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Oracle Digital Assistant: Link Fusion Paired instance with Universal Credits

Administrative Linking

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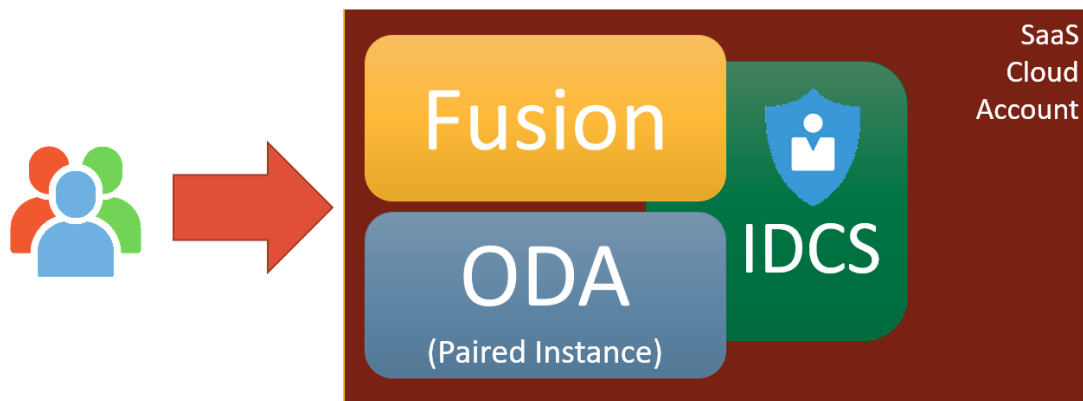Copyright © 2024, Oracle and/or its affiliates
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Digital Assistant Paired Instance

Oracle Digital Assistant is available through a variety of subscription models:

- **Individual service**. When you order Digital Assistant as an individual service, you typically provision such instances yourself. See Set Up Digital Assistant as an Individual Service.

- **Paired with Fusion-based Cloud applications**. You can get Digital Assistant in this way when you have Fusion-based Oracle Applications Cloud services (such as Sales Cloud or HCM Cloud), which we are discussing in this document.

When you get ODA in this form, it is automatically provisioned for you. You give team members access to the instance in the IDCS application for the instance. See Oracle Fusion Cloud Applications and Digital Assistant.
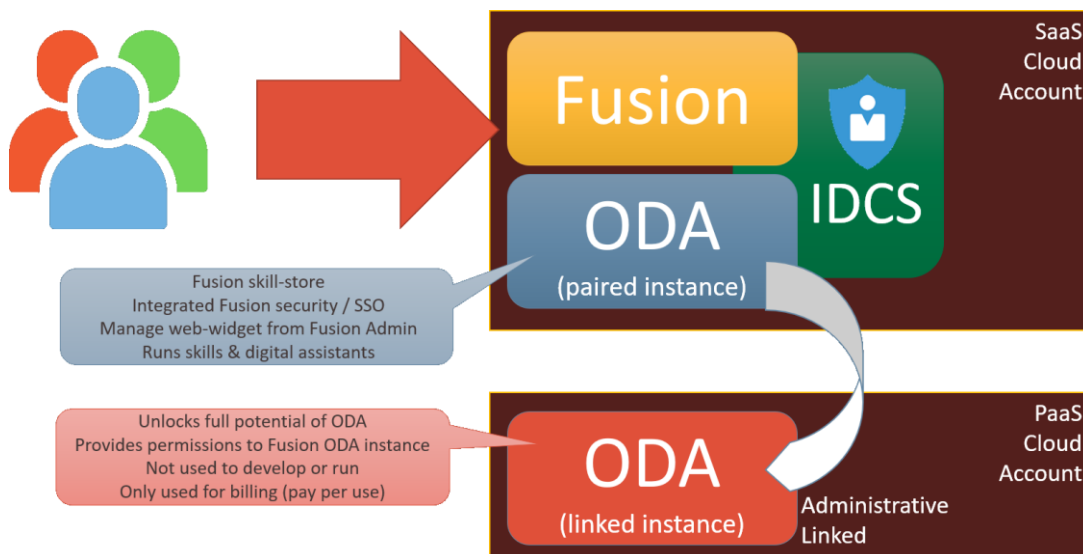

This Paired Instance of ODA has the following already setup:

- Fusion Integrated security / SSO
- Skill Store with fully integrated out-of-the-box skills for Fusion Applications
- Management of ODA web-widget from Fusion Administration

Digital Assistant Linked Instance

For custom development of skills and digital assistants or integration to other backend systems, an individual service is needed: An ODA instance on Universal Credits (PaaS) that gets administrative linked to grant full capabilities to the Fusion Paired Instance of ODA

This linked instance is only used for administrative billing purposes and should not be used to implement or run anything on. All implementations and services remain running on the Fusion Paired Instance which is being used for everything.

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Get access to the Fusion Paired Instance

As a primary cloud administrator, you get the URL to the Oracle Identity Cloud Service instance and its credentials through a Welcome email. This email is regarding the newly created Oracle Identity Cloud Service instance in your cloud account. If you don't have the credentials, contact your primary administrator. You can find more information on access and configuration here

You can find and use the digital assistant URL in Identity Cloud Service and also share the URL with other users.

1. Click **Navigator** > **Oracle Cloud Services**.

2. Search for the application name that starts with **idcs-oda**.

3. Open the application.

4. Click the Configuration tab.

5. In the Resources section, copy the URL from the **Primary Audience** field, and share the URL with other users, if required.

You can now easily add the out-of-the-box Fusion skills following the steps described here

Linking the Fusion Paired Instance

To unleash full capabilities of the Fusion Paired Instance of ODA, we have to do the following:

- Create an ODA Instance as an individual service. Please follow these steps.

- Administrative link the two instances. All steps are described here.

- The manual linking can also easily be arranged to raise an SR for the **PaaS OCI tenancy** with a request like:

Product: Oracle Digital Assistant
Subject: Request FA Paired ODA instance linking to Universal Credits cloud account instance
Description:
We are seeking to link our FA Paired ODA instances with our Universal Credits ODA instance, with the details included below.

SaaS PODS:
[Your SaaS Pod names, e.g. dev1, …]
https://…dev1…
https://…dev2…

OCI Universal Credits ODA Instance URL:
https://oda-######.data.digitalassistant.oci.oraclecloud.com/botsui/

We recommend that you include all SaaS POD names in the SR for simplicity, as this will allow the Platform functionality for all of your SaaS PODs if you decide to enable the Digital Assistant for those environment(s).

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