

ORACLE®

Oracle Digital Assistant

The Complete Training

Extending SaaS skills

Safe Harbor Statement

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Topic agenda

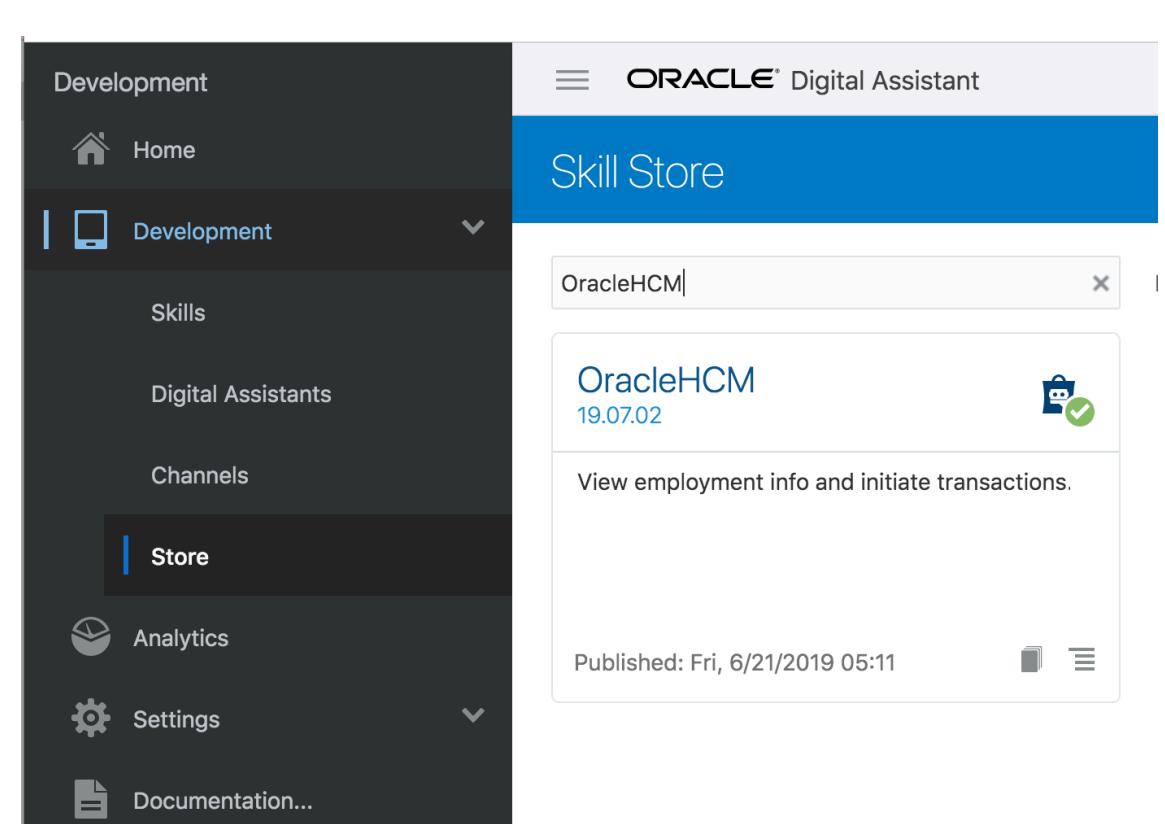
- 1 ➤ Introduction to extensibility
- 2 ➤ Extending a skill
- 3 ➤ Editing the extended skill
- 4 ➤ Setting up HCM skill

Topic agenda

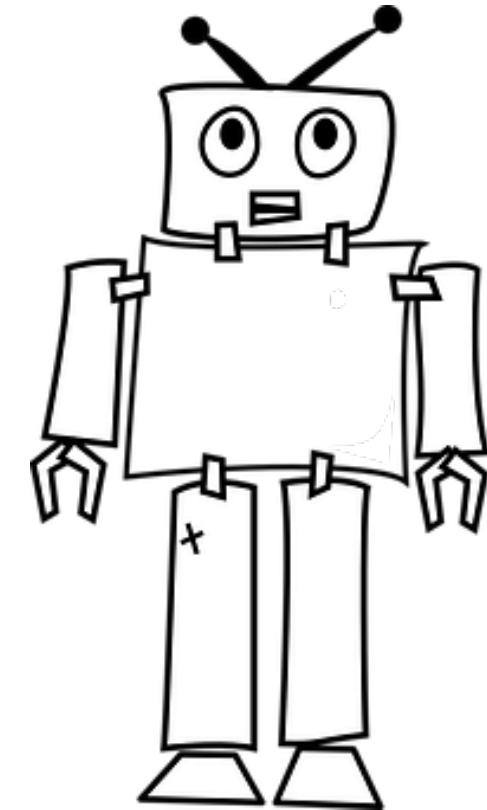
- 1 ➤ Introduction to extensibility
- 2 ➤ Extending a skill
- 3 ➤ Editing the extended skill
- 4 ➤ Setting up HCM skill

Introduction to extensibility

- Oracle SaaS teams are building skills for pillar-specific functionality to allow SaaS customers to:
 - Take advantage of Oracle Digital Assistant
 - Extend factory-built skills in order to adjust them to specific features, processes, terminology, culture, etc.



Extensibility can be defined as the augmentation of existing resources / artifacts of a skill



Extension vs cloning

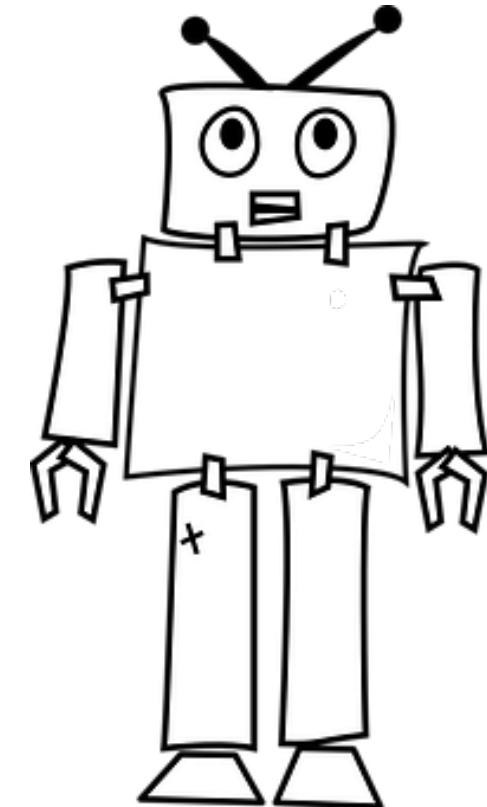
When you extend a skill

- You can make a wide range of additions and changes to the skill
- You can later *rebase* the skill to update versions of the base skill

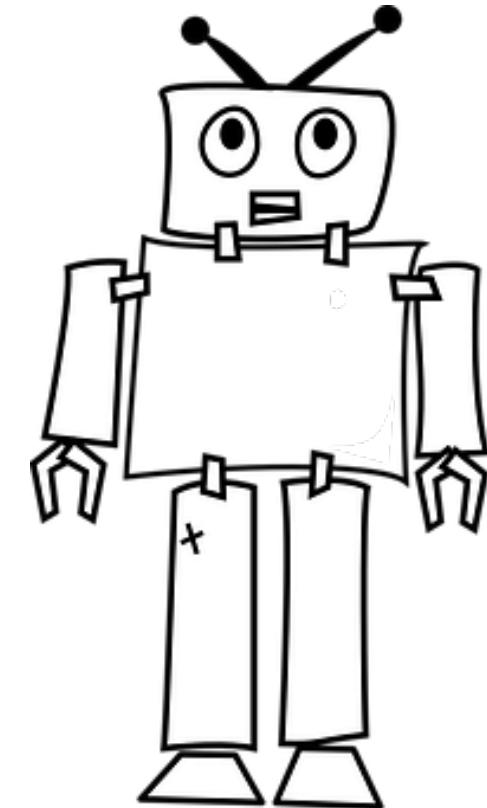
When you clone a skill

- You can make almost unlimited changes to the skill
- The clone loses all association with the base skill, so you can't later rebase

Use **extension** when you want to customize a skill and want to be able to later incorporate any improvements or new features from the base skill into your customized version of the skill



Use **cloning** when you want to use a published skill as a starting point for developing a brand new skill



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Skill store

The screenshot shows the OracleHCM Skill Store interface. On the left is a dark sidebar with white icons and text:

- Home (house icon)
- Development (mobile phone icon)
- Skills
- Digital Assistants
- Channels
- Store** (highlighted with a blue vertical bar)
- Analytics (globe icon)
- Settings (gear icon)
- Documentation... (book icon)

To the right of the sidebar is a light blue header bar with the text "Skill Store • OracleHCM" and a back arrow icon.

The main content area displays a skill card:

- Version: 19.07.01 (with a close 'X' button)
- Provider: OracleHCM
- Version: 19.07.01 (with a blue shopping bag icon)
- Description: View employment info and initiate transactions.
- Published: Thu, 6/20/2019 05:11 (with a three-line menu icon)

Skill store

The screenshot shows the OracleHCM Skill Store interface. On the left is a dark sidebar with navigation links: Home, Development (selected), Skills, Digital Assistants, Channels, Store (selected), Analytics, Settings, and Documentation... The main content area has a blue header bar with a back arrow, the text "Skill Store • OracleHCM", and a version number "19.07.01". Below the header, the skill details are shown: "OracleHCM 19.07.01" by "OracleHCM", categorized under "No category", and a green "Pull" button. The "Requirements:" section lists two items: "Minimum Digital Assistant version required: 19.01 (Your version: 19.09-1909101210.5bb7c23c5f)" and "Minimum Fusion Applications version required: 19.07". A descriptive text box states "View employment info and initiate transactions." and notes "This skill doesn't provide a detailed description."

Home

Development

Skills

Digital Assistants

Channels

Store

Analytics

Settings

Documentation...

< Skill Store • OracleHCM 19.07.01

OracleHCM 19.07.01

OracleHCM

No category

Pull

Requirements:

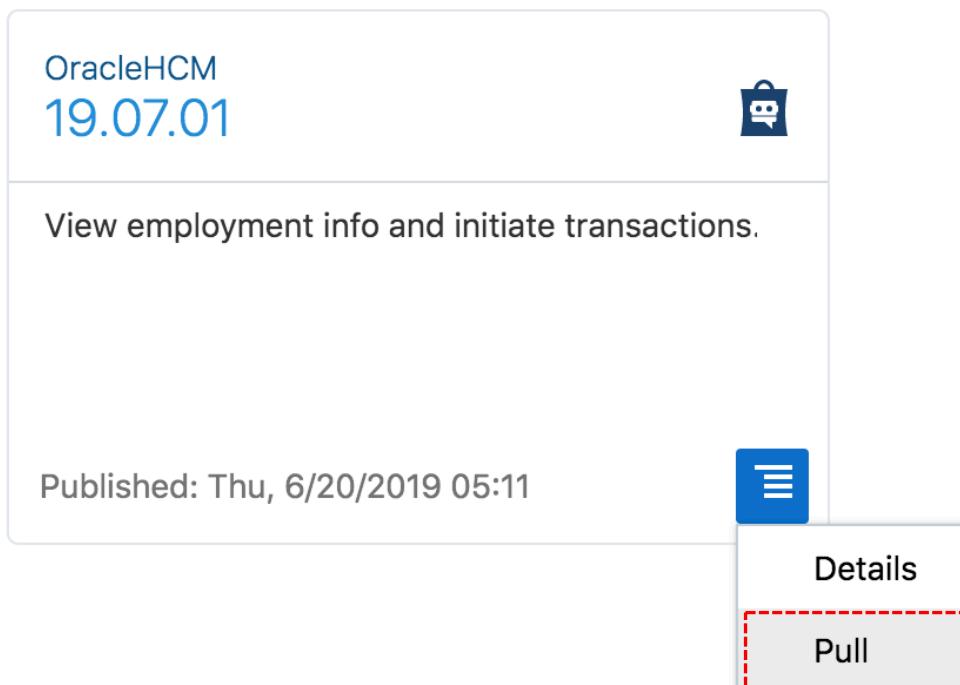
- Minimum Digital Assistant version required: 19.01 (Your version: 19.09-1909101210.5bb7c23c5f)
- Minimum Fusion Applications version required: 19.07

View employment info and initiate transactions.

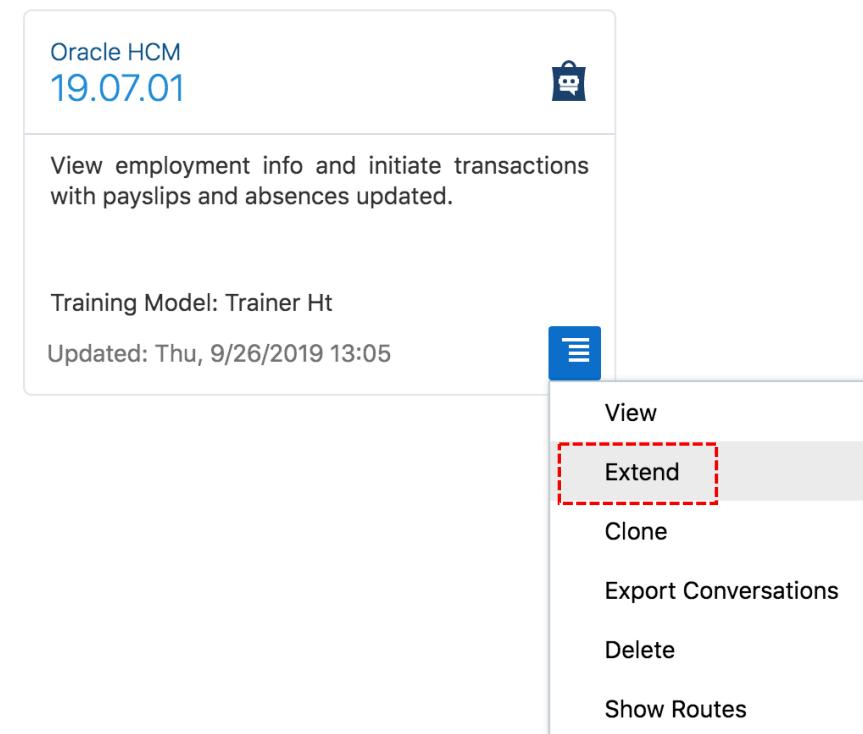
This skill doesn't provide a detailed description.

Extending skill

Skill store – pull the skill



Skill - extend the skill



Create extended skill

Create Extended Skill

X

Base Skill
Oracle HCM • 19.07.01

Display Name *
Acme Oracle HCM

Name *
AcmeOracleHCM

Version *
19.07.01.01

One-Sentence Description
View employment info and initiate transactions with payslips and absences updated.

Extend

Topic agenda

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What can be extended?

1	Top-level BOT definition and its configuration settings		
2	Intent	Create	Modify Disable
3	Entities	Create	Modify Disable
4	Utterances	Create	Modify Disable
5	Custom Components*	Create	Modify Delete
6	Conversation Flow		Modify
7	Resource bundle	add new message key along with the default-language message	add new supported languages <i>add / modify translated messages</i>

* You may need PaaS SKU incase you call third party services from the custom component.

Use-case: adding intent

Intent - Intent Filters

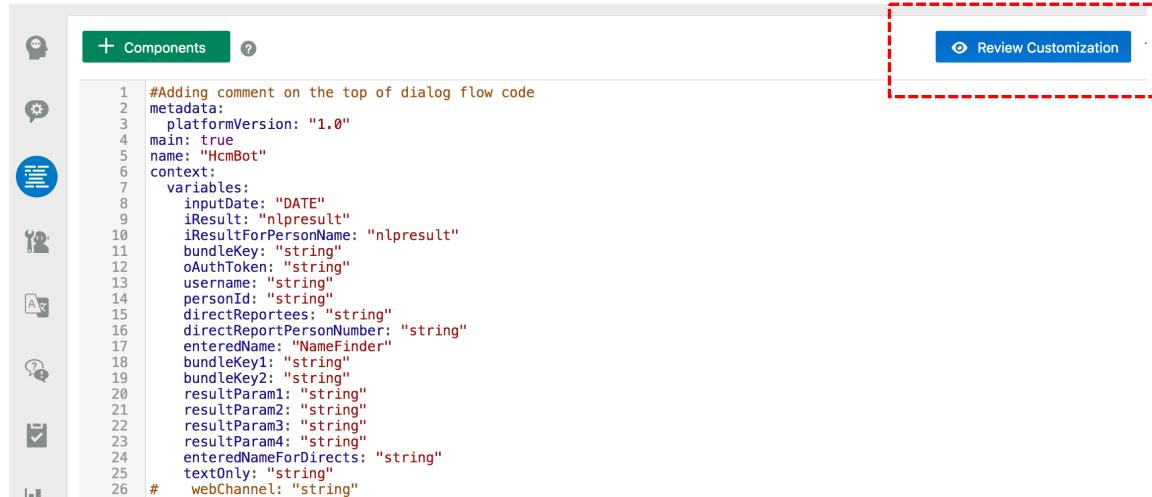
The screenshot shows the 'Intent - Intent Filters' interface. At the top, there are buttons for '+ Intent' and 'More ▾'. Below them is a 'Filter' input field with a magnifying glass icon. A red dashed box highlights the 'Local' tab under a 'Sort By' section. The main list area shows three intents: 'Absence Balances', 'Anytime Feedback', and 'Benefits Coverage', each with a small icon to its right.

Adding new intent

The screenshot shows the 'Adding new intent' interface. On the left, there are several icons: a gear, a person, a document, a question mark, a checkmark, a bar chart, and a gear. The main area has tabs for 'Local' (selected), 'Inherited', and 'Customized'. It shows a list of intents sorted by 'Created Ascending', with 'ExpediteApproval' highlighted by a red dashed box. To the right, there are fields for 'Conversation Name' (set to 'Intent1'), 'Name *' (set to 'ExpediteApproval'), and 'Description'. Below these is an 'Examples' section with a 'Filter' input field and a list of example utterances: 'fast track approval process', 'I want to expedite approval', and 'please help in approval as soon as possible'.

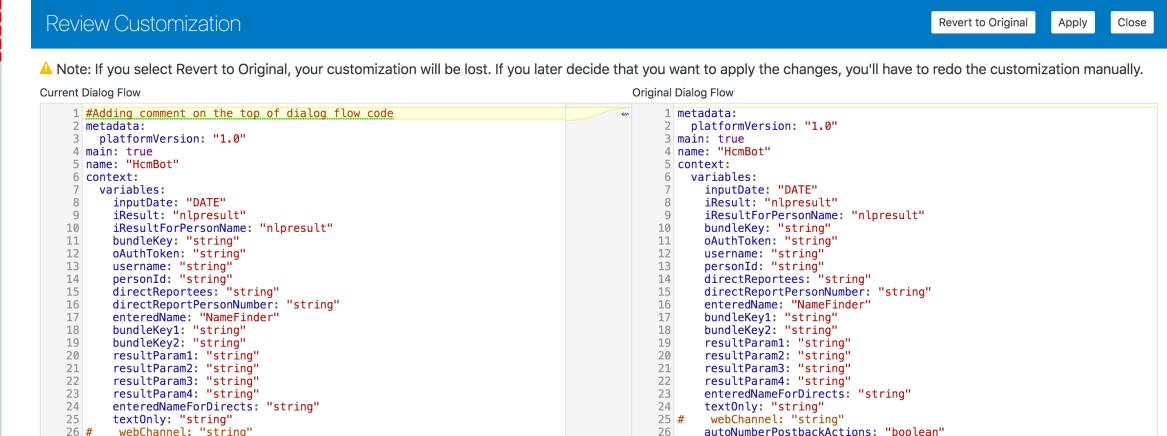
Use-case: modify dialog flow code

Update Dialog Flow



```
1 #Adding comment on the top of dialog flow code
2 metadata:
3   platformVersion: "1.0"
4 main: true
5 name: "HcmBot"
6 context:
7   variables:
8     inputDate: "DATE"
9     iResult: "nlpresult"
10    iResultForPersonName: "nlpresult"
11    bundleKey: "string"
12    oAuthToken: "string"
13    username: "string"
14    personId: "string"
15    directReportees: "string"
16    directReportPersonNumber: "string"
17    enteredName: "NameFinder"
18    bundleKey1: "string"
19    bundleKey2: "string"
20    resultParam1: "string"
21    resultParam2: "string"
22    resultParam3: "string"
23    resultParam4: "string"
24    enteredNameForDirects: "string"
25    textOnly: "string"
26    # webChannel: "string"
```

Review Customization



⚠ Note: If you select Revert to Original, your customization will be lost. If you later decide that you want to apply the changes, you'll have to redo the customization manually.

Current Dialog Flow

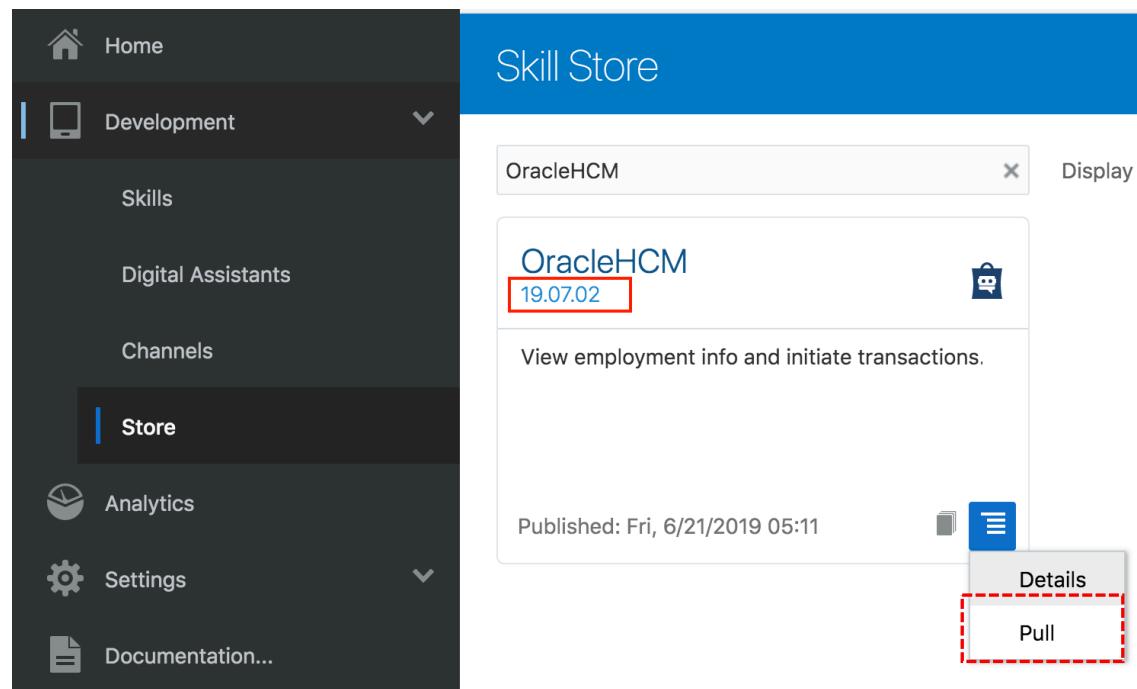
```
1 #Adding comment on the top of dialog flow code
2 metadata:
3   platformVersion: "1.0"
4 main: true
5 name: "HcmBot"
6 context:
7   variables:
8     inputDate: "DATE"
9     iResult: "nlpresult"
10    iResultForPersonName: "nlpresult"
11    bundleKey: "string"
12    oAuthToken: "string"
13    username: "string"
14    personId: "string"
15    directReportees: "string"
16    directReportPersonNumber: "string"
17    enteredName: "NameFinder"
18    bundleKey1: "string"
19    bundleKey2: "string"
20    resultParam1: "string"
21    resultParam2: "string"
22    resultParam3: "string"
23    resultParam4: "string"
24    enteredNameForDirects: "string"
25    textOnly: "string"
26 # webChannel: "string"
```

Original Dialog Flow

```
1 metadata:
2   platformVersion: "1.0"
3 main: true
4 name: "HcmBot"
5 context:
6   variables:
7     inputDate: "DATE"
8     iResult: "nlpresult"
9     iResultForPersonName: "nlpresult"
10    bundleKey: "string"
11    oAuthToken: "string"
12    username: "string"
13    personId: "string"
14    directReportees: "string"
15    directReportPersonNumber: "string"
16    enteredName: "NameFinder"
17    bundleKey1: "string"
18    bundleKey2: "string"
19    resultParam1: "string"
20    resultParam2: "string"
21    resultParam3: "string"
22    resultParam4: "string"
23    enteredNameForDirects: "string"
24    textOnly: "string"
25 # webChannel: "string"
26 autoNumberPostBackActions: "boolean"
```

Versioning and upgradability

Skill Store – pull new version



Skill – new version in skill

The screenshot shows the details page for the 'Oracle HCM' skill. It lists two versions: '19.07.02' (the current version) and '19.07.01.01'. Both versions have identical descriptions: 'Updated: View employment info and initiate transactions with payslips and absences updated.' and 'Training Model: Trainer Ht'. The '19.07.02' version was 'Updated: in a few seconds' ago, while the '19.07.01.01' version was 'Updated: 8 minutes ago'. Each version has a blue icon bar with three buttons: 'Details', 'Pull', and another unlabeled button.

Version	Description	Last Updated
19.07.02	Updated: View employment info and initiate transactions with payslips and absences updated. Training Model: Trainer Ht	in a few seconds
19.07.01.01	Updated: View employment info and initiate transactions with payslips and absences updated. Training Model: Trainer Ht	8 minutes ago

Versioning and upgradability

Skill - settings

The screenshot shows the 'Skill - settings' page with the 'General' tab selected. The page includes a sidebar with various icons and a main content area with the following fields:

- Base Skill: Oracle HCM • 19.07.01
- Display Name: Acme Oracle HCM
- Name: AcmeOracleHCM
- Version: 19.07.01.01
- Created: 2 hours ago
- Category: Category your Skill bot falls under
- One-Sentence Description: View employment info and initiate transactions with payslips and absences updated.
- Detailed Description: This description appears on the skill's Details page in the skills catalog
- Training Model: Trainer Ht
- Translation Service: None
- Predominant Language: English

A red dashed box highlights the green 'Rebase' button located at the bottom right of the main content area.

Select base skill

The screenshot shows the 'Select base skill' dialog with the title 'Rebase Skill'. It displays a list of skills under 'Select New Base Skill' and a detailed view of the 'Oracle HCM 19.07.02' skill.

Base Skill
Select base skill ▾

One-Sentence Description
Select base skill to...

Detailed Description
Detailed description of the skill

Oracle HCM
19.07.02
Updated: View employment info and initiate trans...

Versioning and upgradability

Review change

Please review the dialog flow differences.

Acme Oracle HCM 19.07.01.01

```
1 #Adding comment on the top of dialog flow code
2 metadata:
3   platformVersion: "1.0"
4 main: true
5 name: "HcmBot"
6 context:
7   variables:
8     inputDate: "DATE"
9     iResult: "nlpresult"
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11    bundleKey: "string"
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20    resultParam1: "string"
21    resultParam2: "string"
22    resultParam3: "string"
23    resultParam4: "string"
24    enteredNameForDirects: "string"
25    textOnly: "string"
26 #   webChannel: "string"
27 autoNumberPostBackActions: "boolean"
28 helppointent: "Helppointent"
29 searchPersonWorkerId: "string"
30 jwtToken: "string"
31 resolvedIntent: "string"
32 #   authFromToken: "string"
33 token: "string"
34 name: "string"
35 enableWebHyperlink: "string"
```

Oracle HCM 19.07.02

```
1 metadata:
2   platformVersion: "1.0"
3 main: true
4 name: "HcmBot"
5 context:
6   variables:
7     inputDate: "DATE"
8     iResult: "nlpresult"
9     iResultForPersonName: "nlpresult"
10    bundleKey: "string"
11    oAuthToken: "string"
12    username: "string"
13    personId: "string"
14    directReportees: "string"
15    directReportPersonNumber: "string"
16    enteredName: "NameFinder"
17    bundleKey1: "string"
18    bundleKey2: "string"
19    resultParam1: "string"
20    resultParam2: "string"
21    resultParam3: "string"
22    resultParam4: "string"
23    enteredNameForDirects: "string"
24    textOnly: "string"
25 #   webChannel: "string"
26 autoNumberPostBackActions: "boolean"
27 helppointent: "Helppointent"
28 searchPersonWorkerId: "string"
29 jwtToken: "string"
30 resolvedIntent: "string"
31 #   authFromToken: "string"
32 token: "string"
33 name: "string"
34 enableWebHyperlink: "string"
```

Back

Next

Rebase

Base Skill

Oracle HCM 19.07.02

Display Name

Acme Oracle HCM

Name

AcmeOracleHCM

Version *

19.07.02

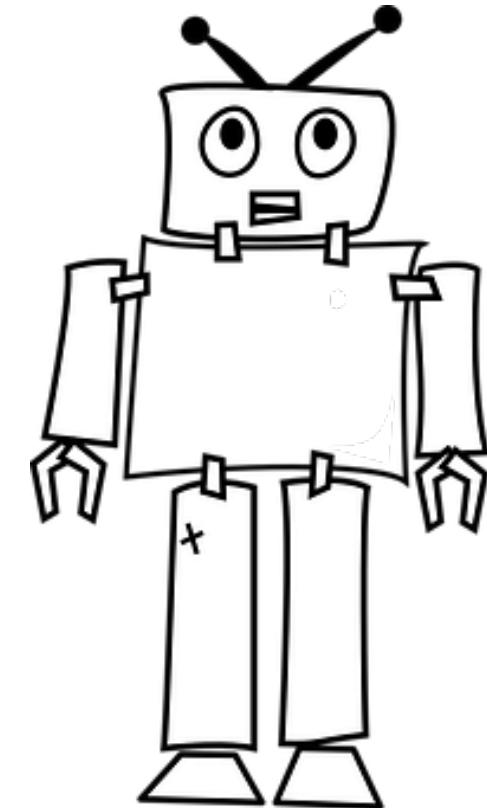
One-Sentence Description

View employment info and initiate transactions with payslips and absences updated.

Back

Rebase

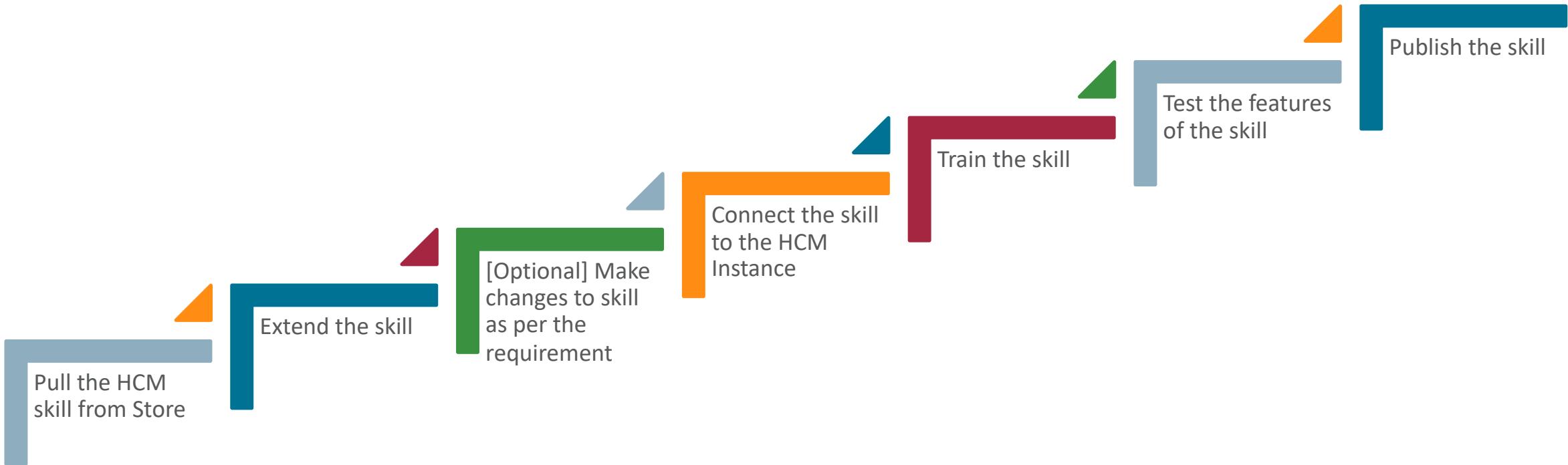
When a new version of the base skill appears in the Skill Store, you can *rebase* your customizations to the new version of the base skill



Topic agenda

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Setup HCM skill



Connect the skill to HCM instance

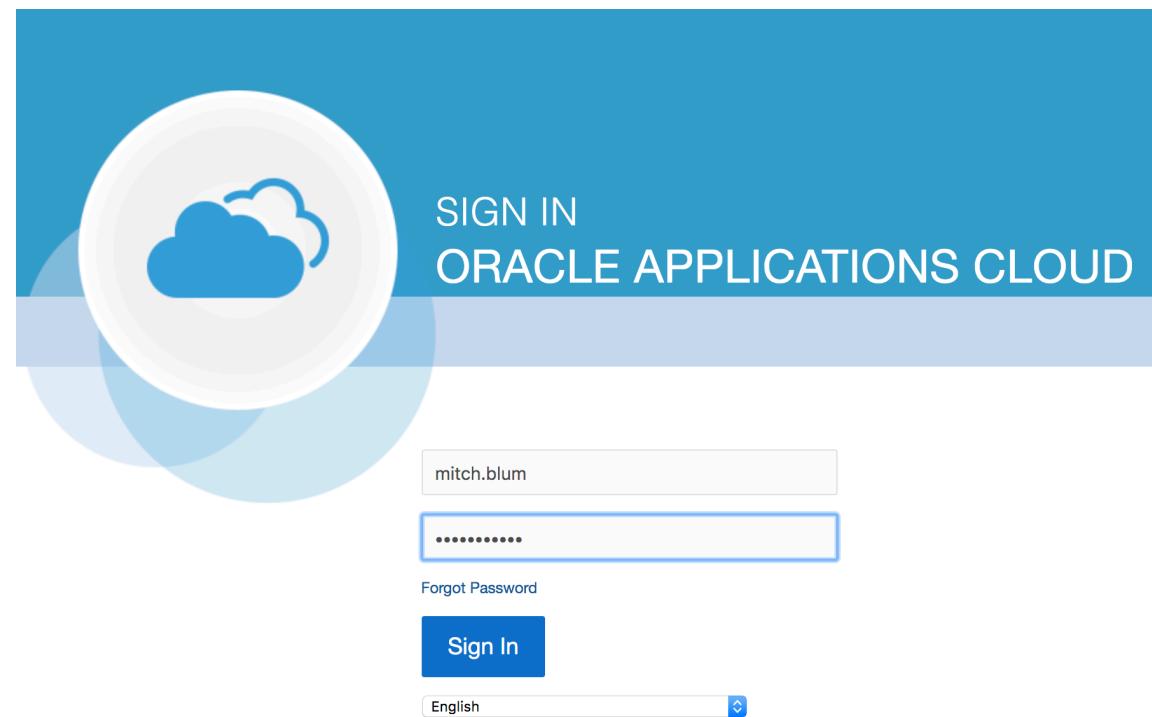
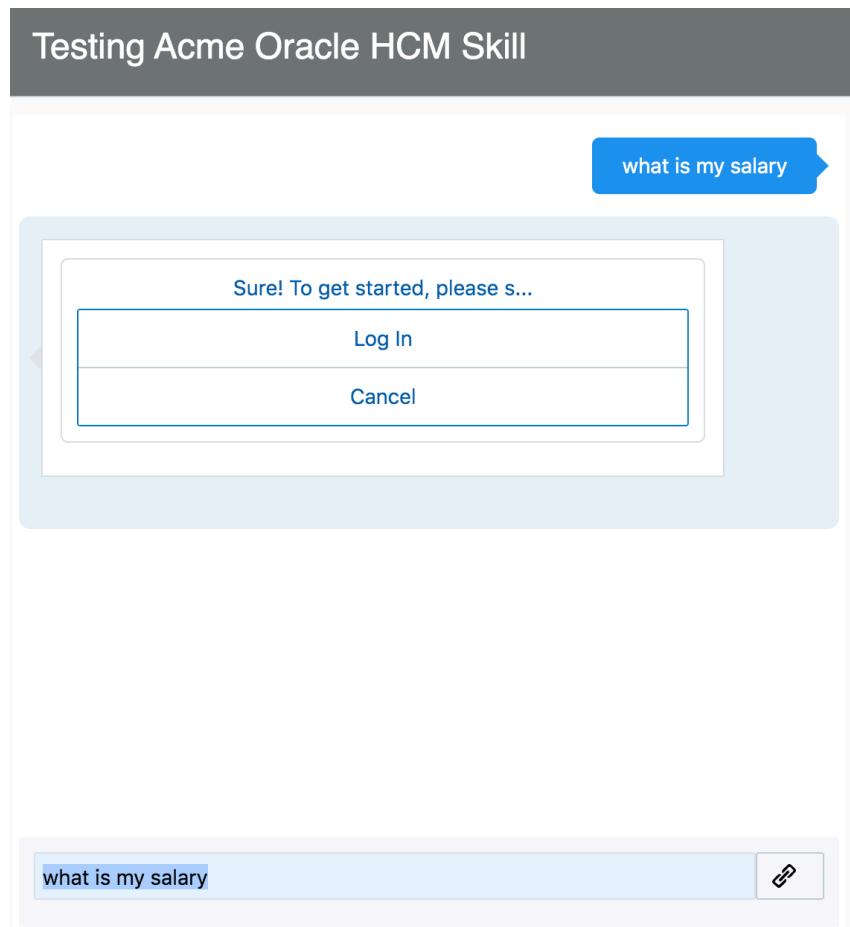
Custom Parameters

+ New Parameter Filter parameters Local Inherited Customized

Edit Delete

Name	Display Name	Type	Value	Description
da.IsJWTEnabled	da.IsJWTEnabled	Boolean	false	
da.FARestEndPoint	da.FARestEndPoint	String	https://fuscdrmsmc78-fa-ext.us.oracle.com	
da.IBCSHost	da.IBCSHost	String	dummy	

Test the features of the skill



Test the features of the skill

The image shows a conversational interface with two columns of interactions.

Left Column Interactions:

- Show me my scheduled absences**
You have no scheduled time off this year.
- What is my medical group number?**
You're not enrolled in any plans.
- Who is my HR rep?**
Your HR representative is Jack Adamson.
Jack's office is at 56 Newfoundland Road in Bristol, Avon, GB
Local Time is Tuesday, September 10, 2019 7:18 PM.
jack.adamson_zfyd@oracledemos.com
Work: 44 (117) 2510805

Right Column Interactions:

- What is my salary?**
Your current overall salary is \$46,211.61 annually. Your last approved adjustment was an increase of \$1,345.97 (3%) effective July 01, 2018.
- How many allowances do I have?**
Click the link to view your tax withholding status.
https://ucf3-zfyd-fa-ext.oracledemos.com/fscmUI/faces/deeplink?objType=VIEW_RES_TAX_FORM_US
- What are my onboarding tasks?**
Do you want to view onboarding tasks for:
[Yourself](#)
[Your Pending Workers](#)

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