RightNow Introduction

The RightNow connector will crawl content from RightNow.

Features

Some of the features of the RightNow connector include:

- Content retrieval through SOAP API

Content Retrieved

The RightNow connector retrieves several types of documents, listed below are the inclusions and exclusions of these documents.

Include

- Answers
- Attachments
- Incidentes

Limitations

Due to API limitations, RightNow connector has the following limitations:

- Only non secured documents can be crawled
    - The API does not support user information retrieval.

Anything we should add?

Please let us know.