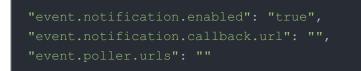# Oracle Service Cloud Events

SAP Cloud Platform Open Connectors currently supports events via **polling** or **webhooks** depending on the endpoint.

- **Polling** is a mechanism where SAP Cloud Platform Open Connectors executes the configured query every `n` minutes and captures the changed information.
- **Webhooks** are when the provider lets SAP Cloud Platform Open Connectors know what information has changed. Note that additional endpoint setup may be required prior to creating your connector Instance.

> **ⓘ Note:** SAP Cloud Platform Open Connectors normalizes only the objectId, objectType, and eventType event data. Event data also contains raw data, which the provider returns. The raw data varies based on the endpoint.

If you would like to see more information on our Events framework, see Events Overview.

In order to enable polling, add these extra configurations to your instance JSON:

```
"event.notification.enabled": "true",
"event.notification.callback.url": "",
"event.poller.urls": ""
```

instance JSON with polling events enabled:

```json
{
  "element": {
    "key": "servicecloud"
  },
  "configuration": {
    "helpdesk.servicecloud.username":  "",
    "helpdesk.servicecloud.password":  "",
    "helpdesk.servicecloud.endpointurl":  "https:///cgi-bin/.cfg/services/soap?wsdl",
    "event.notification.enabled": "true",
    "event.notification.callback.url": "",
    "event.poller.urls": "incidents"
  },
  "tags": [
    ""
  ],
  "name": ""
}
```