

# Oracle Service Cloud Integration and Development

- Custom Objects
- Connect Common Object Model (CCOM)
- RightNow Object Query Language (ROQL)
- Customer Portal (CP) Basic Editing
- Customer Portal Look and Feel
- Customer Portal Standard and Syndicated Widgets
- Customer Portal Custom Widgets
- Customer Portal Models and Controllers
- Customer Portal Building Widgets with Controller Logic
- Connect Web Services for SOAP (CWSS)
- Connect Web Services for SOAP Advanced
- Connect REST API
- Connect REST API Using in Code
- Custom Processes
- Hooks
- Single Sign On (SSO)
- Service Console (Desktop) Add-Ins Overview
- Service Console Add-Ins Writing an Add-In
- Mobile
- Integration with External Systems
- Accessibility Awareness
- Security Risk Mitigation