

# ChatGPT and OIC Gen3: Where AI Dreams Come True

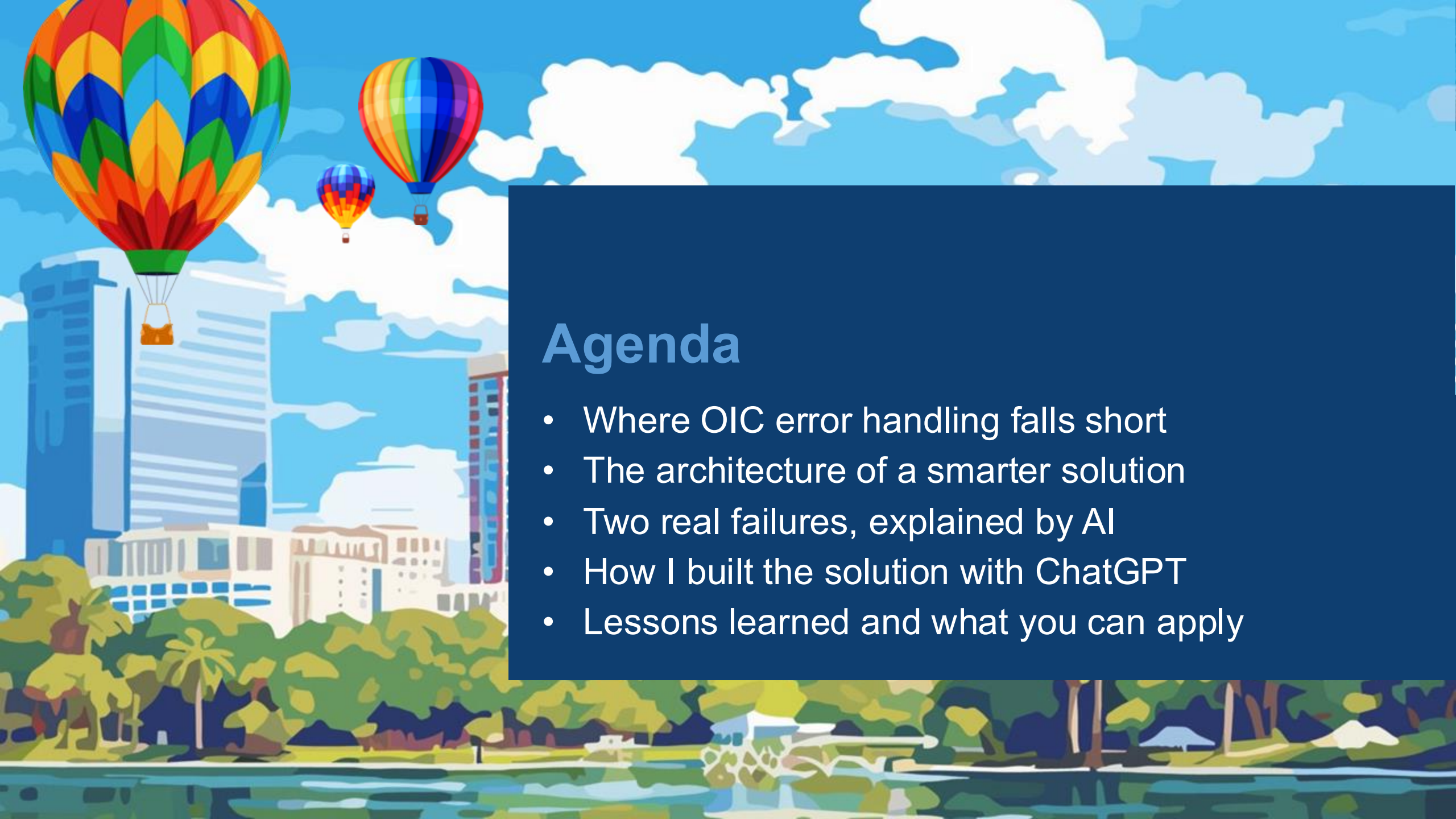
Presented By: Bryan Viera Gomez  
Technical Consultant at SMX

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me on LinkedIn



<https://www.linkedin.com/in/bryan-viera-gomez/>

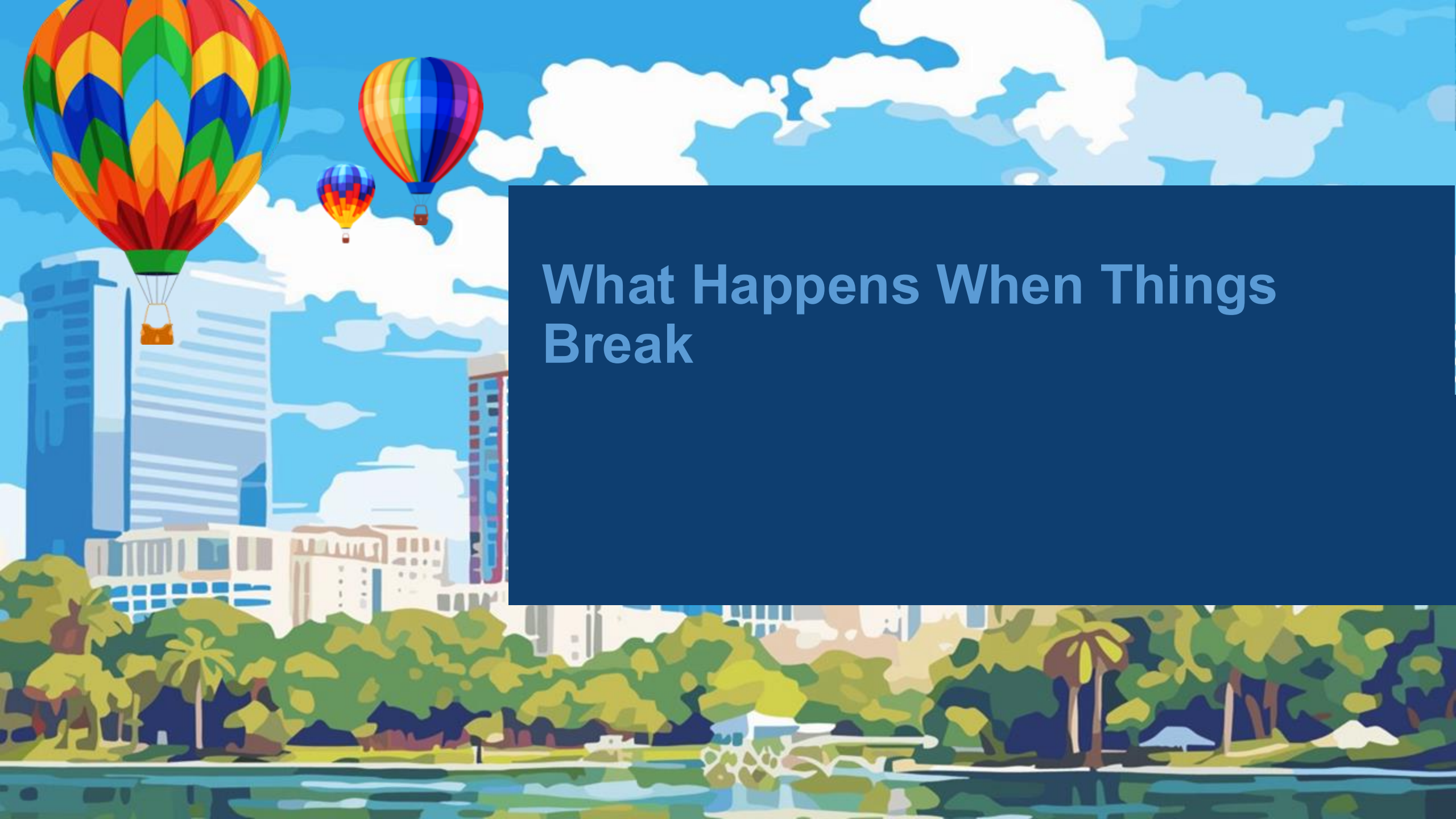




## Agenda

- Where OIC error handling falls short
- The architecture of a smarter solution
- Two real failures, explained by AI
- How I built the solution with ChatGPT
- Lessons learned and what you can apply





# What Happens When Things Break

# Where Oracle Error Handling Falls Short



```
</reason><details><err:serviceInvocationError
xmlns:err="http://xmlns.oracle.com/cloud/generic/service/fault"><err:type>DBWriteInteractionSpec
Execute Failed Exception</err:type><err:title>update failed. Descriptor name:
[UpdateProductPriceATP.Products].</err:title><err:detail>Caused by
java.sql.SQLIntegrityConstraintViolationException: ORA-02290: check constraint
(ADMIN.CHK_STATUS_VALID) violated
.</err:detail><err:errorCode>serviceInvocationError</err:errorCode><err:remedialAction>Please see
the logs for the full DBAdapter logging output prior to this exception.</err:remedialAction>
</err:serviceInvocationError></details></fault>
```

- ✗ Cryptic
- ✗ No direct pointer to the fix
- ✗ Disruptive to troubleshoot in real time

# Why Traditional Error Handling Wastes Time



Developer must:

- Parse fault XML manually
- Cross-reference integration flow steps
- Search logs and instance traces
- Decode Oracle error messages
- Rely on tribal knowledge or trial/error



Slow recovery



Redundant Error Analysis



Inconsistent fixes



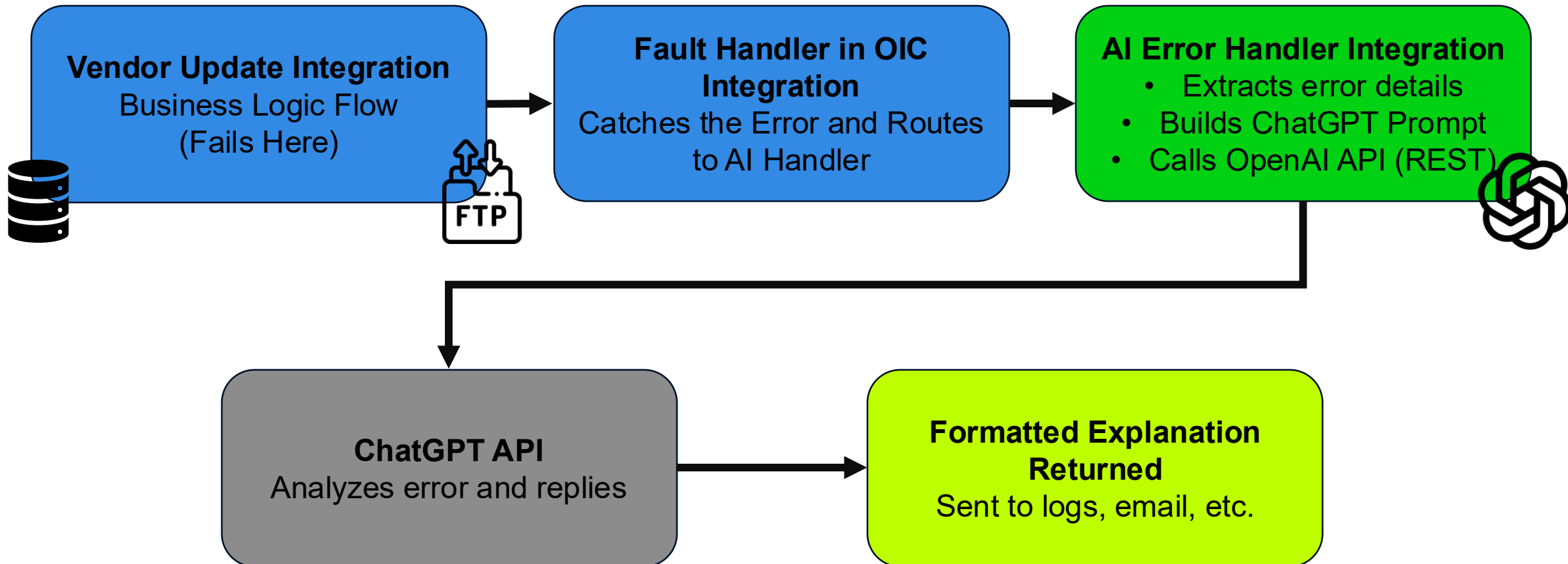


# The AI-Powered Solution

# Architecture Overview



## AI-Powered Error Handler in Action



# Two Failures. One Smart Fix.



## CASE 1: Fault handler catches invalid credential error

### FTP Error 530 — Not Logged On

- Integration fails to connect to FTP server
- Fault handler catches invalid credential error
- AI handler suggests checking login/auth config



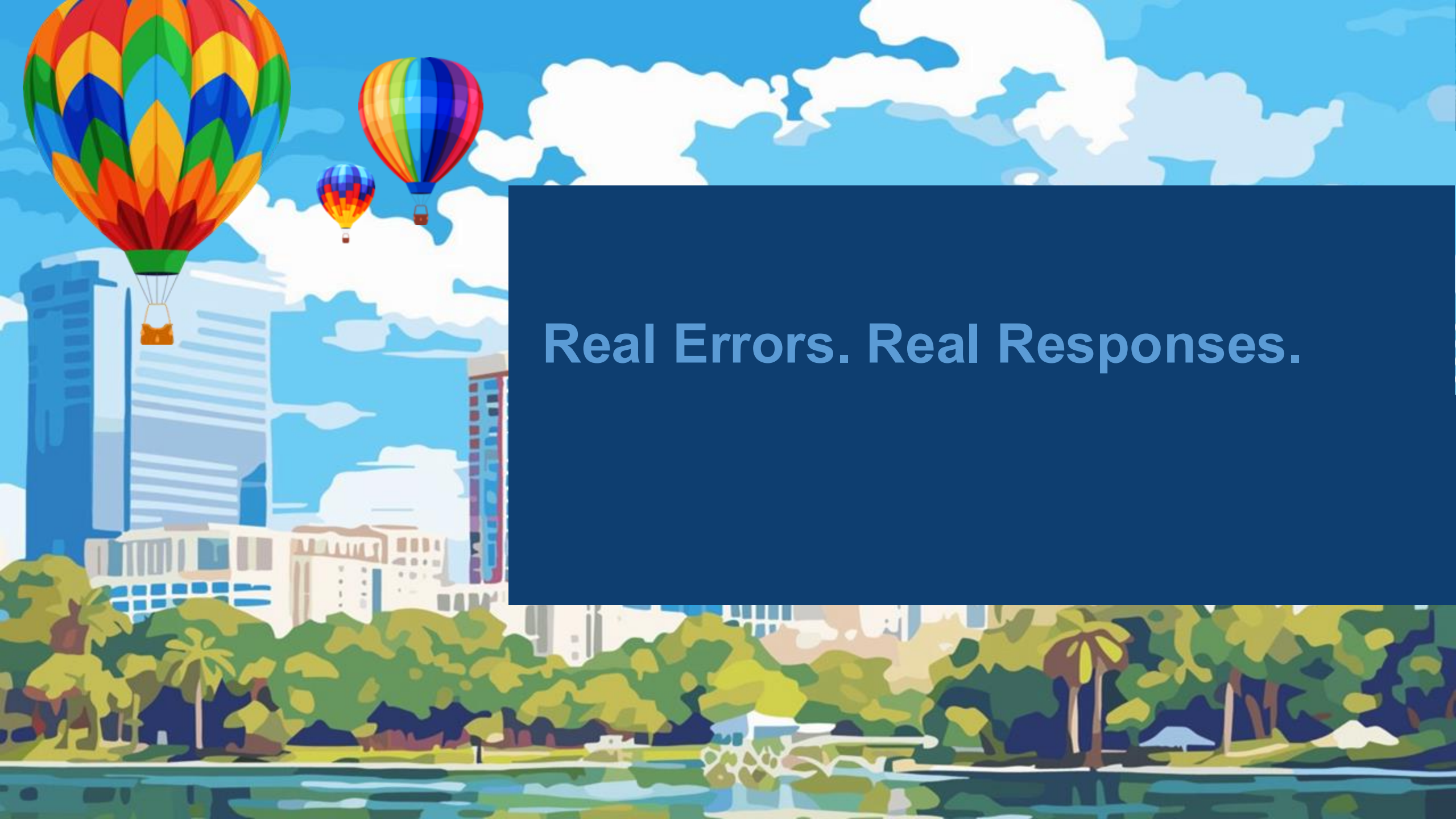
## CASE 2: DB Adapter throws constraint violation

### ORA-02290 — DB Constraint Violation

- Business integration attempts to insert invalid data
- DB Adapter throws constraint violation
- AI handler explains root cause and suggests next step

In both cases, the AI Error Handler turns cryptic Oracle faults into clear, actionable insights.





**Real Errors. Real Responses.**

# CASE 1: Fault Handler Catches Invalid Credential Error



## FTP Login Error

- Integration fails to log in to FTP
- Error: 530 Not Logged On
- AI handler analyzes and responds

The screenshot displays the 'ASCEND PRESENTATION PROJECT' interface. The 'Integration' tab is active, showing a list of integrations. The 'AI\_POWERED\_ERROR\_ALERT\_INT' integration is highlighted with a red box. It is described as 'Serves as a centralized, callable integration that formats and del...'. The 'Connections' section on the right lists four connections: 'ftp FTP\_CONN', 'rest REST\_TRIGGER', 'rest OpenAI\_REST\_CONN', and 'atpdatabase ATP\_CONN'. The 'Lookups' and 'Libraries' sections are also visible at the bottom.

Integration	Version	Status
AI_UPDATE_DATA_FTP_ATP_INT	1.0.2	Active
AI_POWERED_ERROR_ALERT_INT	1.0.1	Active
UPDATE_DATA_FTP_ATP_INT	1.0.2	Configured
UPDATE_DATA_FTP_ATP_INT	1.0.0	Configured

Connection	Type	Status
ftp FTP_CONN	Trigger and invoke	Configured
rest REST_TRIGGER	Trigger	Configured
rest OpenAI_REST_CONN	Trigger and invoke	Configured
atpdatabase ATP_CONN	Trigger and invoke	Configured

Design Deploy Observe



## Integration

Full or partial name or keyword or description

### Integrations



	AI_UPDATE_DATA_FTP_ATP_INT	1.0.2	Active
	AI_POWERED_ERROR_ALERT_INT Serves as a centralized, callable integration that formats and del...	1.0.1	Active
	UPDATE_DATA_FTP_ATP_INT	1.0.2	Configured
	UPDATE_DATA_FTP_ATP_INT	1.0.0	Configured

View all 9 integration(s)



- Configure
- View
- View property values
- Deactivate
- Run
- Configure activation
- Create new version
- Clone
- Publish to API gateway

### Connections



	ftp_FTP_CONN	Trigger and invoke	Configured
	TRIGGER	Trigger	Configured
	_REST_CONN	Trigger and invoke	Configured
	base ONN	Trigger and invoke	Configured

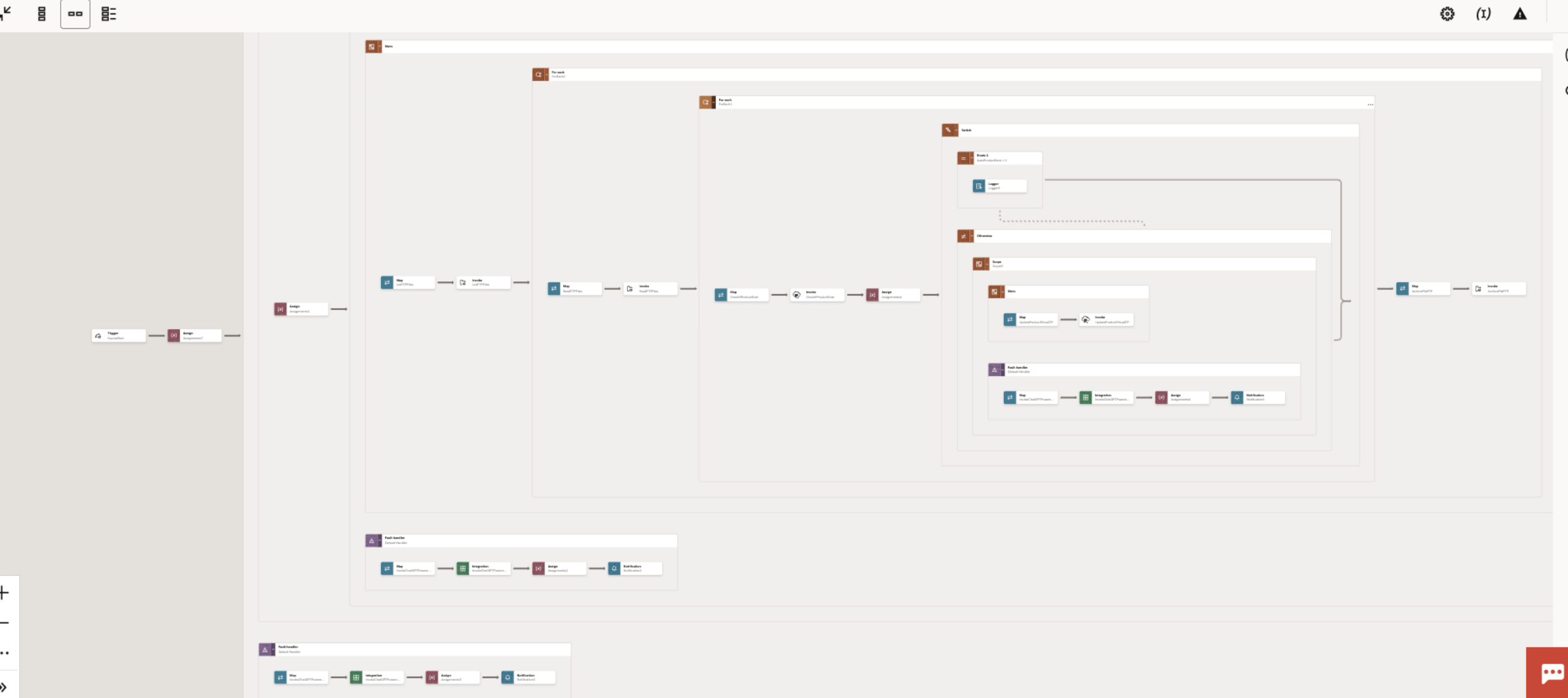
Add

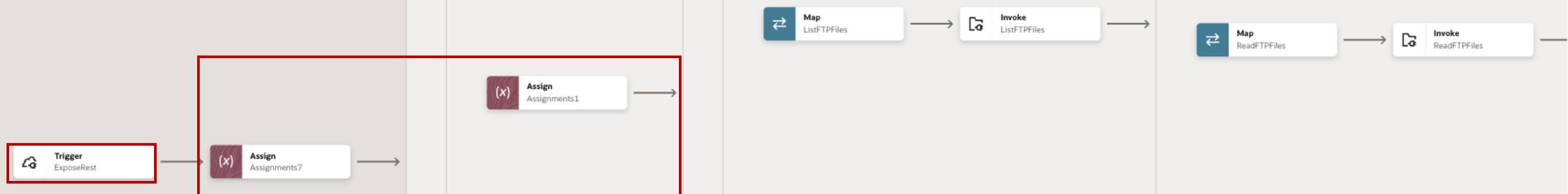
### Lookups

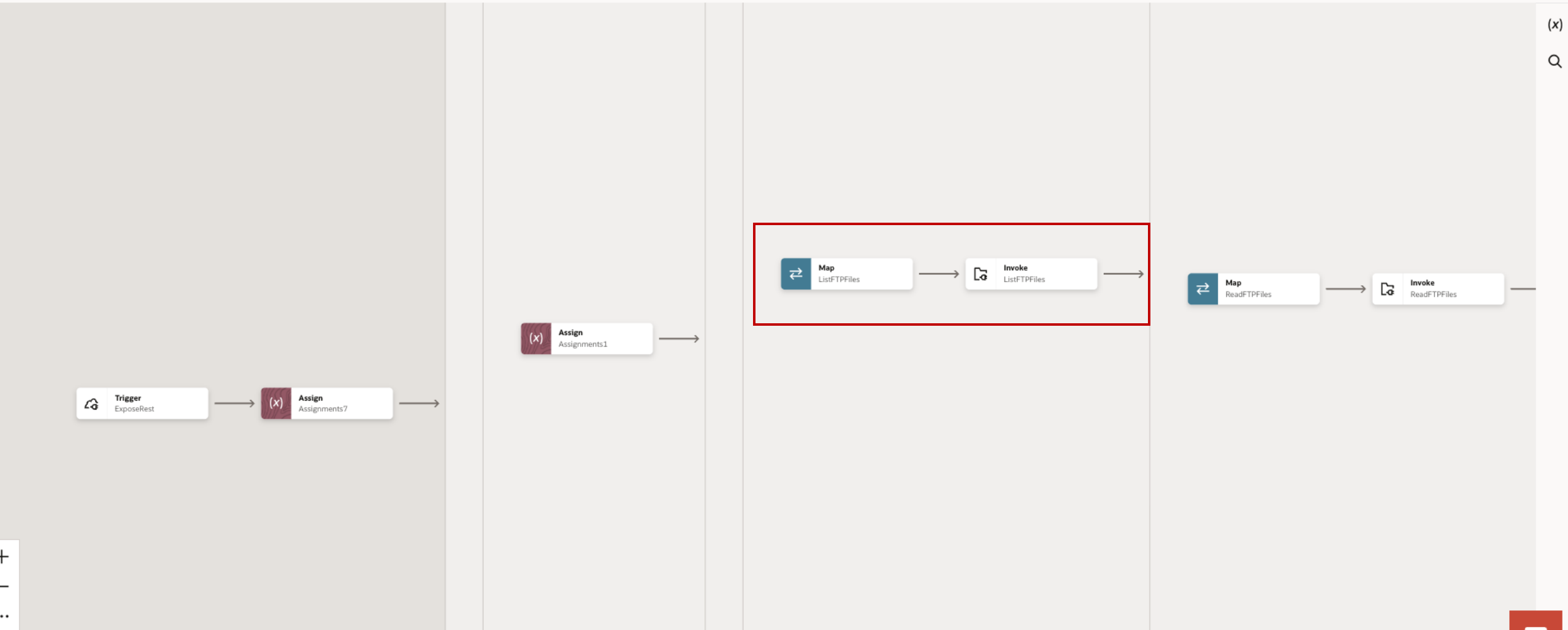
Map values between applications.

Use JavaScript functions and libraries

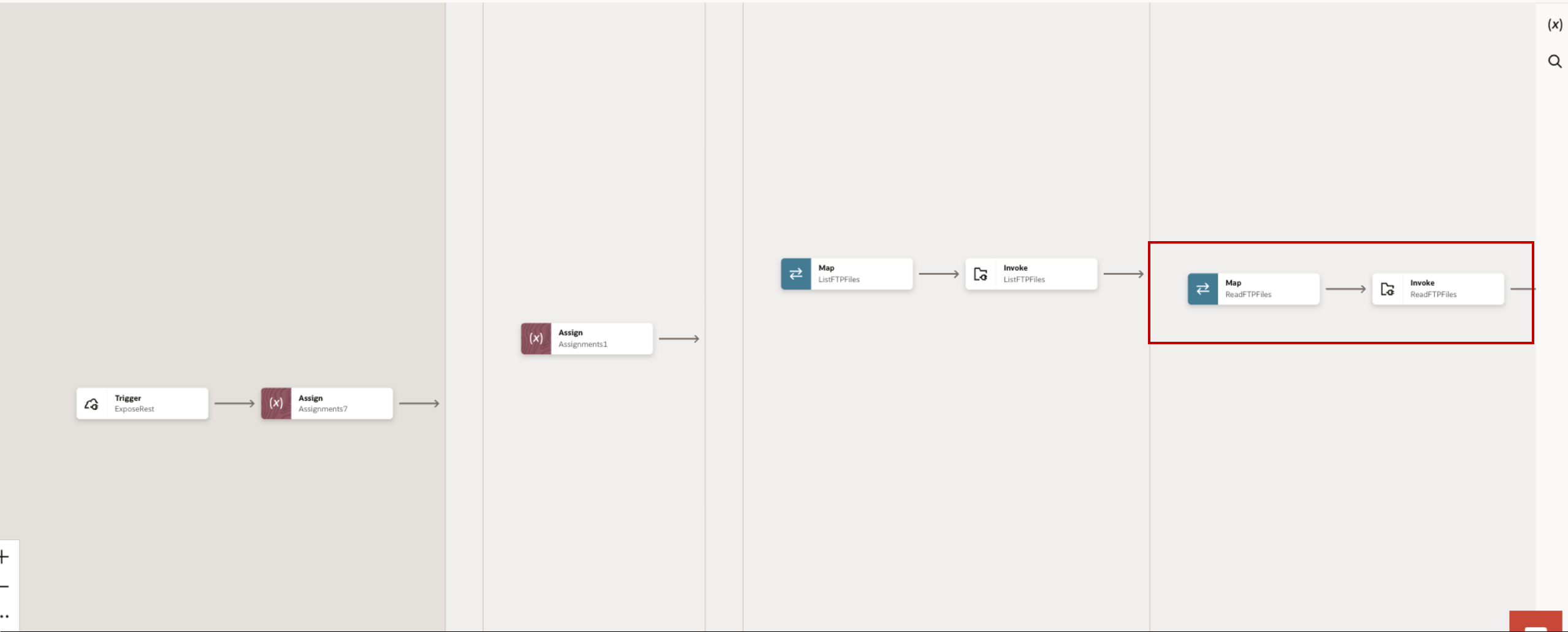


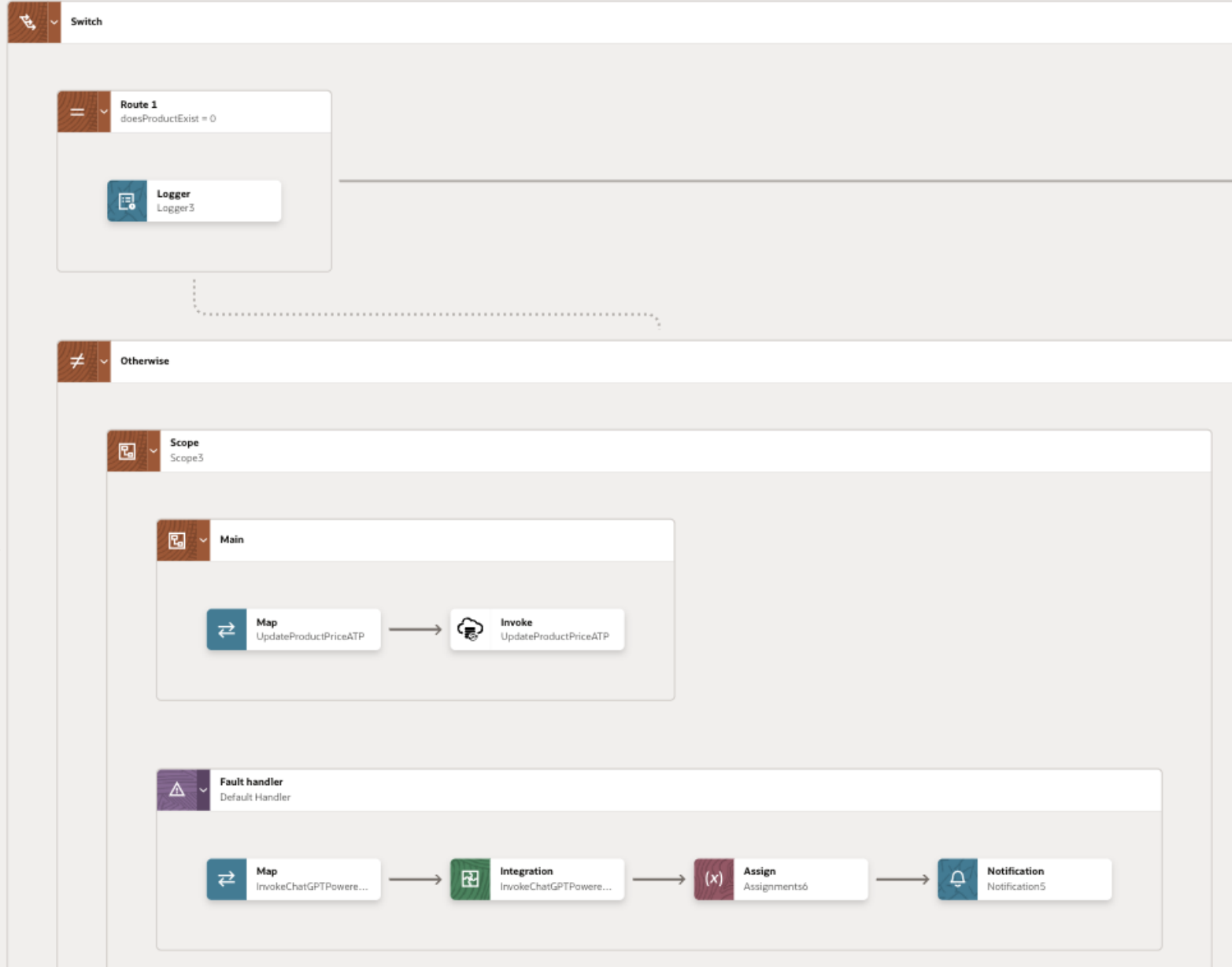


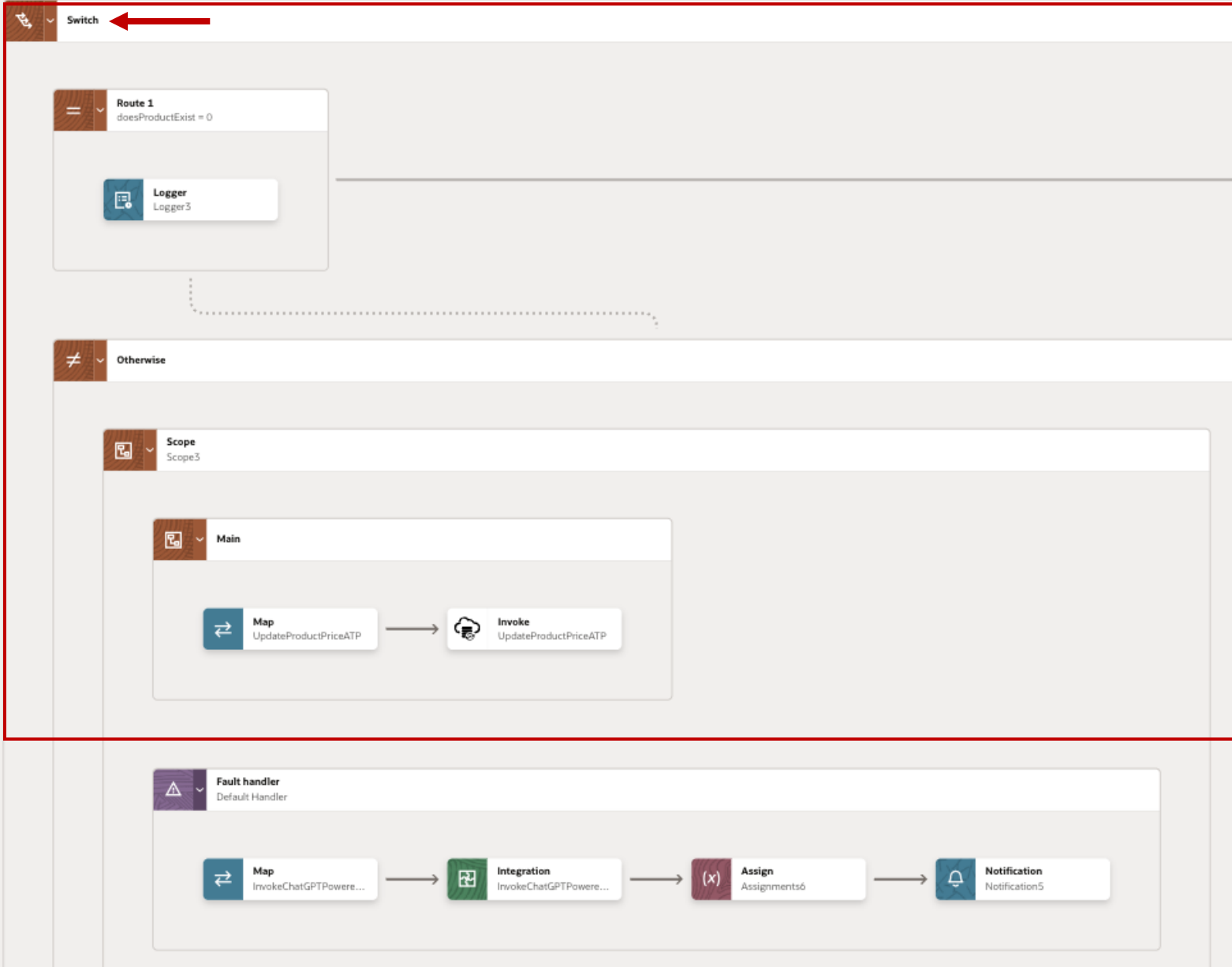




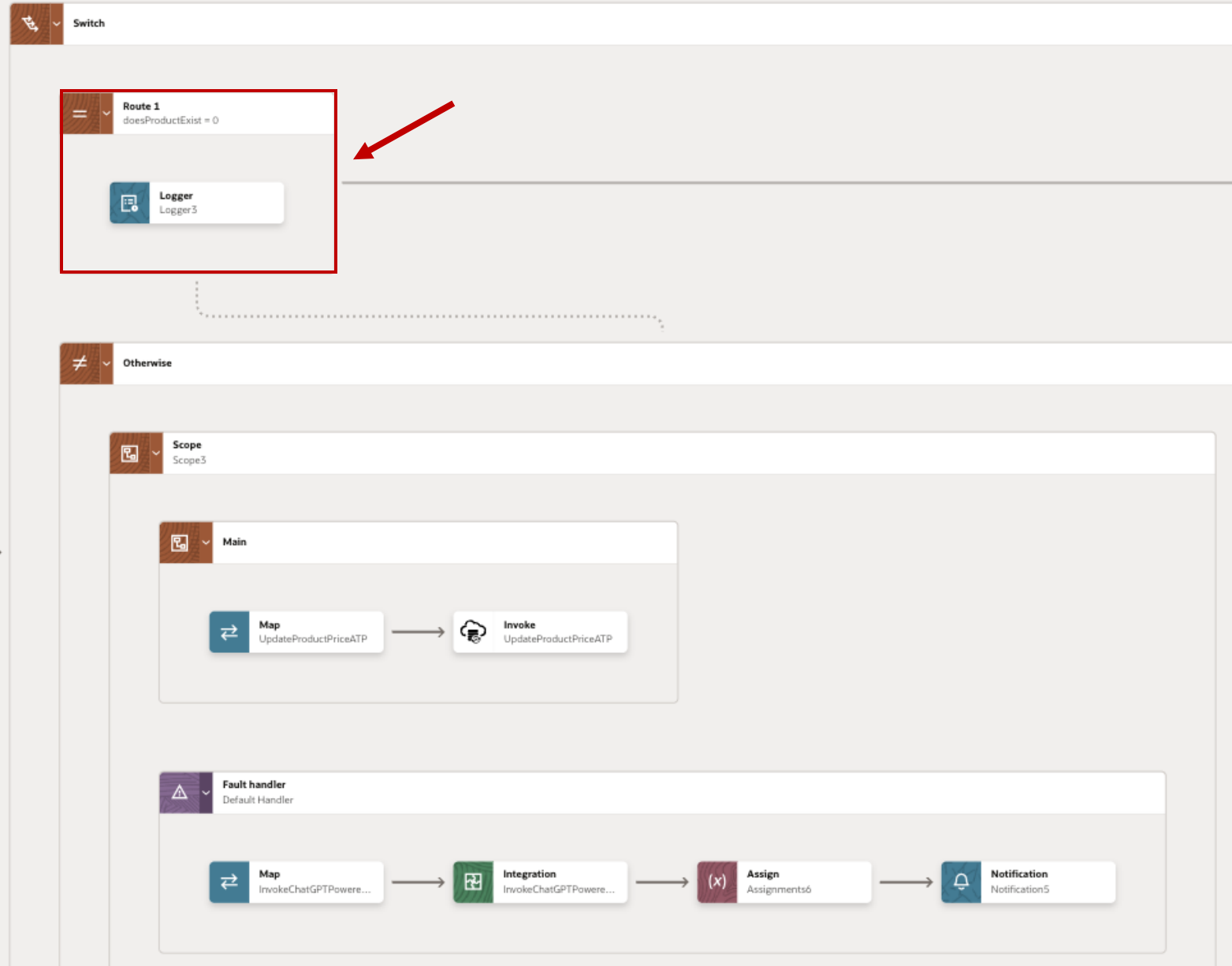


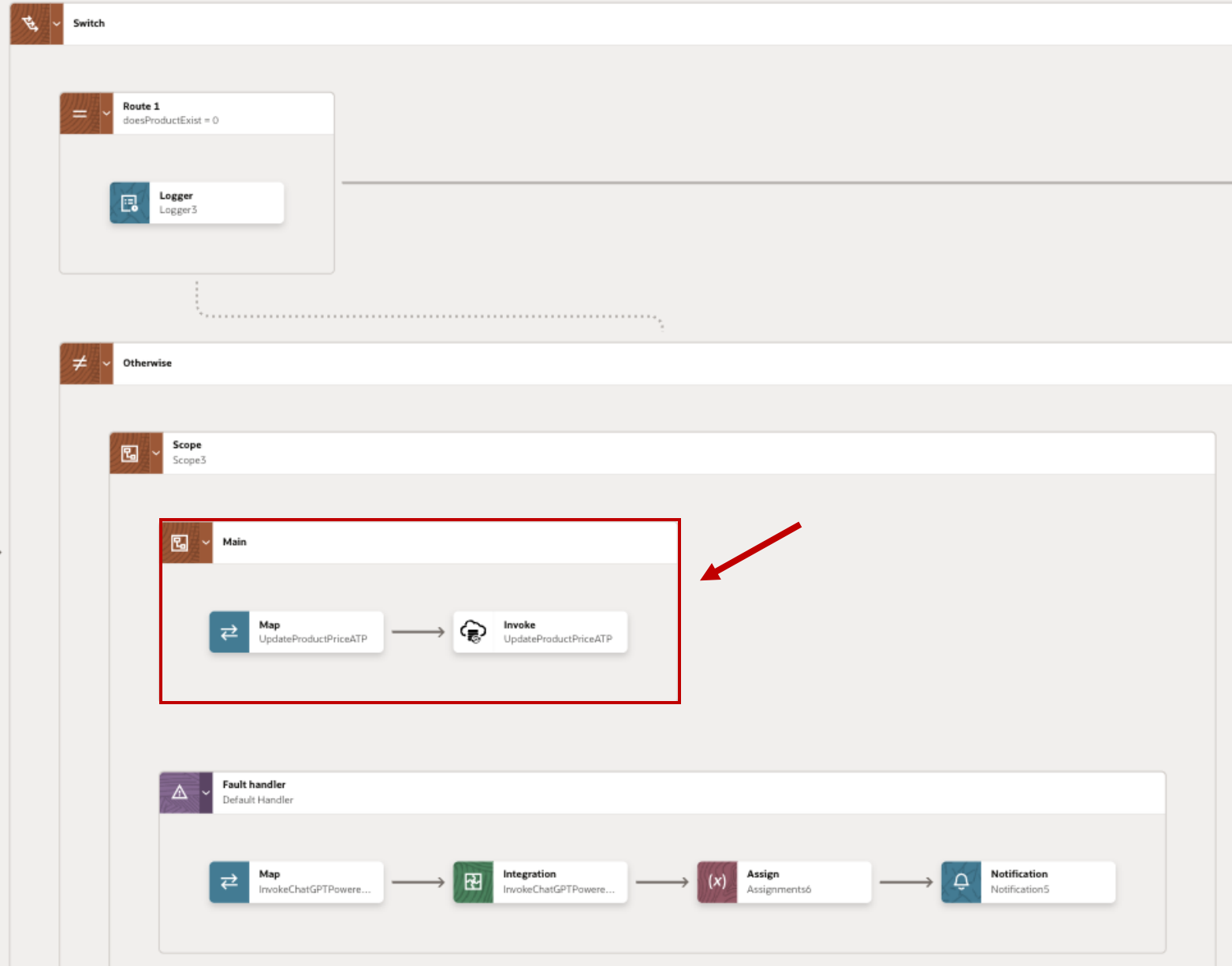


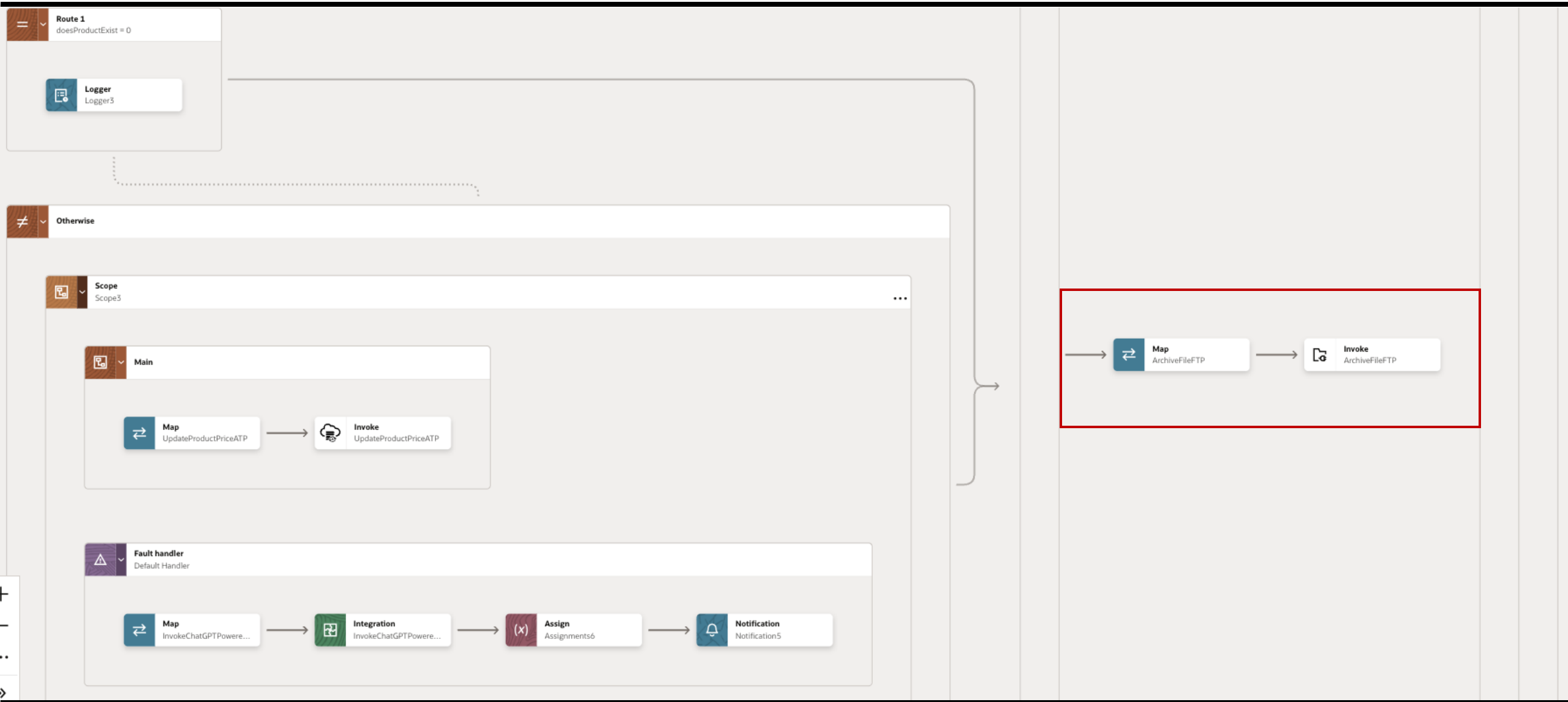




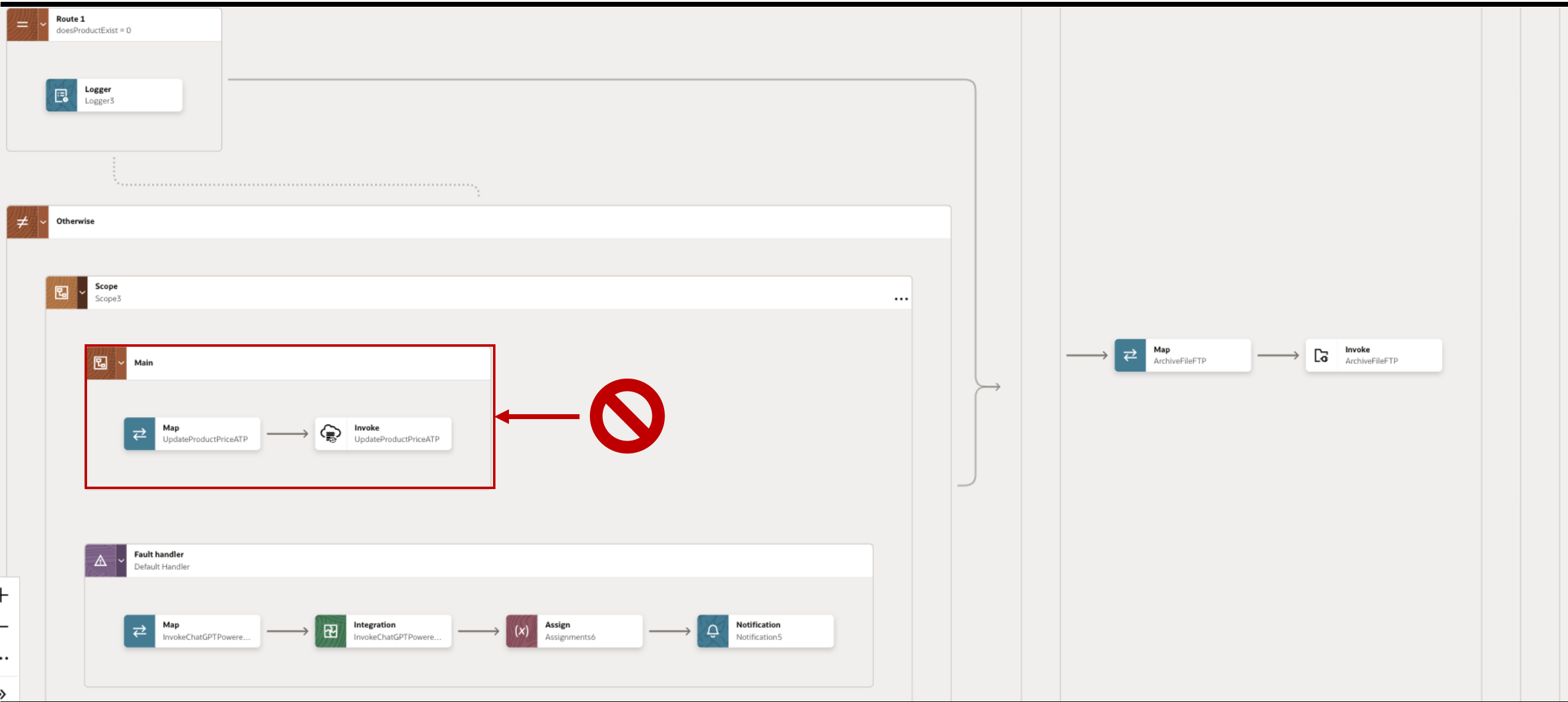














Design Deploy Observe



## Integration

Full or partial name or keyword or description

### Integrations



AI\_UPDATE\_DATA\_FTP\_ATP\_INT 1.0.2 Active



AI\_POWERED\_ERROR\_ALERT\_INT 1.0.1 Active



UPDATE\_DATA\_FTP\_ATP\_INT 1.0.2 Configured

Configured



UPDATE\_DATA\_FTP\_ATP\_INT 1.0.0 Configured

Configured



View all 9 integration(s)

### Connections



ftp FTP\_CONN Trigger and invoke Configured

rest REST\_TRIGGER Trigger Configured

REST\_CONN Trigger and invoke Configured

base REST\_CONN Trigger and invoke Configured

connection(s)

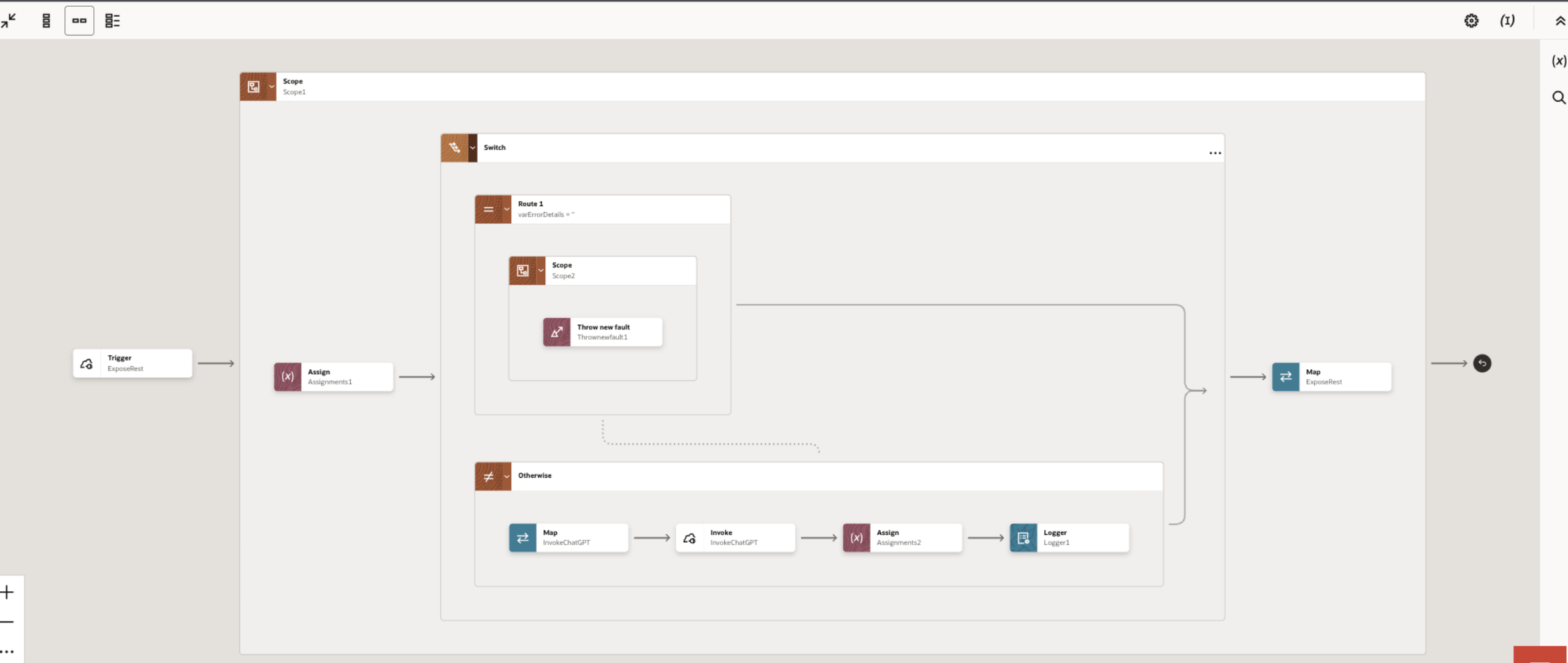
Add

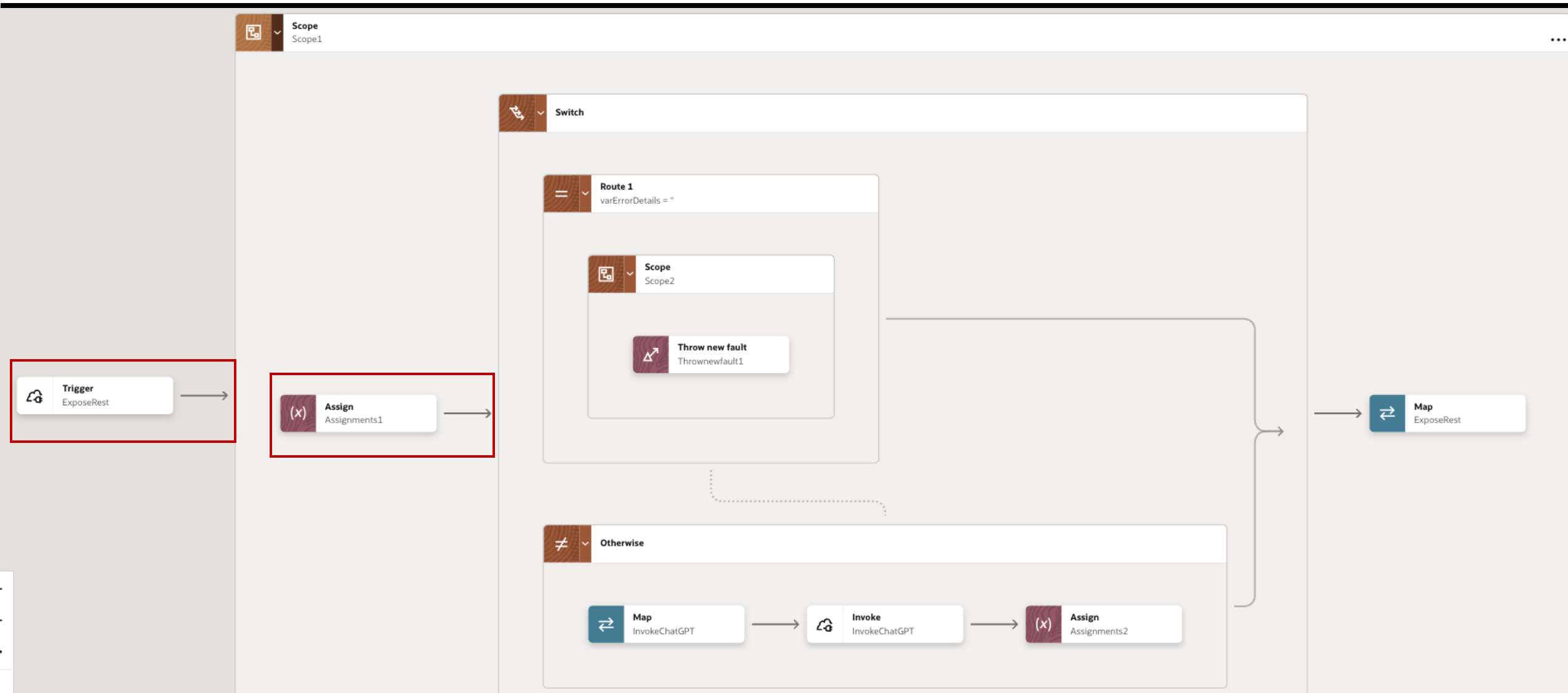
### Lookups

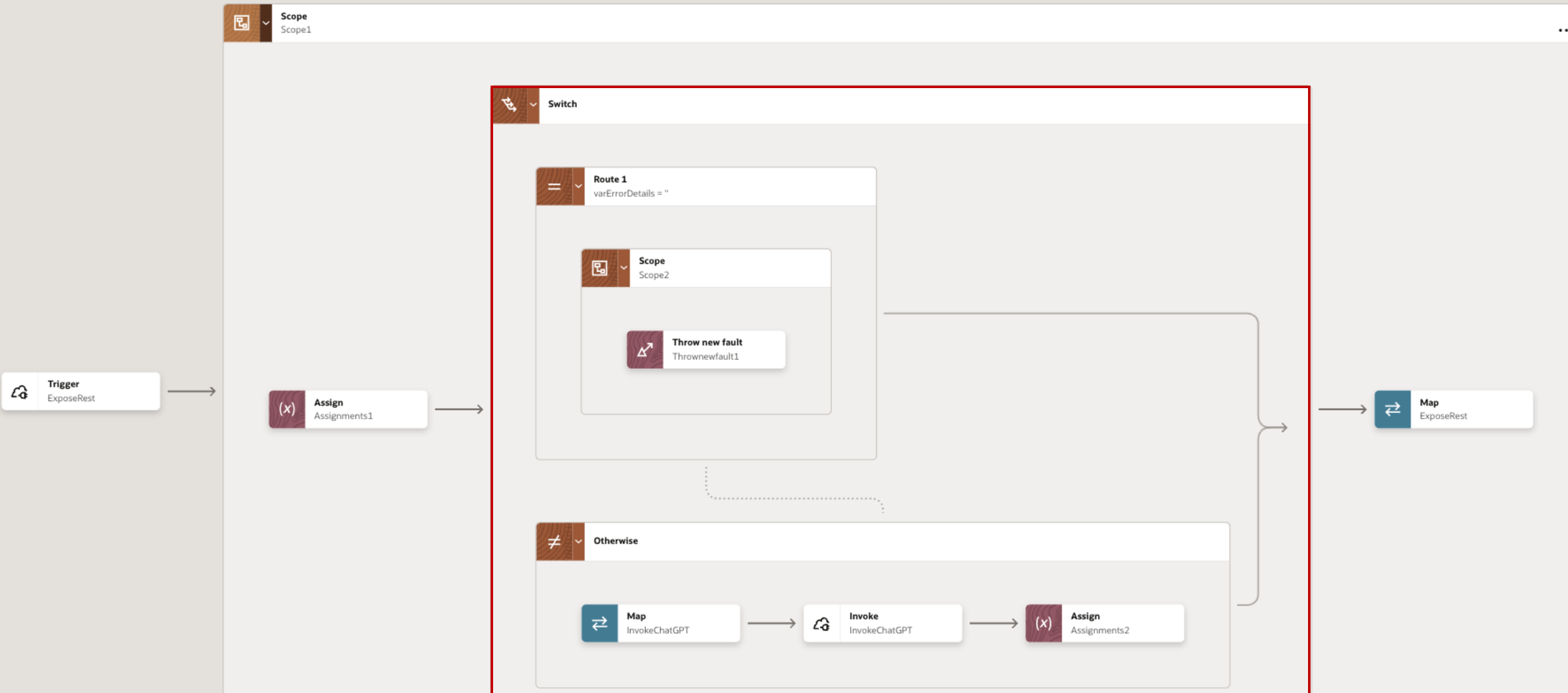
Map values between applications.

- Configure
- View
- View property values
- Deactivate
- Run
- Configure activation
- Create new version
- Clone
- Publish to API gateway

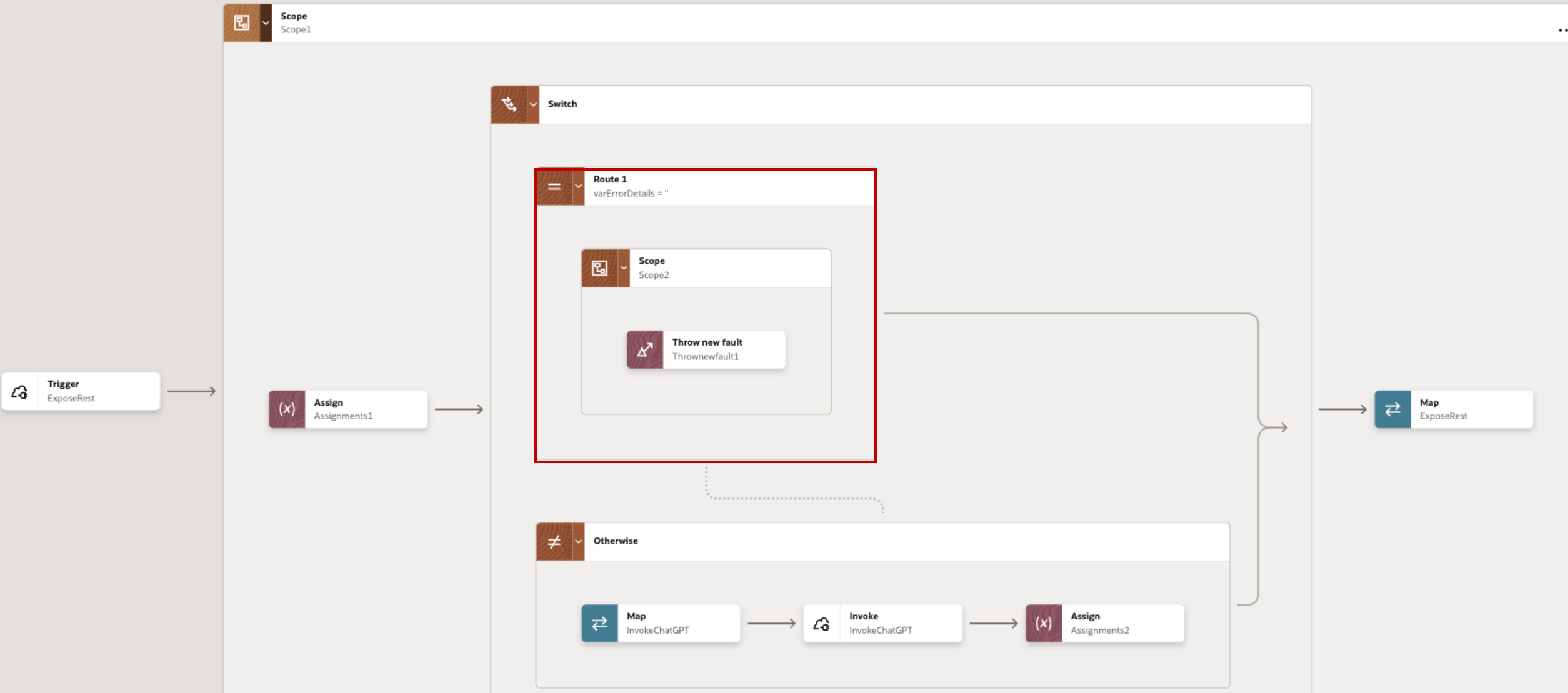
JavaScript functions and libraries

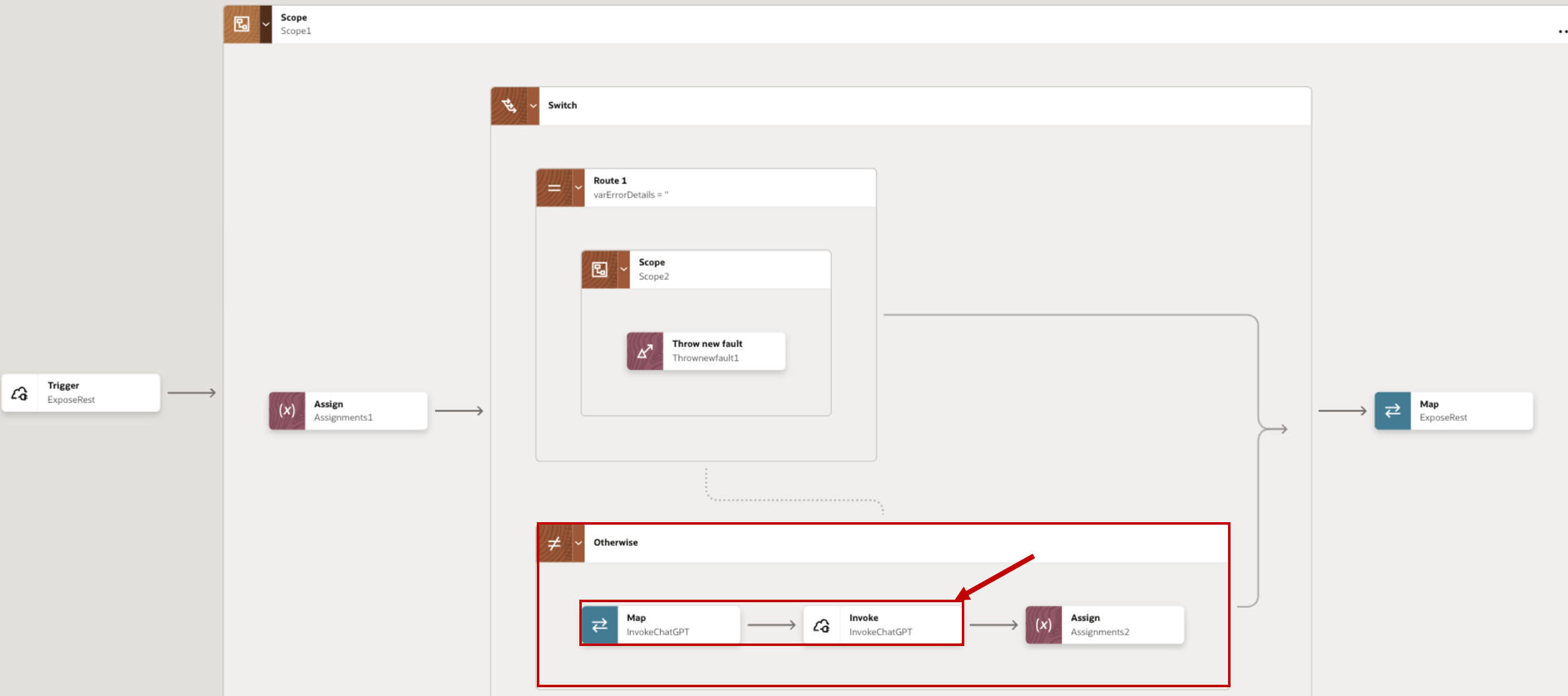


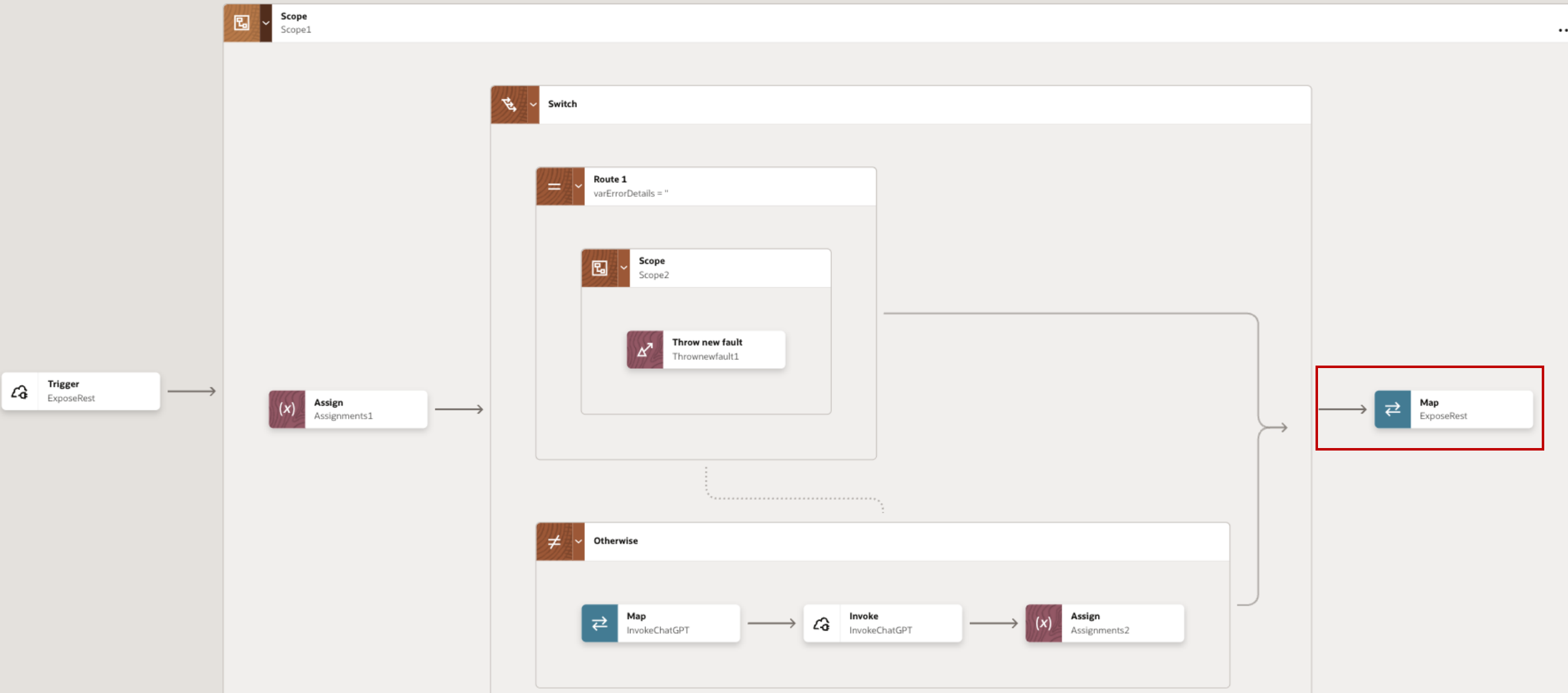












Design Deploy Observe



## Integration

Full or partial name or keyword or description

### Integrations



	AI_POWERED_ERROR_ALERT_INT	1.0.1	Active	...
	AI_UPDATE_DATA_FTP_ATP_INT	1.0.2	Active	...
	UPDATE_DATA_FTP_ATP_INT	1.0.2	Configured	
	UPDATE_DATA_FTP_ATP_INT	1.0.0	Configured	

View all 9 integration(s)

- Configure
- View
- View property values
- Deactivate
- Run
- Configure activation
- Create new version
- Clone
- Publish to API gateway

### Connections



	ftp FTP_CONN	Trigger and invoke	Configured	...
	rest REST_TRIGGER	Trigger	Configured	...
	REST_CONN	Trigger and invoke	Configured	...
	base CONN	Trigger and invoke	Configured	...

### Lookups

Map values between applications.

JavaScript functions and libraries

Configure and run

Configure request properties, then run the integration and verify the response. [Click here to read more.](#)

Endpoint metadata    Track instances

POST  
/ic/api/integration/v2/flows/rest/project/ASCEND\_PRESENTATI\_DEMO/AI\_UPDAT\_DATA\_FTP\_ATP\_INT/1.0/insertIntoATP

Request

URI parameters   Headers   Body   cURL   Integration properties

This request does not have URI parameters

Response

Status:   Instance ID:

Body   Headers

1	
---	--



# AI\_UPDATE\_DATA\_FTP\_ATP\_INT (1.0.2)

Run

## Configure and run

Configure request properties, then run the integration and verify the response. [Click here to read more.](#)

Endpoint metadata

Track instances

POST  
/ic/api/integration/v2/flows/rest/project/ASCEND\_PRESENTATI\_DEMO/AI\_UPDAT\_DATA\_FTP\_ATP\_INT/1.0/insertIntoATP

## Request

URI parameters Headers Body cURL Integration properties

This request does not have URI parameters

## Response

Status:  
202 Accepted

Instance ID:  
[As6dVTE4EfCDHuez2EkPGQ](#)



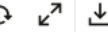
Body Headers

1

## Activity stream

Instance ID: [As6dVTE4EfCDHuez2EkPGQ](#)

Tracing level: **Production**



✓ Wed May 14 10:55:08.056 PM EDT 2025, Triggered by Bryan.Viera-Gomez@creoal.com  
Wire Message dequeued and processed by Trigger ExposeRest

✓ 10:55:08.610 PM  
Message started processing

✓ 10:55:08.666 PM  
Message received by Assignment Assignments7

✓ 10:55:08.667 PM  
Message entered Scope MainScope

✓ 10:55:08.667 PM  
Message received by Assignment Assignments1

✓ 10:55:08.669 PM  
Message entered Scope FileScope

✓ 10:55:08.669 PM  
Data Mapping completed

> ✗ 10:55:11.639 PM  
Invoke ListFTPFiles

✓ 10:55:12.273 PM  
Fault Handler - Message entered Fault Handler of FileScope

✓ 10:55:12.274 PM  
Fault Handler - Data Mapping completed

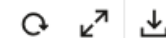
> ✓ 10:55:12.352 PM  
Invoke InvokeChatGPTPoweredInt2

## Activity stream

Instance ID: As6dVTE4EfCDHuez2EkPGQ



Tracing level: **Production**



✓ Message received by Assignment Assignments7

10:55:08.667 PM  
✓ Message entered Scope MainScope

10:55:08.667 PM  
✓ Message received by Assignment Assignments1

10:55:08.669 PM  
✓ Message entered Scope FileScope

10:55:08.669 PM  
✓ Data Mapping completed

10:55:11.639 PM  
✗ Invoke ListFTPFiles

10:55:12.122 PM  
✗ Error processing message in Invoke ListFTPFiles

Summary

Details

Connection



```
Error in logging in.
Error in logging in.
Unable to log in to the server.
Please ensure userid and password specified to login to the server is
correct.
530 Not logged on, user (bryanviera08) or password incorrect!
.
```

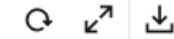
10:55:12.273 PM  
✓ Fault Handler - Message entered Fault Handler of FileScope

## Activity stream

Instance ID: As6dVTE4EfCDHuez2EkPGQ



Tracing level: **Production**



✓ Message entered Scope MainScope

10:55:08.667 PM  
✓ Message received by Assignment Assignments1

10:55:08.669 PM  
✓ Message entered Scope FileScope

10:55:08.669 PM  
✓ Data Mapping completed

> 10:55:11.639 PM  
✗ Invoke ListFTPFiles

10:55:12.273 PM  
✓ Fault Handler - Message entered Fault Handler of FileScope

10:55:12.274 PM  
✓ Fault Handler - Data Mapping completed

✓ 10:55:12.352 PM  
✓ Invoke InvokeChatGTPoweredInt2



10:55:12.352 PM, 5s 797ms  
✓ Fault Handler - Wire Message sent to Local Integration InvokeChatGTPoweredInt2  
[View child instance details](#)

10:55:18.149 PM  
👁 ✓ Fault Handler - Wire Message received by Local Integration InvokeChatGTPoweredInt2

10:55:18.157 PM  
✓ Fault Handler - Message received by Assignment Assignments2

✍️ Compose

📁 Inbox 1

☆ Starred

🕒 Snoozed

▶ Sent

📄 Drafts

⌵ More

Labels +

☐ ↺ ⋮

1-1 of 1 < >

📁 Primary

📁 Promotions

👤 Social

☐ ☆ **OIC Mail Service** AI-Powered Explanation for OIC Error in AI\_UPDATE\_DATA\_FTP\_ATP\_INT - An AI-powered analysis of the integration failure ... 10:58 PM

# AI-Powered Explanation for OIC Error in AI\_UPDATE\_DATA\_FTP\_ATP\_INT Inbox x



 **OIC Mail Service** <no-reply@mail.integration.us-ashburn-1.ocp.oraclecloud.com>  
to me ▾

10:58 PM (1 minute ago)



An AI-powered analysis of the integration failure has been generated:

**\*\*Integration Name:\*\*** AI\_UPDATE\_DATA\_FTP\_ATP\_INT  
**\*\*Version:\*\*** 01.00.0002  
**\*\*Environment:\*\*** DEV1

**\*\*Probable Cause:\*\***

The error indicates a failure to authenticate with the FTP server due to incorrect login credentials for the user "bryanviera08". This is likely caused by an incorrect username or password being configured in the integration settings.

**\*\*Troubleshooting Steps:\*\***

1. **\*\*Verify Credentials:\*\*** Double-check the username and password configured in the connection settings of the integration. Ensure they match the credentials required by the FTP server.
2. **\*\*Update Credentials:\*\*** If the credentials have changed, update them in the OIC connection configuration for the FTP adapter.
3. **\*\*Test Connection:\*\*** Use the "Test" feature in the OIC connection settings to verify successful authentication with the FTP server.
4. **\*\*Check for Account Lockout:\*\*** Ensure that the user account "bryanviera08" is not locked or disabled on the FTP server.
5. **\*\*Review FTP Server Logs:\*\*** Check the FTP server logs for any additional information or repeated failed login attempts that might indicate a broader issue.
6. **\*\*Network Configuration:\*\*** Ensure there are no network issues or firewall rules blocking access to the FTP server from the OIC environment.

This explanation was generated automatically by ChatGPT. Please review it and take appropriate action.

Thanks,  
OIC Team



# CASE 2: DB Adapter throws constraint violation



## DB Constraint Violated

- Integration fails during DB update
- Error: ORA-02290 — CHK\_STATUS\_VALID violated
- AI handler explains the constraint and solution

The screenshot displays the 'ASCEND PRESENTATION PROJECT' interface. The top navigation bar includes 'Design', 'Deploy', and 'Observe' tabs. The main content area is divided into two primary sections: 'Integrations' and 'Connections'.

**Integrations Section:**

Integration Name	Version	Status
AI_UPDATE_DATA_FTP_ATP_INT	1.0.2	Active
AI_POWERED_ERROR_ALERT_INT Serves as a centralized, callable integration that formats and del...	1.0.1	Active
UPDATE_DATA_FTP_ATP_INT	1.0.2	Configured
UPDATE_DATA_FTP_ATP_INT	1.0.0	Configured

Below the table, there is a link to 'View all 9 integration(s)'.

**Connections Section:**

Connection Name	Type	Status
ftp FTP_CONN	Trigger and invoke	Configured
rest REST_TRIGGER	Trigger	Configured
rest OpenAI_REST_CONN	Trigger and invoke	Configured
atpdatabase ATP_CONN	Trigger and invoke	Configured

Below the table, there is a link to 'View all 4 connection(s)'.

At the bottom of the interface, there are sections for 'Lookups' and 'Libraries', each with an 'Add' button.

Design

Deploy

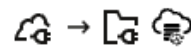
Observe



## Integration



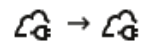
### Integrations



AI\_UPDATE\_DATA\_FTP\_ATP\_INT

1.0.2

Active

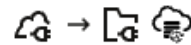


AI\_POWERED\_ERROR\_ALERT\_INT

Serves as a centralized, callable integration that formats and del...

1.0.1

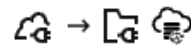
Active



UPDATE\_DATA\_FTP\_ATP\_INT

1.0.2

Configured



UPDATE\_DATA\_FTP\_ATP\_INT

1.0.0

Configured

↗ View all 9 integration(s)

### Connections



ftp  
FTP\_CONN

Configure

View

View property values

Deactivate

Run

Configure activation

Create new version

Clone

Publish to API gateway

### Lookups

Configure and run

Configure request properties, then run the integration and verify the response. [Click here to read more.](#)

Endpoint metadata    Track instances

POST  
/ic/api/integration/v2/flows/rest/project/ASCEND\_PRESENTATI\_DEMO/AI\_UPDAT\_DATA\_FTP\_ATP\_INT/1.0/insertIntoATP

Request

URI parameters   Headers   Body   cURL   Integration properties

This request does not have URI parameters

Response

Status:   Instance ID:

Body   Headers

1	
---	--

Run

## Configure and run

Configure request properties, then run the integration and verify the response. [Click here to read more.](#)

Endpoint metadata

Track instances

POST  
/ic/api/integration/v2/flows/rest/project/ASCEND\_PRESENTATI\_DEMO/AI\_UPDAT\_DATA\_FTP\_ATP\_INT/1.0/insertIntoATP

## Request

URI parameters Headers Body cURL Integration properties

This request does not have URI parameters

## Response

Status:  
202 Accepted

Instance ID:  
DZaqcTE5EfCDHuez2EkPGQ 

Body Headers

1

## Activity stream

Instance ID: DZaqcTE5EfCDHuez2EkPGQ 

Tracing level: Debug



✓ Wed May 14 11:02:35.653 PM EDT 2025, Triggered by Bryan.Viera-Gomez@creoal.com  
Wire Message dequeued and processed by Trigger ExposeRest

👁 ✓ 11:02:35.952 PM  
Message started processing

> ✓ 11:02:36.000 PM  
Message received by Assignment Assignments7

✓ 11:02:36.001 PM  
Message entered Scope MainScope

> ✓ 11:02:36.001 PM  
Message received by Assignment Assignments1

✓ 11:02:36.003 PM  
Message entered Scope FileScope

👁 ✓ 11:02:36.003 PM, 2ms  
Message received by Data Mapper

👁 ✓ 11:02:36.005 PM  
Data Mapping completed with Message

> ✓ 11:02:36.007 PM  
Invoke ListFTPFiles

> ✗ 11:02:36.988 PM  
For Each ForEach2  
1 Iteration

✓ 11:02:55.187 PM  
Message exited Scope FileScope

## Activity stream

Instance ID: DZaqcTE5EfCDHuez2EkPGQ



Tracing level: **Debug**



Wed May 14 11:02:35.653 PM EDT 2025, Triggered by Bryan.Viera-Gomez@creoal.com

Wire Message dequeued and processed by Trigger ExposeRest



11:02:35.952 PM

Message started processing



11:02:36.000 PM

Message received by Assignment Assignments7



11:02:36.001 PM

Message entered Scope MainScope



11:02:36.001 PM

Message received by Assignment Assignments1



11:02:36.003 PM

Message entered Scope FileScope



11:02:36.003 PM, 2ms

Message received by Data Mapper



11:02:36.005 PM

Data Mapping completed with Message



11:02:36.007 PM

Invoke ListFTPFiles



11:02:36.988 PM

For Each ForEach2

1 Iteration



11:02:55.187 PM

Message exited Scope FileScope





## AI-Powered Explan for OIC Error in AI\_UPDATE\_DATA\_FTP\_ATP\_INT Inbox x



**OIC Mail Service** <no-reply@mail.integration.us-ashburn-1.ocp.oraclecloud.com>

[Unsubscribe](#)

11:02 PM (8 minutes ago)



to me ▾

An AI-powered analysis of the integration failure has been generated:

**\*\*Integration Name:\*\*** AI\_UPDATE\_DATA\_FTP\_ATP\_INT  
**\*\*Version:\*\*** 01.00.0002  
**\*\*Environment:\*\*** DEV1

### **\*\*Probable Cause:\*\***

The error indicates a failure during a database update operation due to a violation of a check constraint named `CHK\_STATUS\_VALID`. This constraint is likely enforcing a rule on the `Products` table, ensuring that only valid values are allowed in a specific column.

### **\*\*Troubleshooting Steps:\*\***

1. **\*\*Review Constraint Definition:\*\*** Check the definition of the `CHK\_STATUS\_VALID` constraint in the database to understand the allowed values or conditions.
2. **\*\*Examine Input Data:\*\*** Verify the data being passed to the update operation. Ensure that all values comply with the constraint conditions.
3. **\*\*Log Analysis:\*\*** Consult the full DBAdapter logs for additional context on the data being processed at the time of the error.
4. **\*\*Data Validation:\*\*** Implement or enhance data validation logic in the integration flow to prevent invalid data from reaching the database.
5. **\*\*Test with Valid Data:\*\*** Once corrections are made, test the integration with data that satisfies the constraint to confirm resolution.

This explanation was generated automatically by ChatGPT. Please review it and take appropriate action.

Thanks,  
OIC Team

# FTP 530 Error – Before and After



## Integration Error Response

Error in logging in.  
Error in logging in.  
Unable to log in to the server.  
Please ensure userid and password specified to login to the server is correct.  
530 Not logged on, user (bryanviera08) or password incorrect!

### **\*\*Probable Cause:\*\***

The error indicates a failure to authenticate with the FTP server using the credentials provided for the user "bryanviera08". This is likely due to incorrect username or password details.

### **\*\*Troubleshooting Steps:\*\***

1. **\*\*Verify Credentials:\*\*** Double-check the username and password configured in the integration. Ensure they are correct and match what is expected by the FTP server.
2. **\*\*Update Credentials:\*\*** If the credentials have changed, update them in the OIC connection configuration for the FTP server.
3. **\*\*Test Connection:\*\*** Use the "Test Connection" feature in OIC to verify that the updated credentials allow successful login to the FTP server.
4. **\*\*Check Account Status:\*\*** Ensure that the user account "bryanviera08" is active and not locked or disabled on the FTP server.
5. **\*\*Review Logs:\*\*** Check the FTP server logs for any additional information or patterns that might indicate why the login is failing.
6. **\*\*Network Issues:\*\*** Ensure there are no network issues preventing access to the FTP server from the OIC environment.

By following these steps, you should be able to resolve the login issue and restore the integration functionality.

## ChatGPT Error Analysis Response

# ORA-02290 – Before and After



## Integration Error Response

```
</reason><details><err:serviceInvocationError
xmlns:err="http://xmlns.oracle.com/cloud/generic/service/fault">
<err:type>DBWriteInteractionSpec Execute Failed Exception</err:type><err:title>update failed.
Descriptor name: [UpdateProductPriceATP.Products].</err:title><err:detail>Caused by
java.sql.SQLIntegrityConstraintViolationException: ORA-02290: check constraint
(ADMIN.CHK_STATUS_VALID) violated
.</err:detail><err:errorCode>serviceInvocationError</err:errorCode><err:remedialAction>Please
see the logs for the full DBAdapter logging output prior to this exception.
</err:remedialAction></err:serviceInvocationError></details></fault>
```

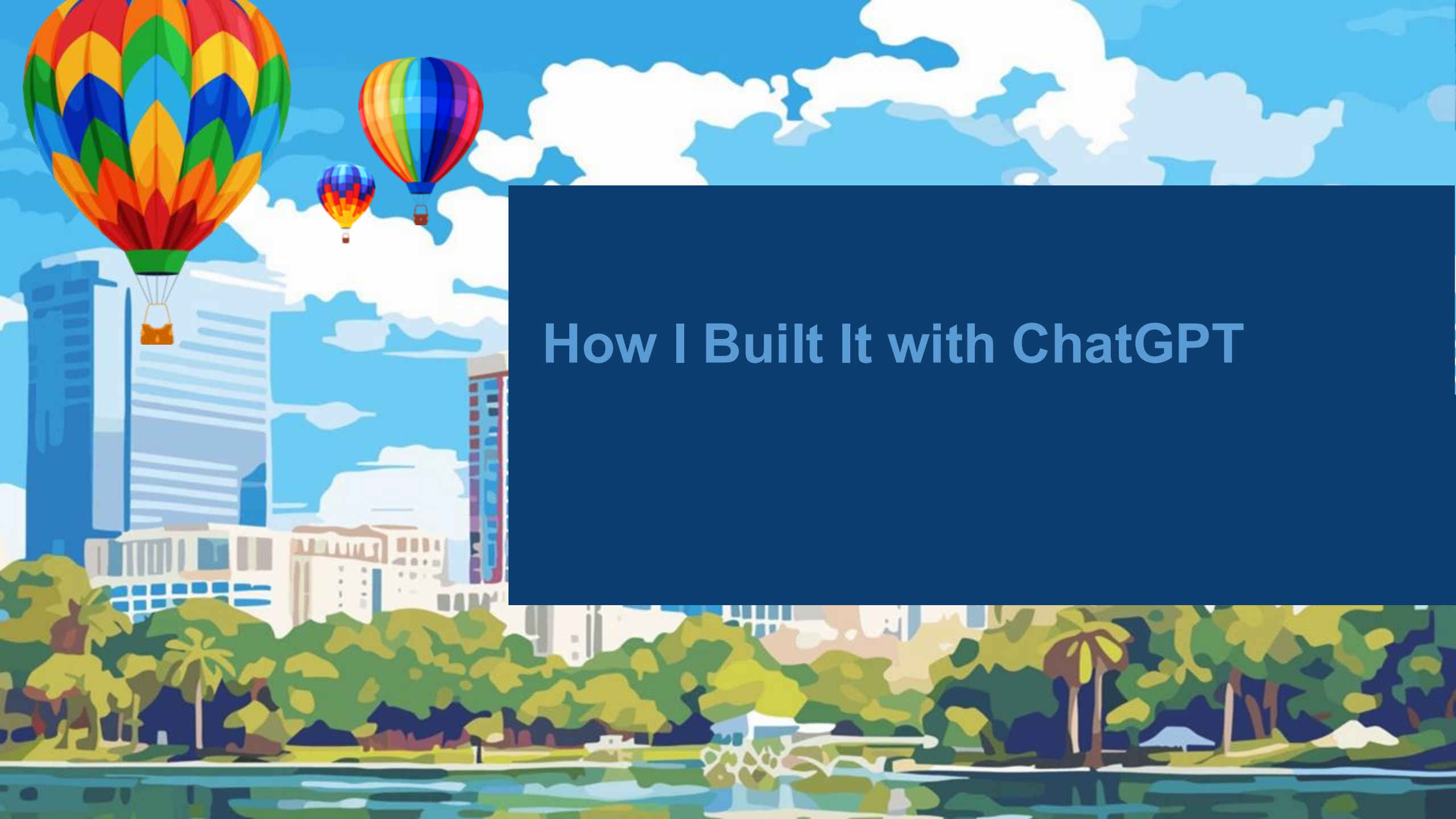
### **\*\*Probable Cause:\*\***

The error indicates a failure during a database update operation due to a violation of a check constraint named `CHK\_STATUS\_VALID`. This constraint is likely ensuring that only valid values are entered into a specific column, possibly related to product status.

### **\*\*Troubleshooting Steps:\*\***

1. **\*\*Review Constraint Definition:\*\*** Check the database schema to understand the `CHK\_STATUS\_VALID` constraint's conditions. This will clarify which values are permissible.
2. **\*\*Inspect Input Data:\*\*** Examine the data being updated in the `UpdateProductPriceATP.Products` table to identify any values that might breach the constraint. Ensure the data aligns with the constraint's requirements.
3. **\*\*Modify Data or Logic:\*\*** If the input data is incorrect, adjust it to comply with the constraint. Alternatively, if the business logic needs adjustment, ensure it aligns with the database rules.
4. **\*\*Consult Logs:\*\*** Look at the detailed logs for the DBAdapter to gather more context about the failing transaction.
5. **\*\*Test Changes:\*\*** After making adjustments, test the integration to confirm the issue is resolved and no further constraint violations occur.

## ChatGPT Error Analysis Response



# How I Built It with ChatGPT



# How ChatGPT Helped Me Build the AI Error Handler



## Design & Fault Parsing

- Helped outline the integration architecture
- Identified which parts of the error payload like errorDetails, adapterType, and environment were most useful for generating meaningful AI responses

## Prompt Creation & Refinement

- Collaborated on the tone, structure, and clarity of the prompt
- Focused on reducing redundancy and making responses concise and actionable

## REST API Integration

- Guided the setup of the OpenAI POST call
- Helped configure headers, authentication, and map the response back into OIC

# Prompt Breakdown – What I Send to ChatGPT



## Key fields passed:

- Integration Name
- Version
- Environment
- Error Details
- Error Timestamp
- [Instructions for ChatGPT]

## Prompt

fn:concat(

"An error occurred in the Oracle OIC integration named ",  
sourceIntegration, ".\n",

"- Version: ", sourceIntegrationVersion, "\n",

"- Environment: ", environment, "\n",

"- Error Details: ", errorDetails, "\n",

"- Time Stamp: ", timestamp, "\n\n",

"Please analyze the following error from Oracle Integration Cloud (OIC). Begin your response by referencing the affected integration name, version, and environment. Then describe the most probable cause and suggest concise, non-redundant troubleshooting steps a developer or support analyst can take. Avoid repeating the exact language already present in the error message. Respond in under 200 words, using a structured format.")

# Prompt Evolution & Refinement



Version	What I Sent to ChatGPT	What I Got Back
V1	Only errorDetails	Inconsistent output. Sometimes helpful, often vague or repetitive
V2	Added integration name, version, environment, and time-stamp	More context, improved relevance
V3	Added clear instruction block: explain, suggest steps, avoid repetition	Structured, consistent, actionable responses

# What Makes a Good AI Prompt in OIC?



Do This	Avoid This
Include integration name, version, and environment	Leaving out context (ChatGPT won't guess correctly)
Pass only relevant fault details (like errorDetails)	Dumping the entire fault payload
Be specific about what you want (e.g. cause + fix)	Asking vague questions like "what went wrong?"
Add structure: bullets, steps, or summary format	Letting GPT decide the structure every time
Set limits (e.g. "under 200 words") for consistency	Letting responses run long or off-topic



# Calling the OpenAI API (REST Setup + XSLT Mapping)



**REST Endpoint:**

<https://api.openai.com/v1/chat/completions>

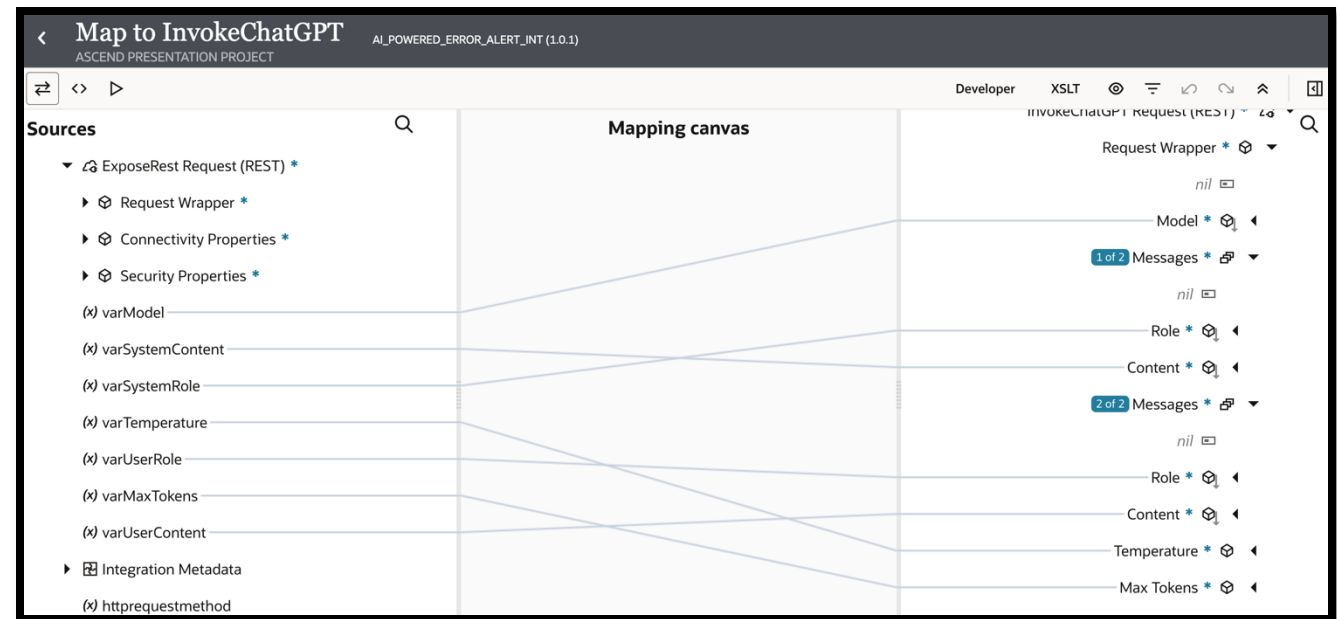
**Method:** POST

**Content-Type:** application/json

**Auth:** Bearer Token

**Uses a wrapper structure with:**

- Model
- messages[] (user roles + content)
- Temperature
- max\_tokens



# Limitations & Considerations



- **Quality depends on the error input**  
If errorDetails lacks useful information, the AI response may also fall short.
- **Adapter errors vary in clarity**  
Some adapters produce verbose faults; others are vague and need enhancement.
- **Prompt tuning still matters**  
While the current prompt works broadly, certain edge cases may benefit from specialized handling.
- **AI ≠ a fix-it button**  
The handler suggests — not enforces — action. Human validation still matters.



## Key Takeaways & What You Can Reuse

# Key Takeaways & What You Can Reuse



## Key Takeaways

- AI can improve the quality of integrations in OIC, not just accelerate development
- Structured prompts help turn complex error payloads into clear, useful insights
- The value is repeatable—it works across different failures, not just once
- Human input and testing remain essential. AI is here to support, not replace
- This is a scalable solution, not a one-time fix

## What You Can Reuse

- The AI Error Handler integration pattern
- The dynamic prompt structure (system/user roles)
- The REST connection setup to OpenAI
- The strategy: isolate → interpret → respond → reuse

# Where This Could Go Next



- **AI-driven auto-retry logic**  
Dynamically retry integrations based on AI-suggested resolution steps.
- **Smart notifications**  
Send error explanations via email, Slack, or Teams — formatted and actionable.
- **Pattern recognition for recurring errors**  
Identify repeat failures across integrations and surface root causes.
- **Reusable fault templates**  
Package the AI handler into a library of plug-and-play fault responses.
- **Private AI deployments in OCI**  
Use Generative AI in your own tenancy to meet security and compliance needs.



# Enhancing OIC with OCI's Generative AI Services



- **Demo Simplicity:** Utilized ChatGPT's public API for rapid prototyping and demonstration purposes.
- **Production Readiness:** For handling sensitive data and ensuring compliance, deploy Generative AI models within your OCI tenancy.
- **Integration Approach:** Leverage OIC's REST adapter to communicate with OCI's Generative AI endpoints, enabling advanced error analysis and response generation.
- **Benefits:** Achieve improved error clarity, faster resolution times, and maintain strict data governance.

# Thank You For Attending!

Please complete the session survey  
in the conference app.



# Q&A

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