Package and Deploy Add-Ins

Course Topics

Agent Desktop

Deploying and Launching the Agent Desktop
Searching for, Viewing, Editing, Creating, and Customizing Record Types
Creating Profiles and Staff Accounts
Running Analytics Reports
Viewing, Editing, and Creating Custom Objects
Accessing Help
Using the Customer Portal

Right Now Object Query Language (ROQL)

Objects and Relationships in the RightNow Connect Common Object Model
ROQL Queries
Executing ROQL Queries in a .NET Project
Special Queries

Connect Web Services for SOAP

CRUD Operations using Web Services for SOAP
Bulk Operations
Batch Operations
Chain Operations
Running an Analytics Reports
Getting Values for NamedID Objects

Desktop Integration

Add-Ins and the RightNow Desktop Add-In Framework
Developer Mode
Templates and Wizards
Deployment
Working with Records and Automation
Connect Web Services for SOAP with Add-Ins

Capstone Activity

Developing an application to solve a typical integration challenge
Developing an Add-In