Act! 365 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, please see Events Overview.

SAP Cloud Platform Open Connectors supports **polling events** for Act! 365.

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

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

NOTE: The `objects` in the `event.poller.configuration` are the default configurations we support. Feel free to remove any objects that do not fit your needs.

> **ⓘ Note:** The `objects` in the `event.poller.configuration` are the default configurations we support. Feel free to remove any objects that do not fit your needs.

instance JSON with polling events enabled:

```json
{
  "element": {
    "key": "actessentials"
  },
  "name": "INSTANCE_NAME",
  "configuration": {
    "filter.response.nulls": "true",
    "event.vendor.type": "polling",
    "event.poller.refresh_interval": "15",
    "event.notification.enabled": true,
    "event.poller.configuration": "{\"lists\":{\"url\":\"/hubs/crm/lists?where=created>'${gmtDate:yyyy-MM-dd'T'HH:mm:ss'Z'}'\",\"idField\":\"id\",\"datesConfiguration\":{\"updatedDateField\":\"lastUpdated\",\"updatedDateFormat\":\"yyyy-MM-dd'T'HH:mm:ss.SSS'Z'\",\"updatedDateTimezone\":\"GMT\",\"createdDateField\":\"created\",\"createdDateFormat\":\"yyyy-MM-dd'T'HH:mm:ss'Z'\",\"createdDateTimezone\":\"GMT\"}},\"todos\":{\"url\":\"/hubs/crm/todos?where=created>'${gmtDate:yyyy-MM-dd'T'HH:mm:ss'Z'}'\",\"idField\":\"id\",\"datesConfiguration\":{\"updatedDateField\":\"lastUpdated\",\"updatedDateFormat\":\"yyyy-MM-dd'T'HH:mm:ss.SSS'Z'\",\"updatedDateTimezone\":\"GMT\",\"createdDateField\":\"created\",\"createdDateFormat\":\"yyyy-MM-dd'T'HH:mm:ss'Z'\",\"createdDateTimezone\":\"GMT\"}}}",
    "username": "USERNAME",
    "password": "PASSWORD"
  }
}
```

> ℹ **Note:** The `lastUpdated` object that is a part of the `event.poller.configuration` is a mandatory object that needs to be passed in the `/POST` request.