

ORACLE®

Oracle Digital Assistant

The Complete Training

Skill and Digital Assistant Insights



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Topic agenda

- 1 ➤ Overview
- 2 ➤ High level analysis
- 3 ➤ Complete & incomplete paths
- 4 ➤ Drill down to conversations
- 5 ➤ Find root cause of failures

Topic agenda

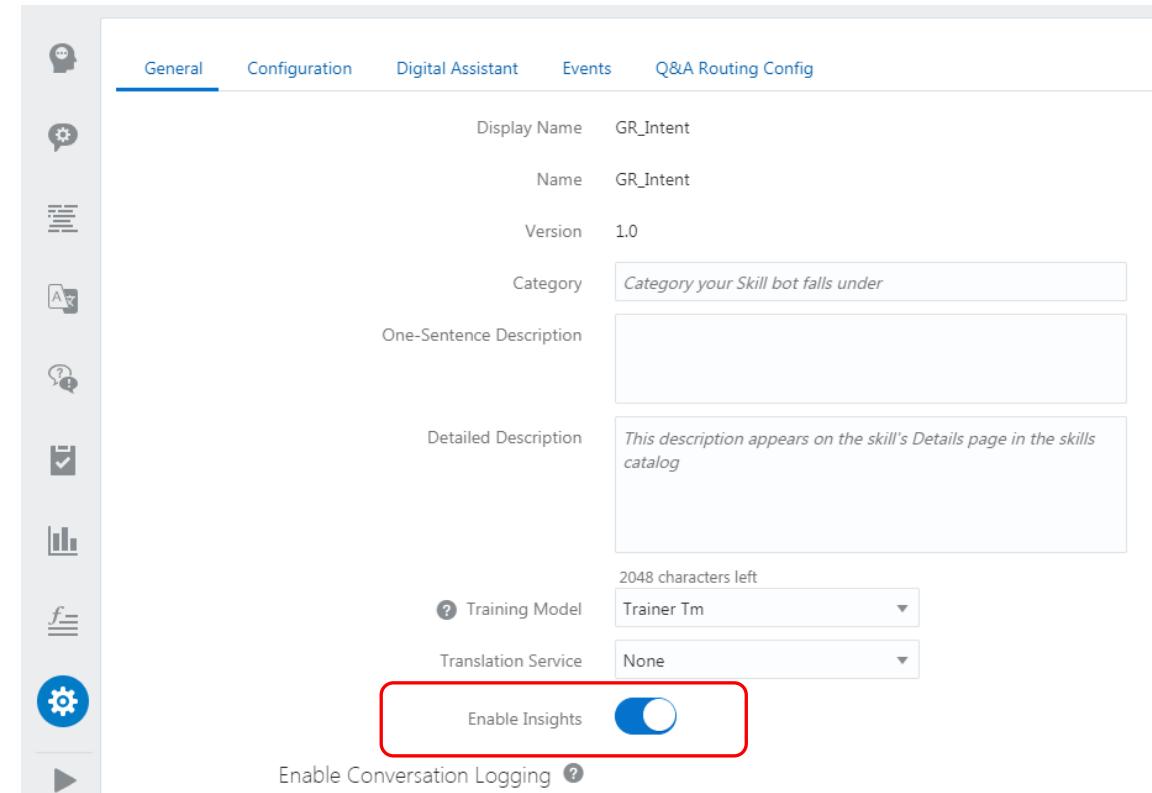
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Overview

- What are the problems and how do I fix them?
 - Is my skill performing well?
 - In which cases can't the bot continue?
 - How do I find root cause of why my bot fails?
- Developer oriented analytics
 - Track conversation trends, intent resolution accuracy
 - Identify most/least popular execution paths
 - Conversation debugger with transcripts
- Moderated self learning
 - Augment intent resolution using insights data

Overview

- Disabled by default
- Available at instance level, digital assistant & skill level
- No instrumentation required
- Conversation completion status
 - Incomplete conversation : one that resulted into an error or abandoned by the user
 - A complete conversation : typically represented by execution of a state that has a return transition



Instance level insights

Development

- Home
- Development
- Skills
- Digital Assistants
- Channels
- Store
- Analytics**
- Settings
- Downloads...
- Documentation...

ORACLE® Digital Assistant

Skills Analytics

100 Skills

Total conversations at the Oracle Digital Assistant Level

All

327 Total Conversations

11.0% Completed 89.0% Incomplete

Completed Descending

291 Completed Conversations

Skill	Completed
Greeting_ETR	180
HCMBot_1843	99
CX_Inside_Sales	12

Incomplete Descending

36 Incomplete Conversations

Skill	Incomplete
HCMBot_1843	36
Greeting_ETR	0
CX_Inside_Sales	0

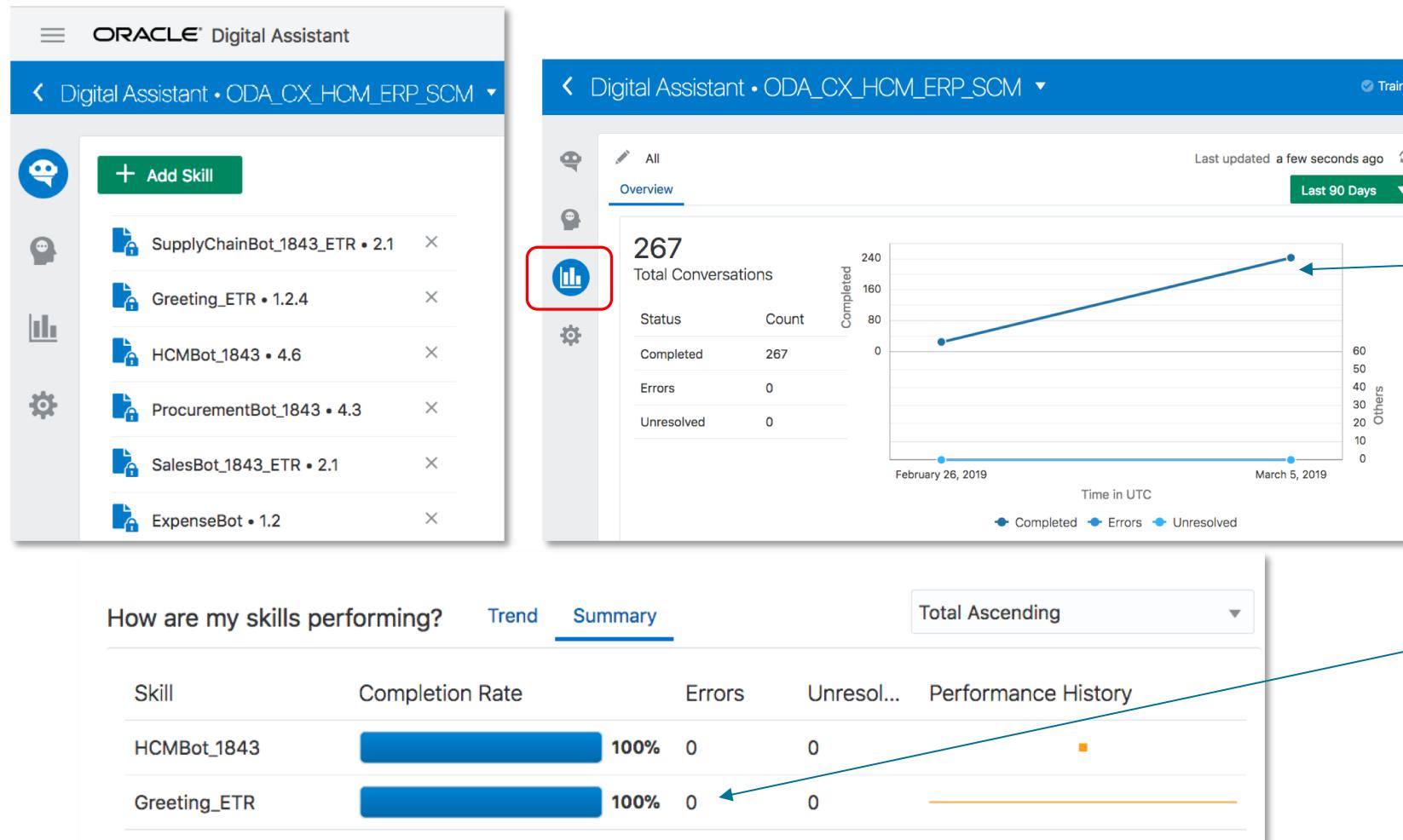
36 Errors in HCMBot_1843

100% Timeouts
Infinite Loop
System Handled Errors

Today ▾

Last updated a few seconds ago

Digital Assistant insights



Digital assistant shows a high level overview of how individual skills are performing.

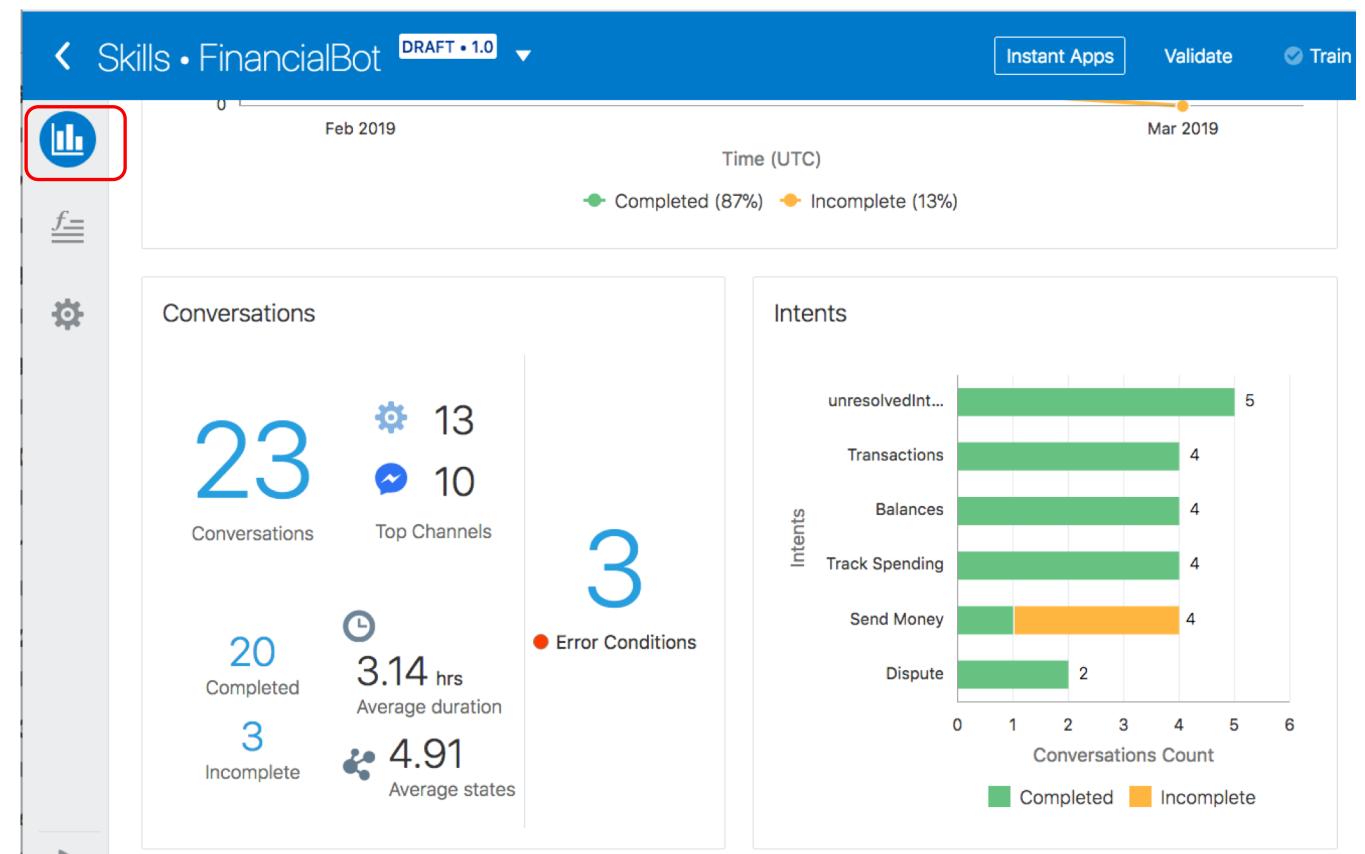
The graph shows total completed conversations across all the skills and also shows conversations that were marked as unresolved.

The indicated skills have a 100% completion rate showing very well designed skills.

Skill insights

- Skill insights give detailed analysis of a skill in its operational state.

- You can see
 - Number of total conversations
 - Number of completed and incomplete conversations
 - Error conditions
 - Completed and incomplete conversations across intents

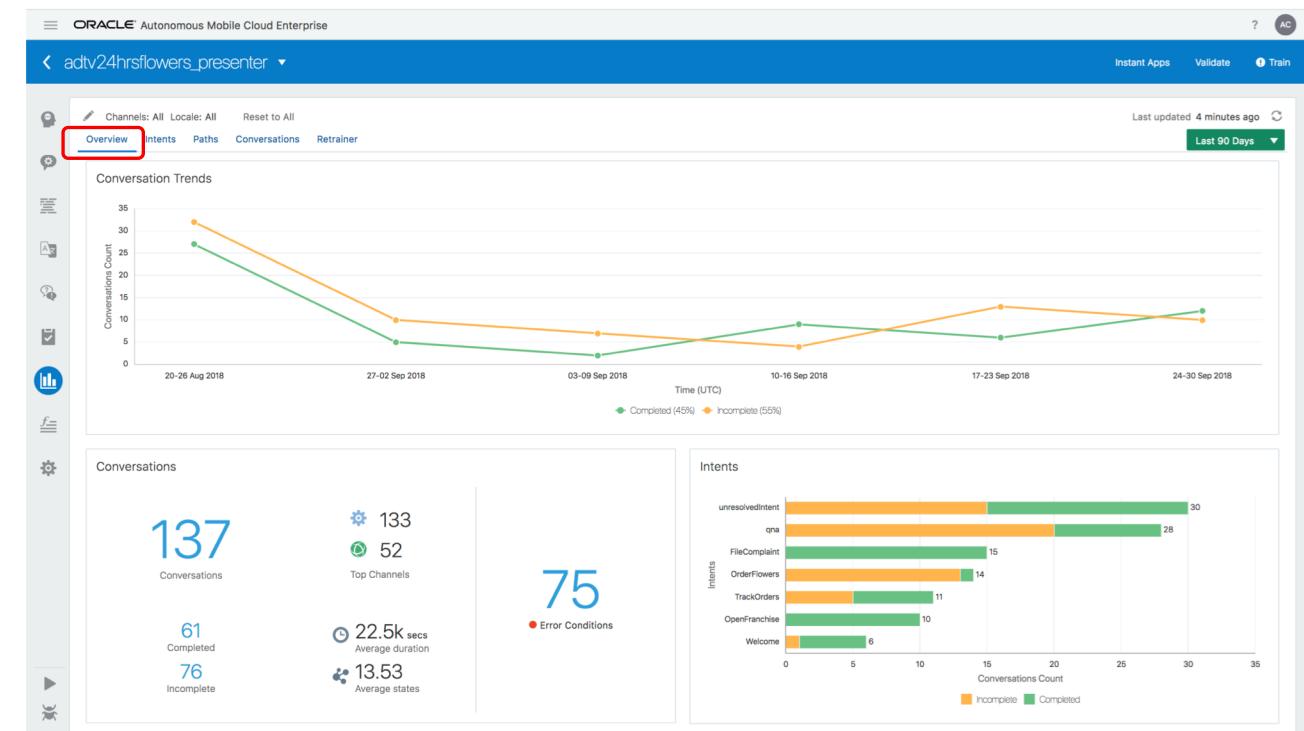


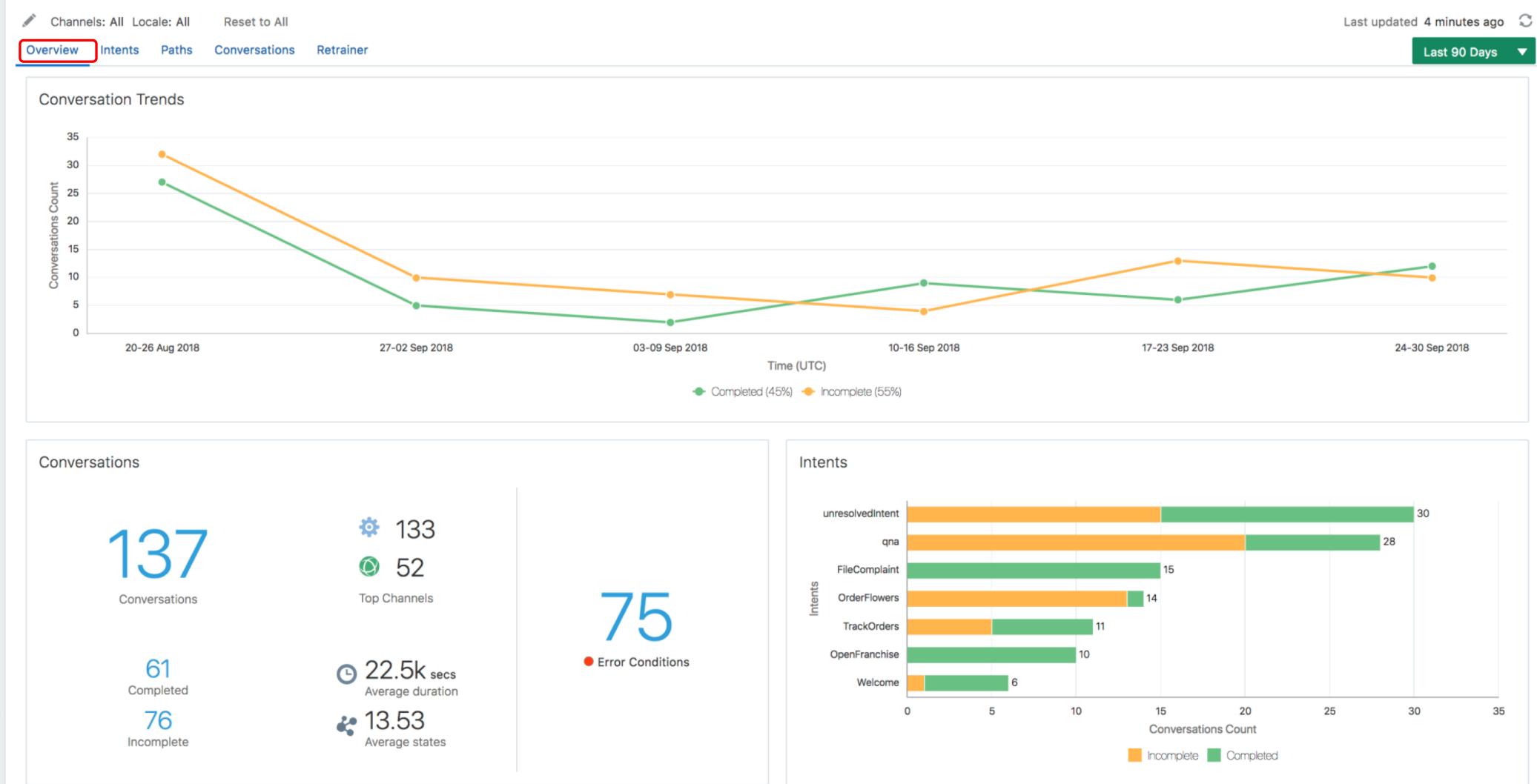
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Conversation trends, success indicators

- Overview of number of conversation
 - 61 completed
 - 76 incomplete
- Number of error conditions
 - Could indicate user or system failure
- Completion based on intents
 - High number of unresolved
 - File complaint 100% successful
 - Order flowers high incomplete



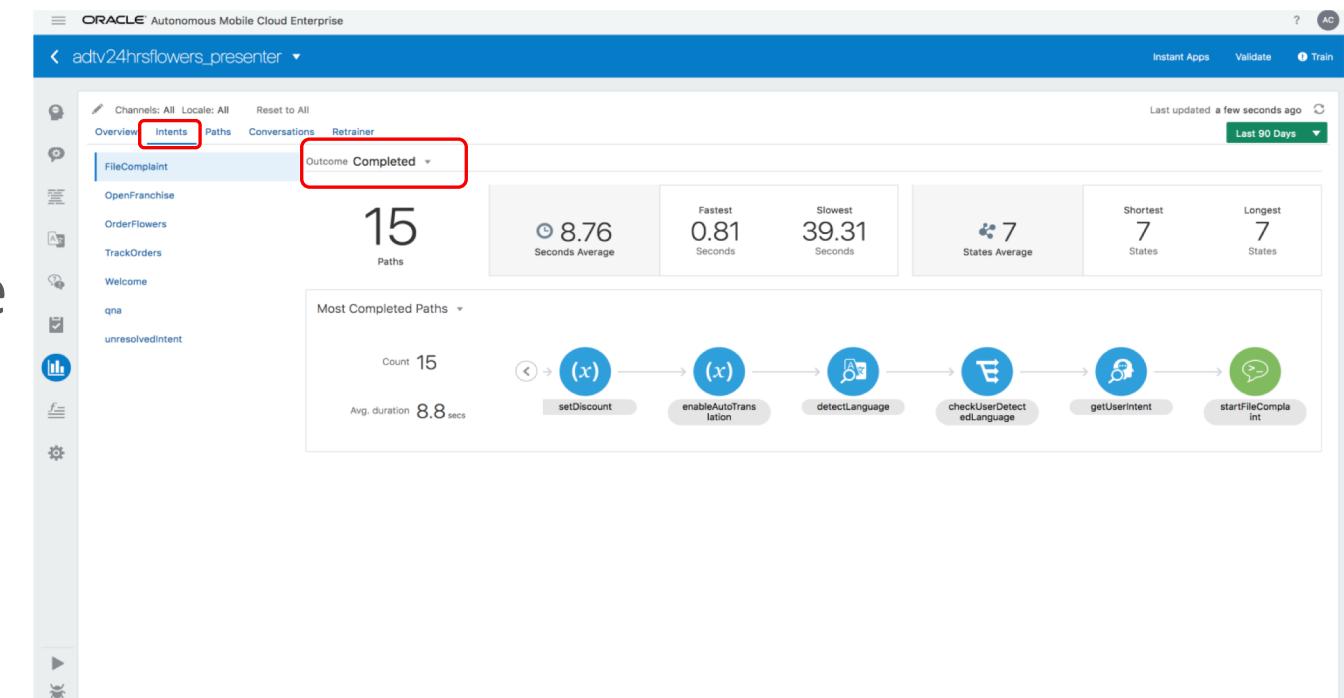


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Completed paths – tune intents for shorter, faster paths

- For each intent, view the completed path
 - States conversation passed through
 - Completed path defined by a return transition
- You might be interested why some conversations for the same intent are longer than others
 - Either numbers of steps
 - Average time to complete



Channels: All Locale: All Reset to All

Overview **Intents** Paths Conversations Retrainer

Last updated a few seconds ago Last 90 Days ▾

FileComplaint Outcome Completed

OpenFranchise
OrderFlowers
TrackOrders
Welcome
qna
unresolvedIntent

15 Paths

8.76 Seconds Average

Fastest 0.81 Seconds Slowest 39.31 Seconds

7 States Average

Shortest 7 States Longest 7 States

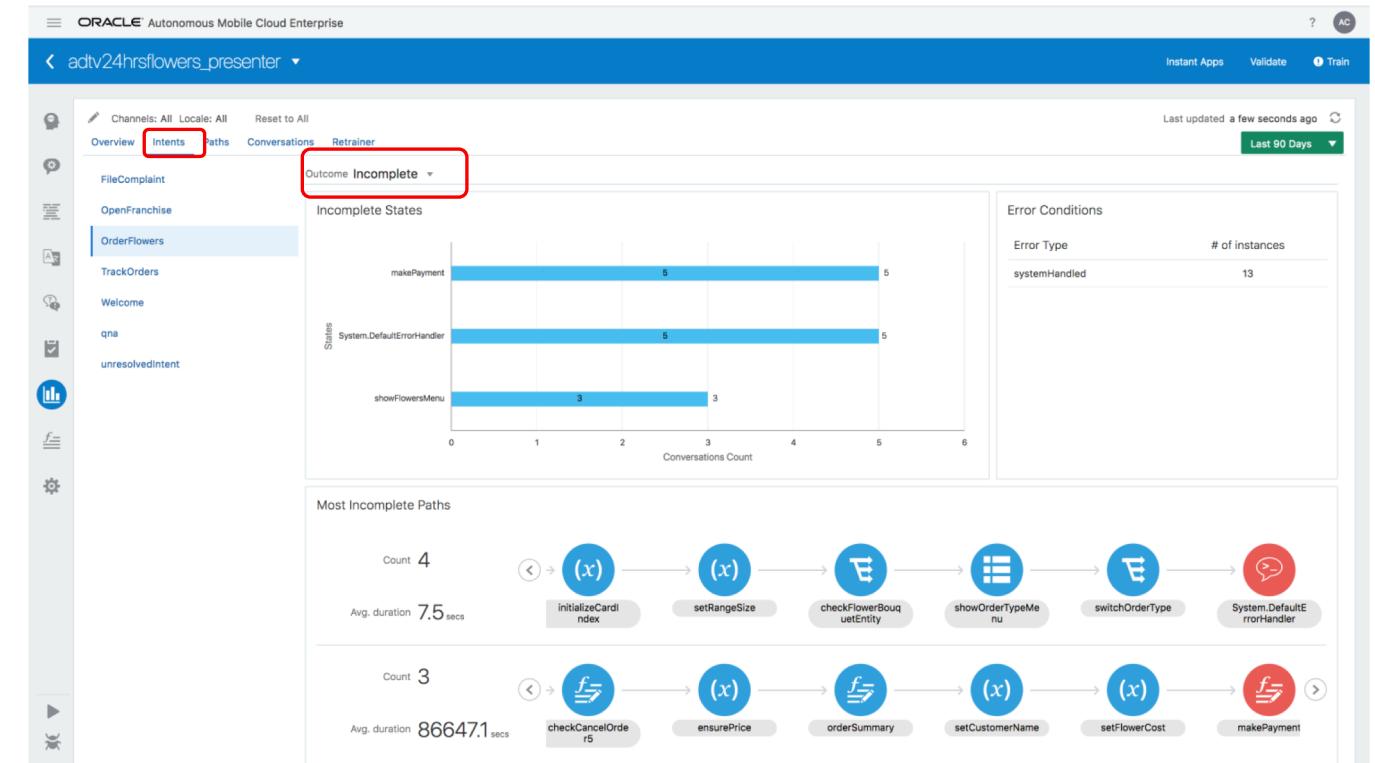
Most Completed Paths ▾

Count 15 Avg. duration 8.8 secs

```
graph LR; A((x)) --> B((x)); B --> C((A)); C --> D((E)); D --> E((H)); E --> F((S))
```

Incomplete paths – why didn't the conversation complete?

- For each intent, view the incomplete path
 - Incomplete is a timeout or error
- Understand at what state the conversation fails
 - For OrderFlowers intent
 - makePayment
 - Timeout?
 - switchOrderType
 - User error??



Channels: All Locale: All Reset to All

Last updated a few seconds ago Last 90 Days ▾

Overview Intents Paths Conversations Retrainer

FileComplaint Outcome Incomplete ▾

OpenFranchise

OrderFlowers

TrackOrders

Welcome

qna

unresolvedintent

Incomplete States

States	Conversations Count
makePayment	5
System.DefaultErrorHandler	5
showFlowersMenu	3

Error Conditions

Error Type	# of instances
systemHandled	13

Most Incomplete Paths

Count 4 Avg. duration 7.5 secs

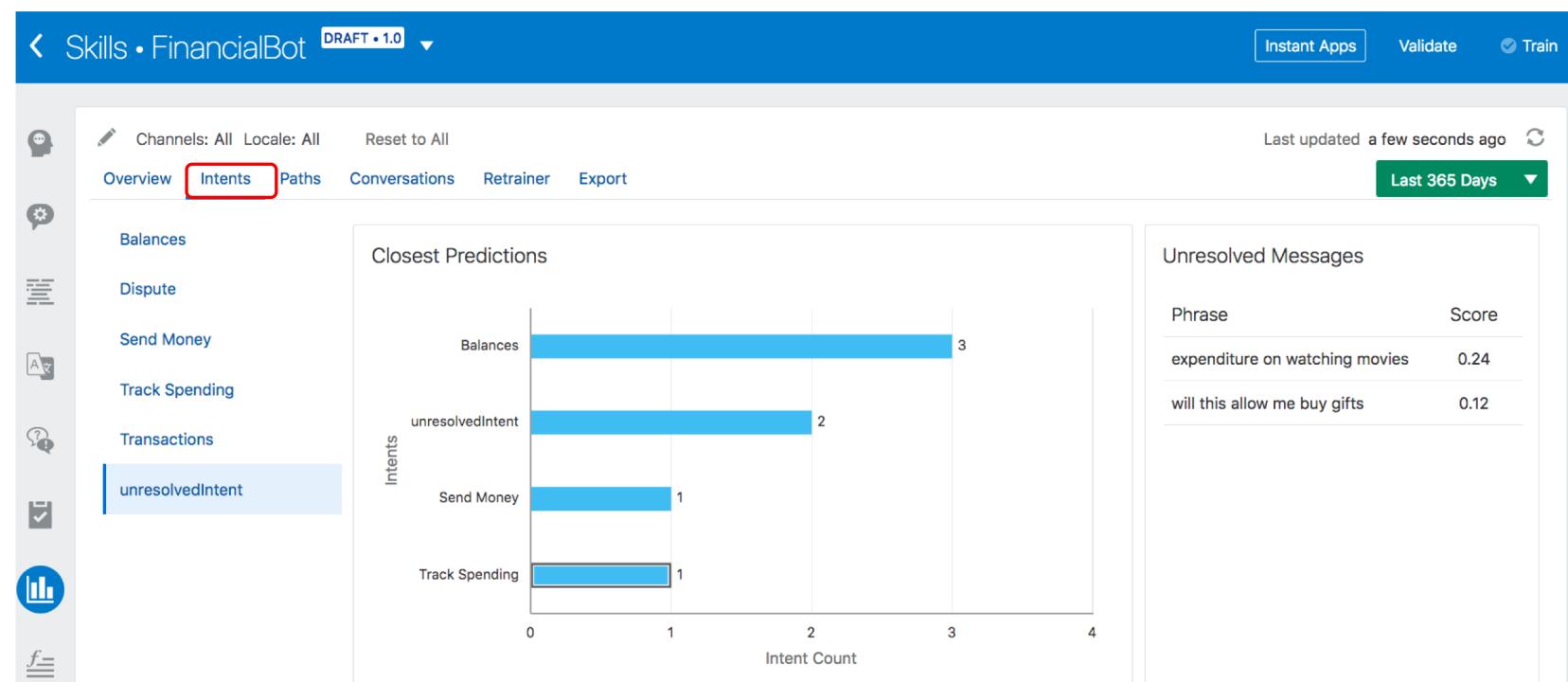
```
graph LR; A((x)) -- initializeCardIndex --> B((x)); B -- setRangeSize --> C(( )); C -- checkFlowerBouquetEntity --> D(( )); D -- showOrderTypeMenu --> E(( )); E -- switchOrderType --> F(( )); F -- System.DefaultErrorHandler --> G(( ));
```

Count 3 Avg. duration 86647.1 secs

```
graph LR; A((f)) -- checkCancelOrder5 --> B((x)); B -- ensurePrice --> C(( )); C -- orderSummary --> D(( )); D -- setCustomerName --> E(( )); E -- setFlowerCost --> F(( )); F -- makePayment --> G(( ));
```

Unresolved intents

- What phrases were unresolved
 - Where the skill has not understood
- Shows the possibly closest intent





Channels: All Locale: All

Reset to All

Last updated a few seconds ago

 Overview Intents

Paths

Conversations

Retrainer

Export

Last 365 Days



Balances



Dispute



Send Money



Track Spending



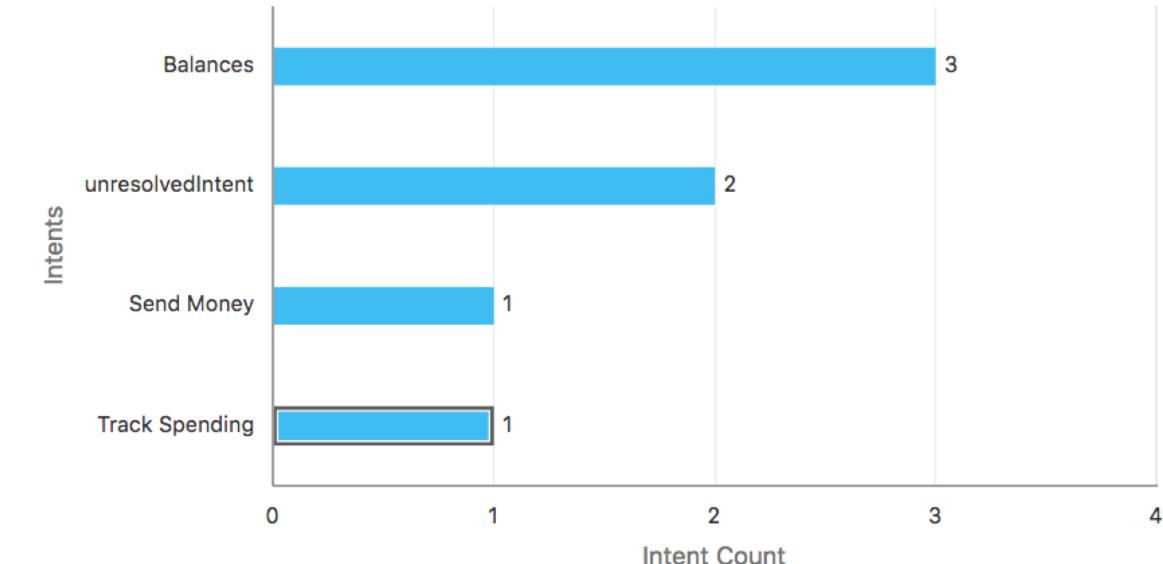
Transactions



unresolvedIntent



Closest Predictions



Unresolved Messages

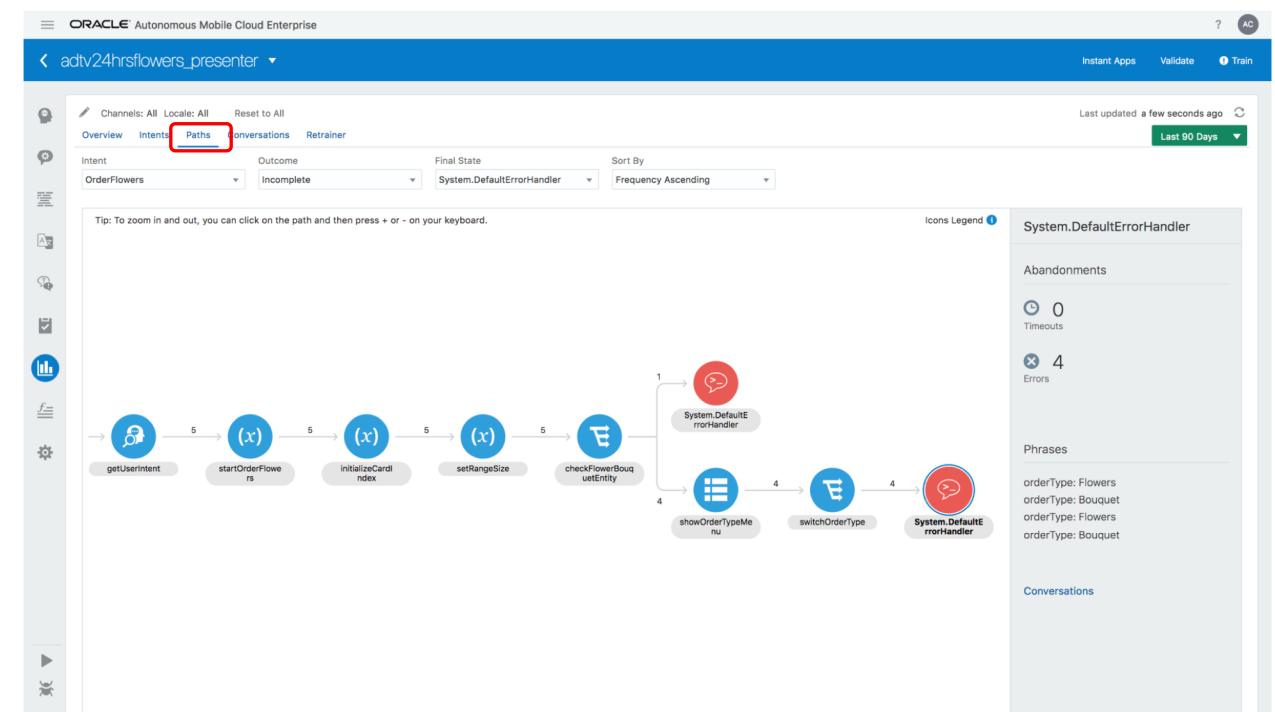
Phrase	Score
expenditure on watching movies	0.24
will this allow me buy gifts	0.12

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Review paths – Why users are not able to complete

- Insights into conversation path based on
 - Intent
 - Outcome
 - Final state
- View all or focus on specific intents
 - View conversation information
 - Average states
 - Average time
 - Conversations



Channels: All Locale: All Reset to All

Last updated a few seconds ago 

Overview Intents **Paths** Conversations Retrainer

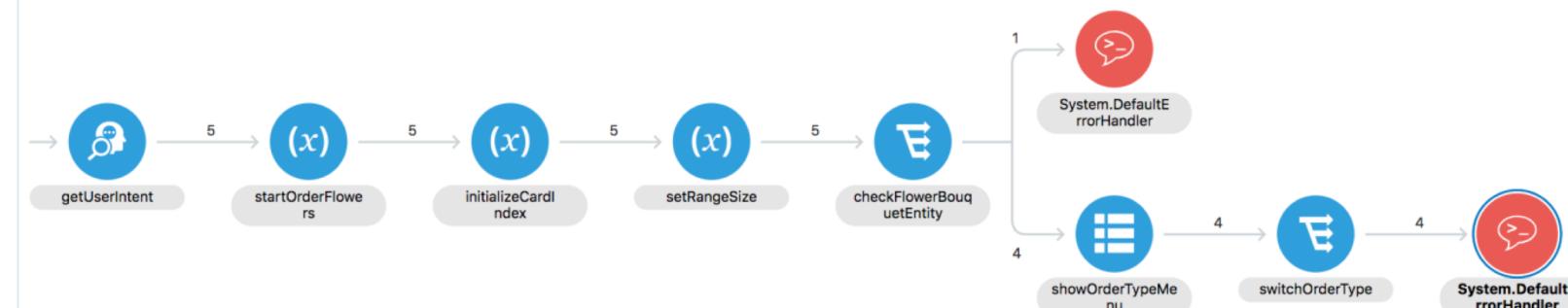
Last 90 Days ▾

Intent Outcome Final State Sort By

OrderFlowers Incomplete System.DefaultErrorHandler Frequency Ascending

Tip: To zoom in and out, you can click on the path and then press + or - on your keyboard.

Icons Legend ⓘ



System.DefaultErrorHandler

Abandonments

0 Timeouts

4 Errors

Phrases

orderType: Flowers
orderType: Bouquet
orderType: Flowers
orderType: Bouquet

Conversations



Channels: All Locale: All

Reset to All



Overview

Intents

Paths

Conversations

Retrainer

Export

Last updated a few seconds ago



Last 90 Days



Intent



Outcome



Final State



Sort By

All Intents

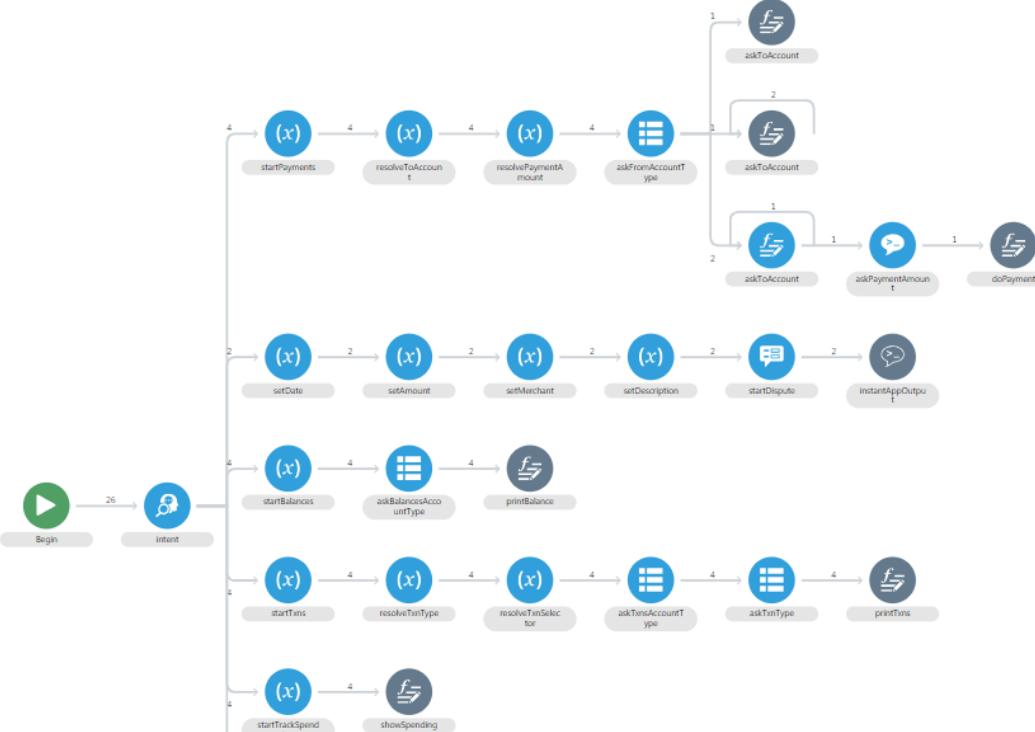
Select Intent Status

Select end state

Frequency Ascending

Tip: To zoom in and out, you can click on the path and then press + or - on your keyboard.

Icons Legend



Conversations summary view

- Skill designer or business can query a conversation
 - Intent
 - Outcome
 - Date
 - Error condition
- Enables the business user or developer to locate conversation reported by an end user
 - Can view the conversation states
 - Can view the full conversation

The screenshot shows the 'Skills' section of the Oracle Conversations interface for a skill named 'FinancialBot'. The 'Conversations' tab is selected, highlighted with a red box. The table below lists four completed conversations for the 'Balances' intent. Each row includes the intent, outcome, time, user, and skill details. A 'View Conversation' link is provided for each row. Below the table, a 'Details for selected conversation' section shows a sequence of four states: 'intent', 'startBalances', 'askBalancesAccounType', and 'printBalance', connected by arrows.

Intent	Outcome	Time	User	Skill
Balances	Completed	2 days ago	prey tell me my bank balance accountType: checking	For which account do you want your balance? The balance in your checking account (**-**-**) is \$**.** View Conversation
Balances	Completed	23 days ago	What's my balance accountType: checking	For which account do you want your balance? The balance in your checking account (**-**-**) is \$**.** View Conversation
Balances	Completed	23 days ago	What's my balance? accountType: credit card	For which account do you want your balance? The balance in your credit card account (**-**-**) is \$**.** Your remaining credit is \$**.** View Conversation
Balances	Completed	23 days ago	what's my balance? accountType: credit card	For which account do you want your balance? The balance in your credit card account (**-**-**) is \$**.** Your remaining credit is \$**.** View Conversation

[Overview](#) [Intents](#) [Paths](#) [Conversations](#) [Retrainer](#) [Export](#)

Last 30 Days ▾

Intent

Balances

Outcome

Select Intent Status

Sort By

Latest

Errors

Intent	Outcome	Time	User	Skill	
Balances	Completed	2 days ago	prey tell me my bank balance accountType: checking	For which account do you want your balance? The balance in your checking account (**-**-**) is \$**.**	View Conversation
Balances	Completed	23 days ago	What's my balance accountType: checking	For which account do you want your balance? The balance in your checking account (**-**-**) is \$**.**	View Conversation
Balances	Completed	23 days ago	What's my balance? accountType: credit card	For which account do you want your balance? The balance in your credit card account (**-**-**) is \$-**.** Your remaining credit is \$**.**	View Conversation
Balances	Completed	23 days ago	what's my balance? accountType: credit card	For which account do you want your balance? The balance in your credit card account (**-**-**) is \$-**.** Your remaining credit is \$**.**	View Conversation

Page 1 of 1 (1-4 of 4 items) | K < 1 > K

Details for selected conversation



Drilldown – individual messages

The screenshot shows the Oracle Conversations interface for the 'FinancialBot' skill. The top navigation bar includes 'Skills • FinancialBot', 'DRAFT • 1.0', 'Instant Apps', 'Validate', and 'Train'. The left sidebar contains icons for Overview, Intents, Paths, Conversations, Retrainer, Export, and other monitoring tools.

The main area displays a table of conversations. The columns are Intent, Outcome, Time, User, and Skill. The first conversation listed is for the Intent 'Balances' with the Outcome 'Completed' at '2 days ago'. The User's message was 'prey tell me my bank balance' and the Skill's response was 'For which account do you want your balance?'. A red box highlights the 'View Conversation' link next to this message. A red arrow points from this link to a detailed view of the conversation on the right side of the screen.

The detailed view shows the user message 'prey tell me my bank balance' and the bot's response 'For which account do you want your balance?'. Below this, another user message 'accountType: checking' is shown, followed by the bot's response 'The balance in your checking account (**-**) is \$**.**'.

At the bottom left, a 'Details for selected conversation' section shows a flowchart of intents: 'intent' → 'startBalances' → 'askBalancesAccountType' → 'printBalance'.

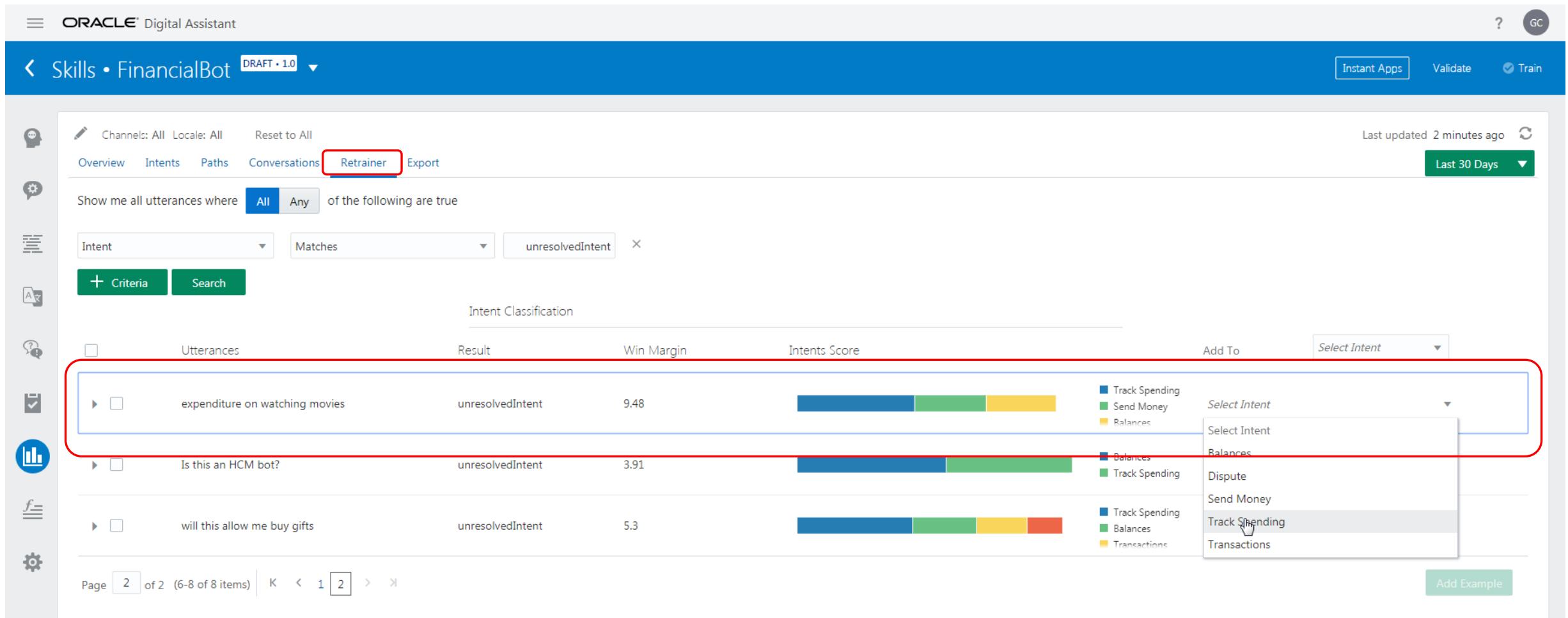
Retrainer – moderator prepare the skill for future

- Retrainer provides a tool to query utterances and examine if they were resolved to the correct intent
 - Check for correct intent resolution
 - Check for unresolved intents
- Retrain from within the dashboard

The screenshot shows the Oracle Digital Assistant Retrainer interface for the 'FinancialBot' skill. The top navigation bar includes 'Skills • FinancialBot', 'DRAFT - 1.0', 'Instant Apps', 'Validate', and 'Train'. The main area has tabs for 'Overview', 'Intents', 'Paths', 'Conversations', 'Retrainer' (which is highlighted with a red box), and 'Export'. A search bar allows filtering by 'Intent' or 'Matches' (e.g., 'unresolvedIntent'). Below this is a table titled 'Intent Classification' with columns: Utterances, Result, Win Margin, and Intents Score. The table lists three entries:

Utterances	Result	Win Margin	Intents Score
expenditure on watching movies	unresolvedIntent	9.48	Track Spending Send Money Refund
Is this an HCM bot?	unresolvedIntent	3.91	Balances Track Spending
will this allow me buy gifts	unresolvedIntent	5.3	Track Spending Balances Transactions

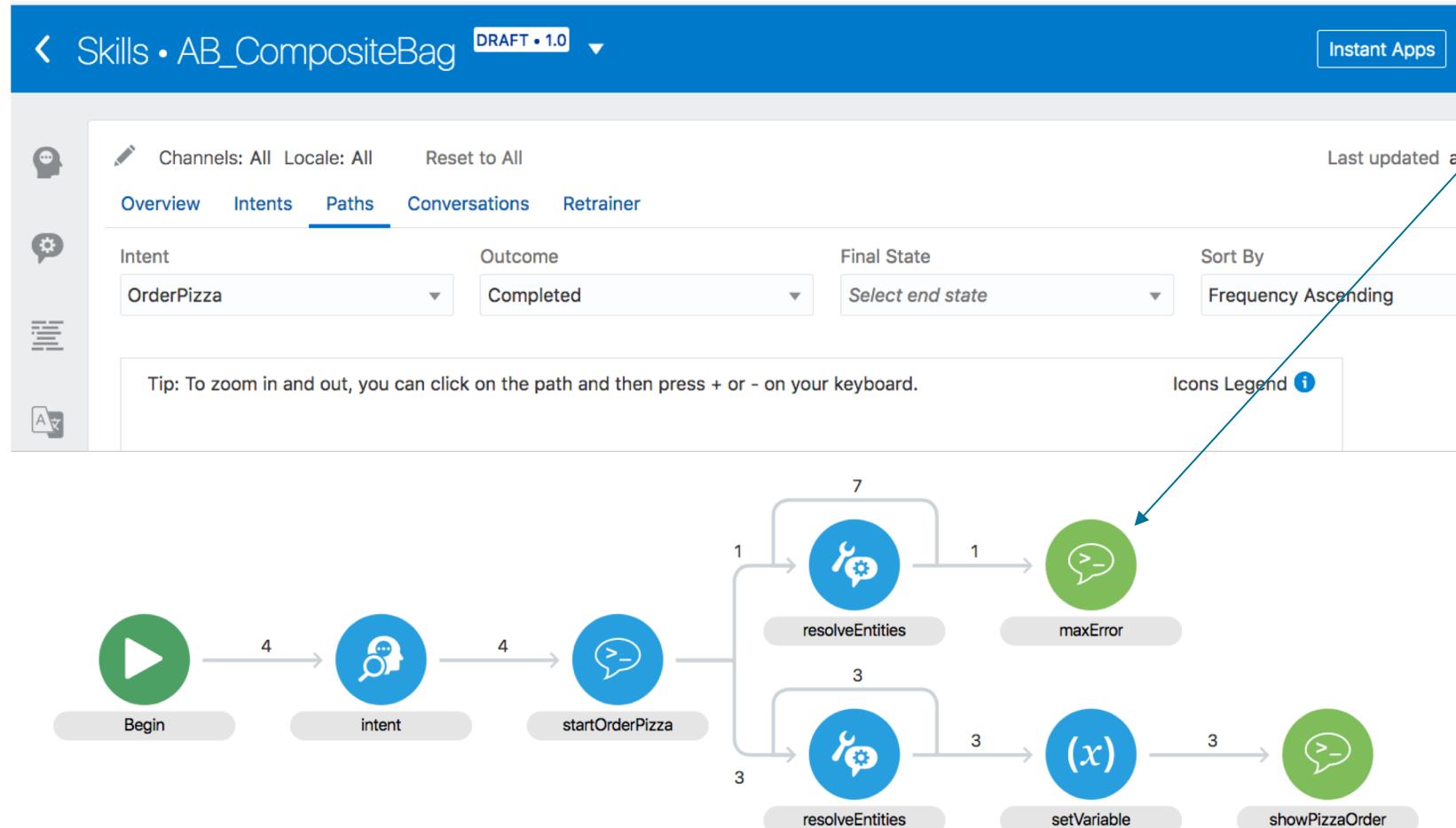
On the right, a 'Select Intent' dropdown menu is open, showing options like 'Select Intent', 'Balances', 'Dispute', 'Send Money', 'Track Spending', and 'Transactions'. At the bottom right is a 'Add Example' button.



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Drill down – find out error condition and cause



Review conversation that causes the failure

The screenshot shows the Oracle Conversational AI platform interface. At the top, it displays 'Skills • AB_CompositeBag' and 'DRAFT • 1.0'. On the right, there are buttons for 'Instant Apps', 'Validate', and 'Train'. A green callout box highlights the 'Last 7 Days' filter dropdown set to 'Errors'. The main area shows a table of conversations. The first row, for 'OrderPizza' intent, has an 'Outcome' of 'Completed' and a 'Time' of '5 minutes ago'. The 'User' column lists messages from the user: 'god knows', 'today', 'nopes', 'I said nopes', and 'I really said I don't want it'. The 'Skill' column lists bot responses: 'Please enter DeliveryDate', 'Ok you want some herbs! **...', 'OK so no herbs Ok you want...', 'OK so no herbs Ok you want...', and 'OK lets connect you with so...'. A blue arrow points from the text 'Note that the user indicated that they do not need any herbs as toppings but the bot kept insisting and then ultimately failed.' to the 'nopes' message in the user column.

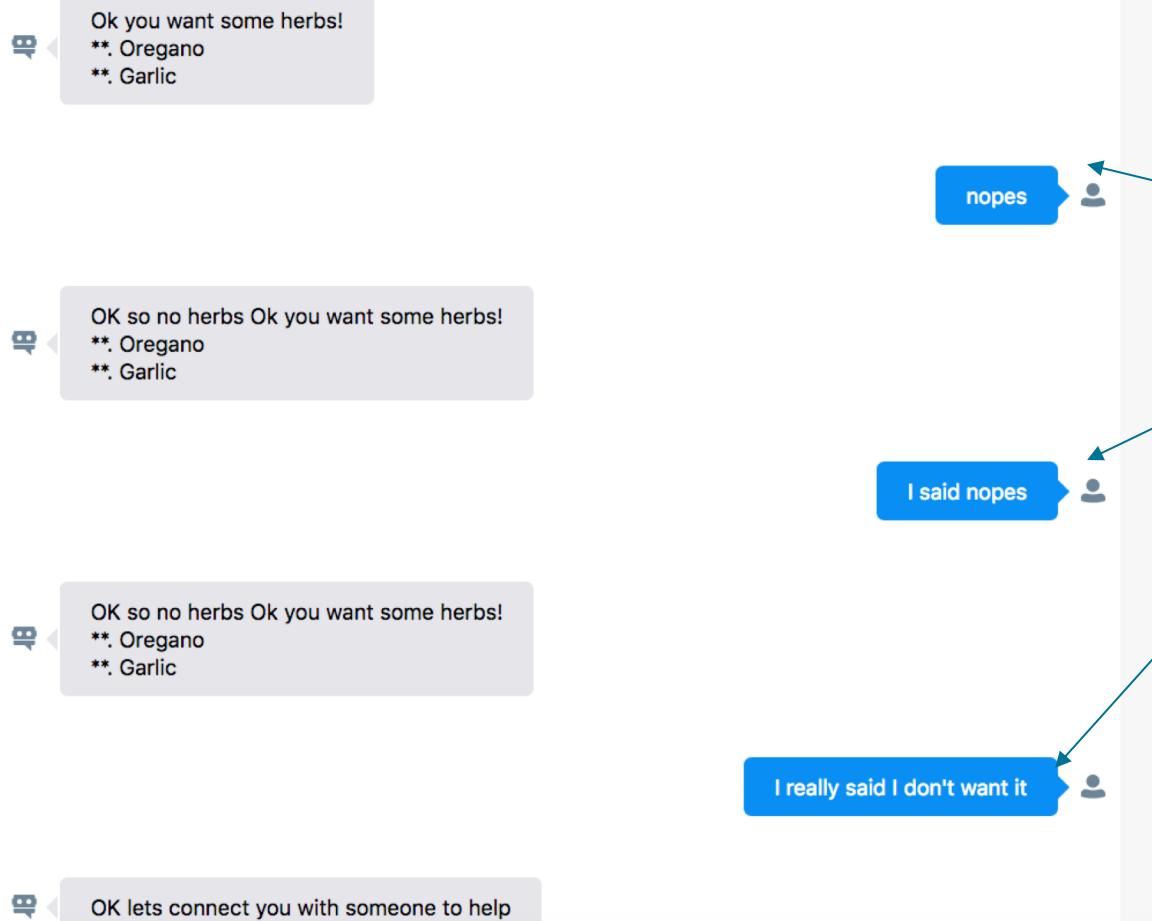
Intent	Outcome	Time	User	Skill
OrderPizza	Completed	5 minutes ago	god knows today nopes I said nopes I really said I don't want it	Please enter DeliveryDate Ok you want some herbs! **... OK so no herbs Ok you want... OK so no herbs Ok you want... OK lets connect you with so...

Note that the user indicated that they do not need any herbs as toppings but the bot kept insisting and then ultimately failed.

Review conversation that causes the failure

View Conversation

Close



You can drilldown to the finest details and see how the bot responded to the user.

In this case if the user entered nopes, not interested, etc. the bot should skip this step and gracefully proceed to the next step.

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