ORACLE®

Oracle Digital Assistant

The Complete Training

Built-in channels

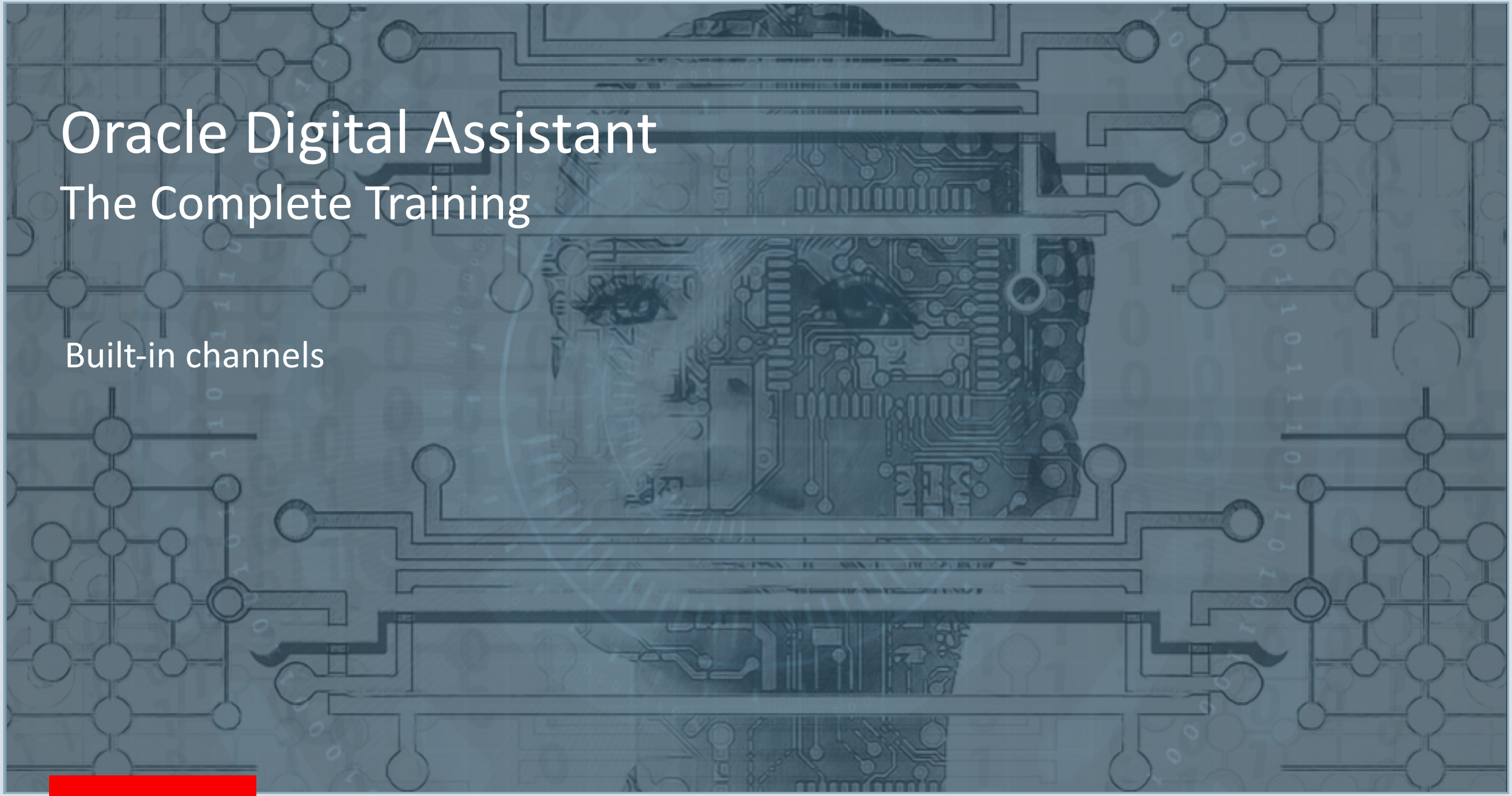


Image courtesy of pixabay.com

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. |

Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Topic agenda

1. Channel overview
2. Channel configuration
3. Client SDK for JavaScript

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Topic agenda

1. Channel overview
2. Channel configuration
3. Client SDK for JavaScript

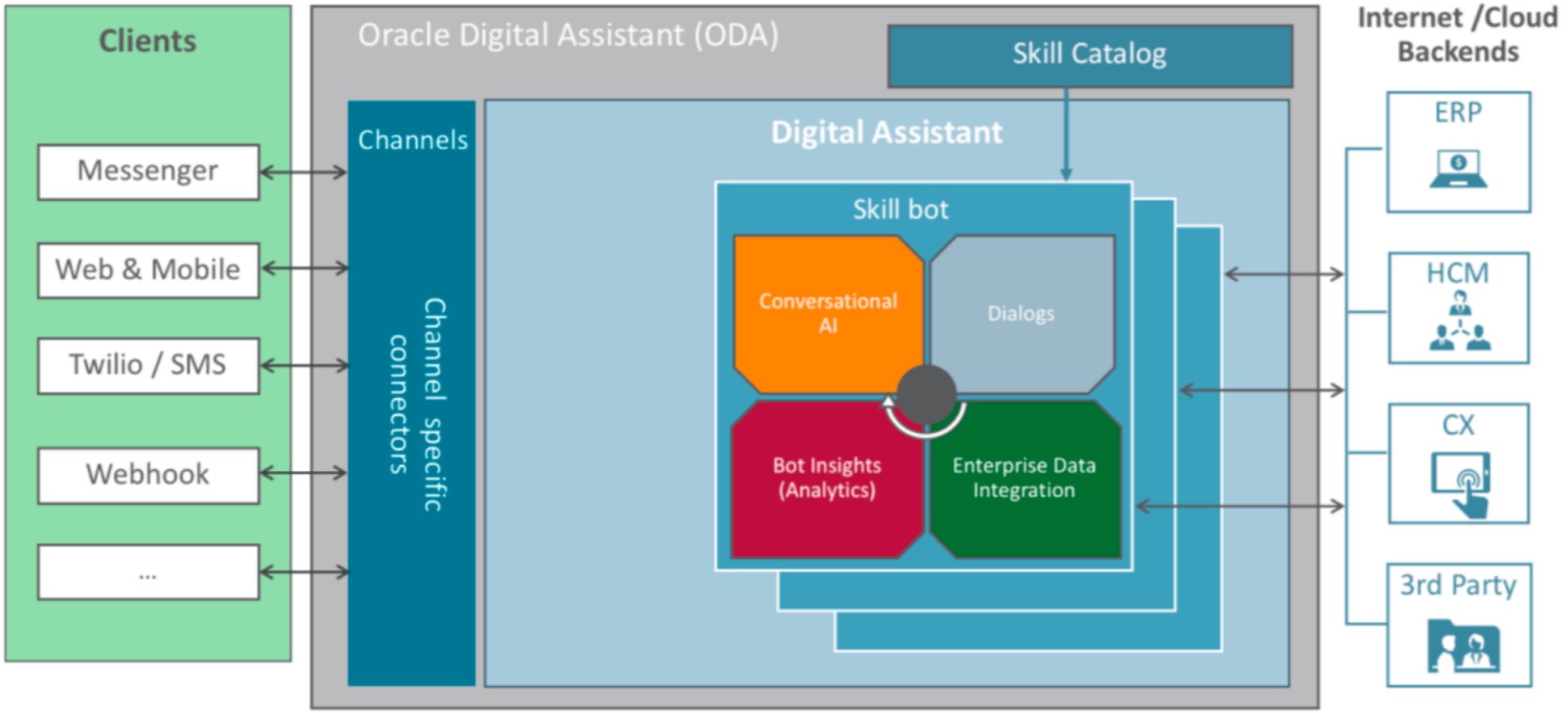
Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Supporting users with multiple messaging platforms

- The more messaging services you need to support the more infrastructure you need to put in place
- Every messaging service has a unique set of features
  - Text-only
  - Images
  - Carousel

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

User channel configuration



Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Channels are adapters that dispatch conversation between messengers and the bot. This includes message formatting.

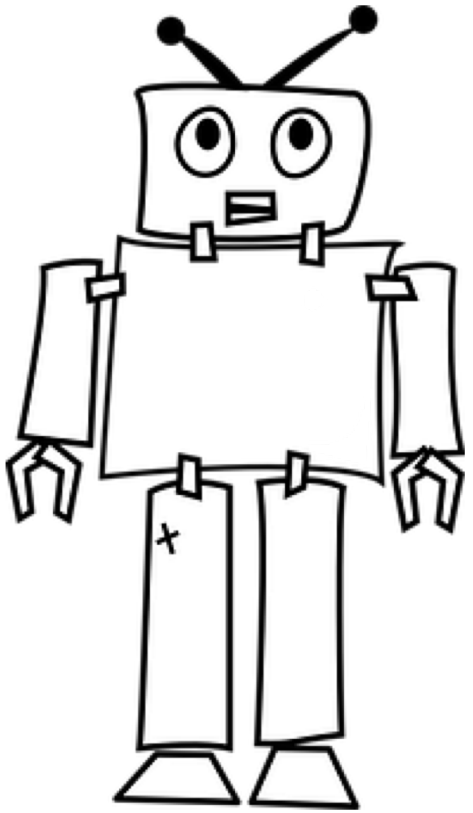
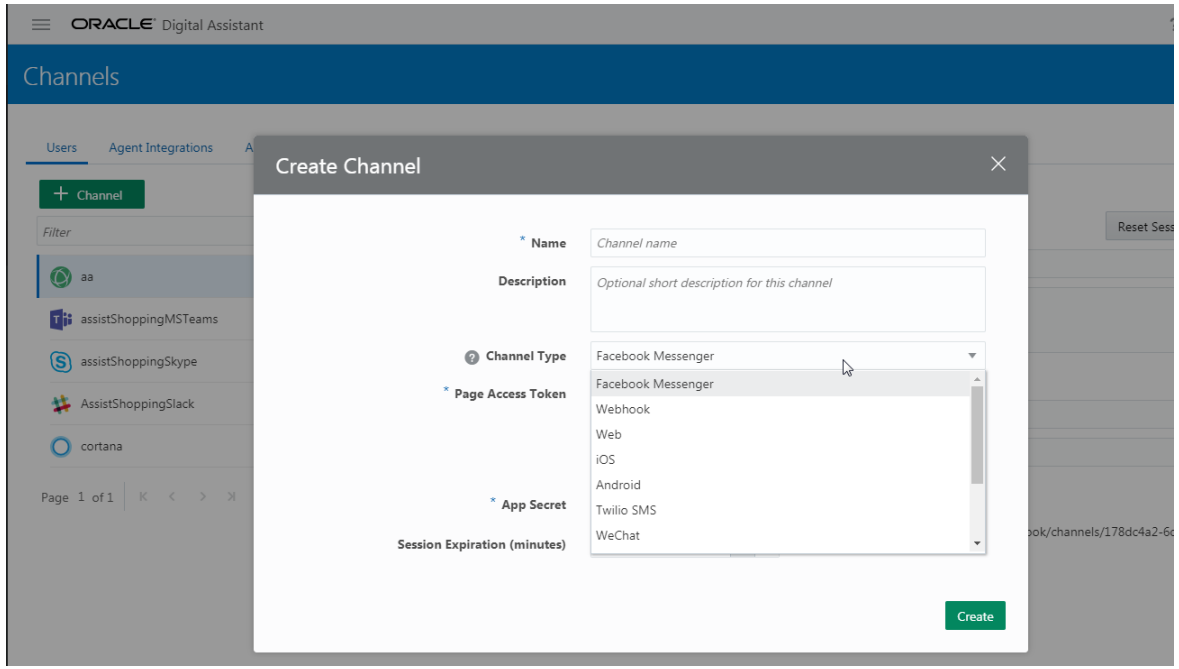


Image courtesy of pixabay.com

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Channel types

- Users
  - Facebook, Twilio SMS and WeChat
  - Android, iOS apps and Web page
  - Webhook
- Applications
  - Event-initiated conversations
- Agent Integrations
  - Service Cloud
- System
  - Skill Tester



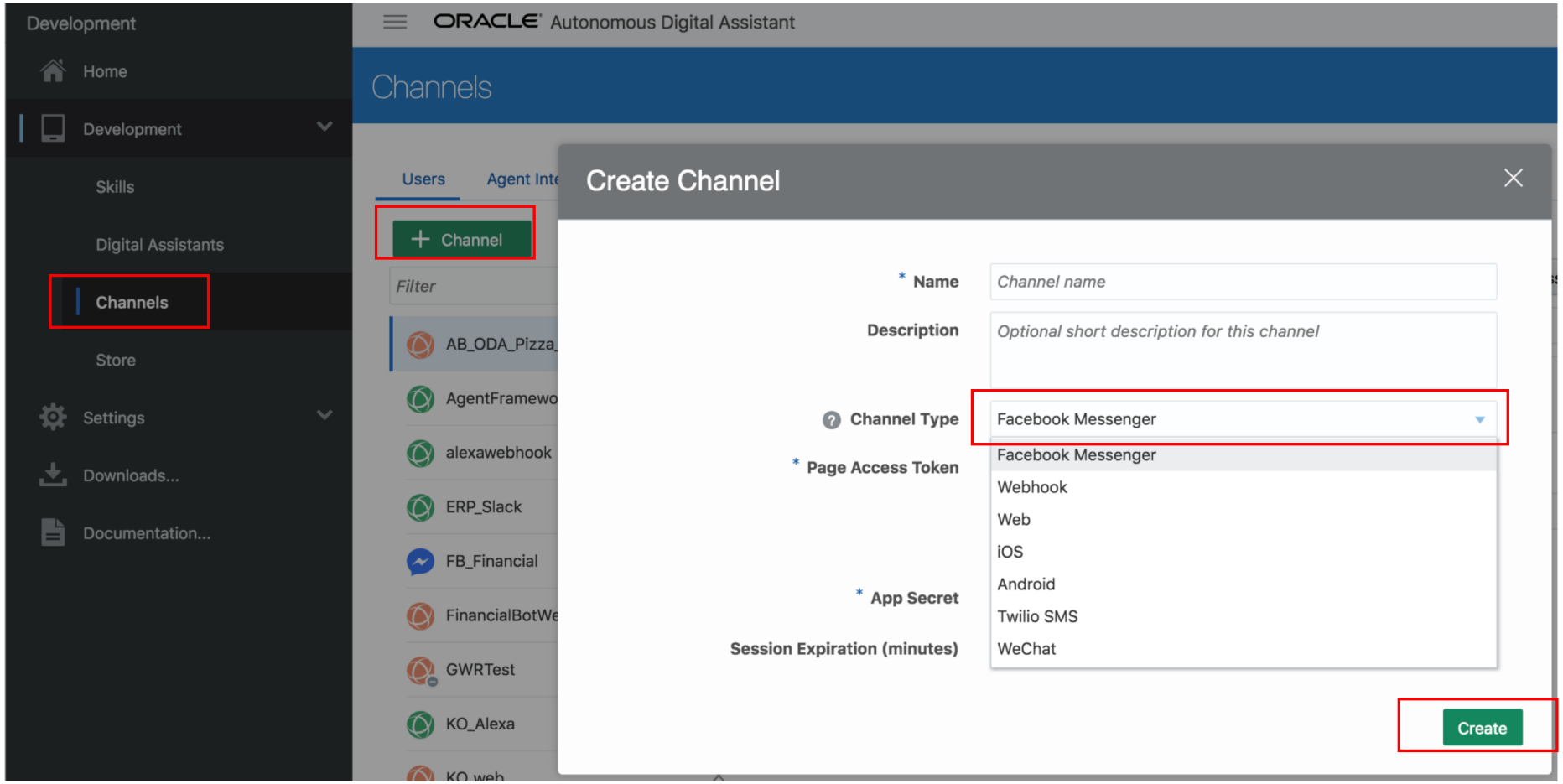
Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Topic agenda

1. Channel overview
2. Channel configuration
3. Client SDK for JavaScript

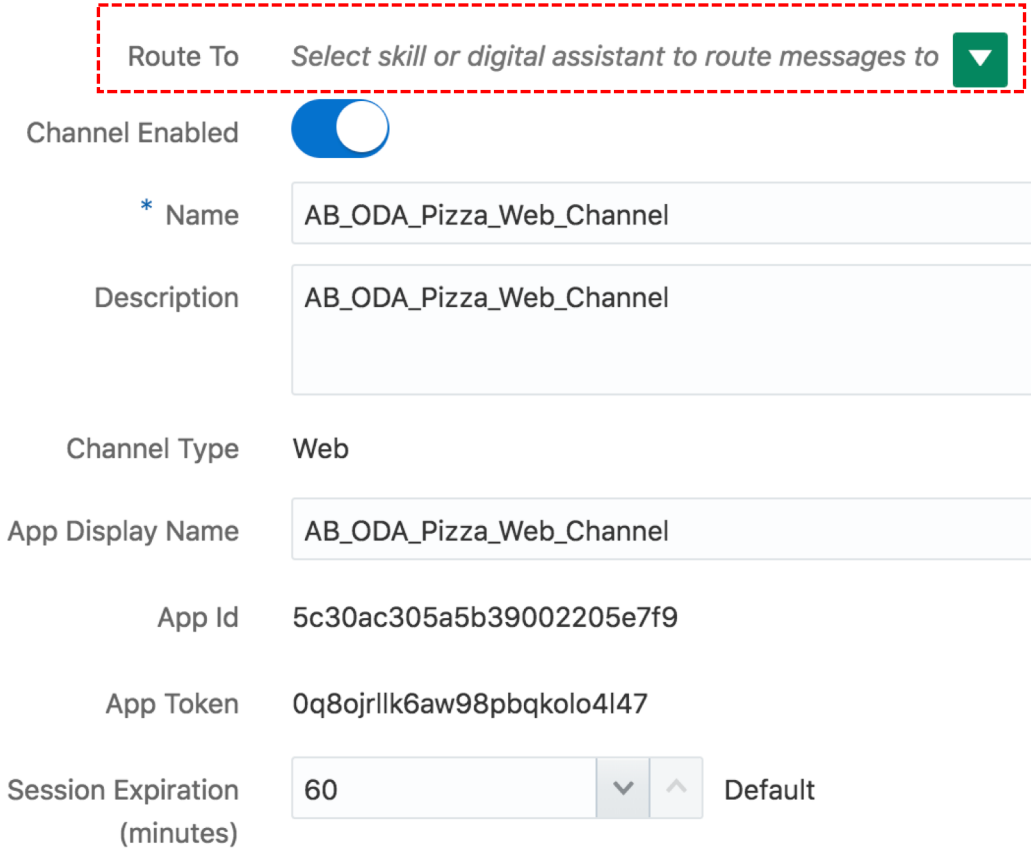
Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

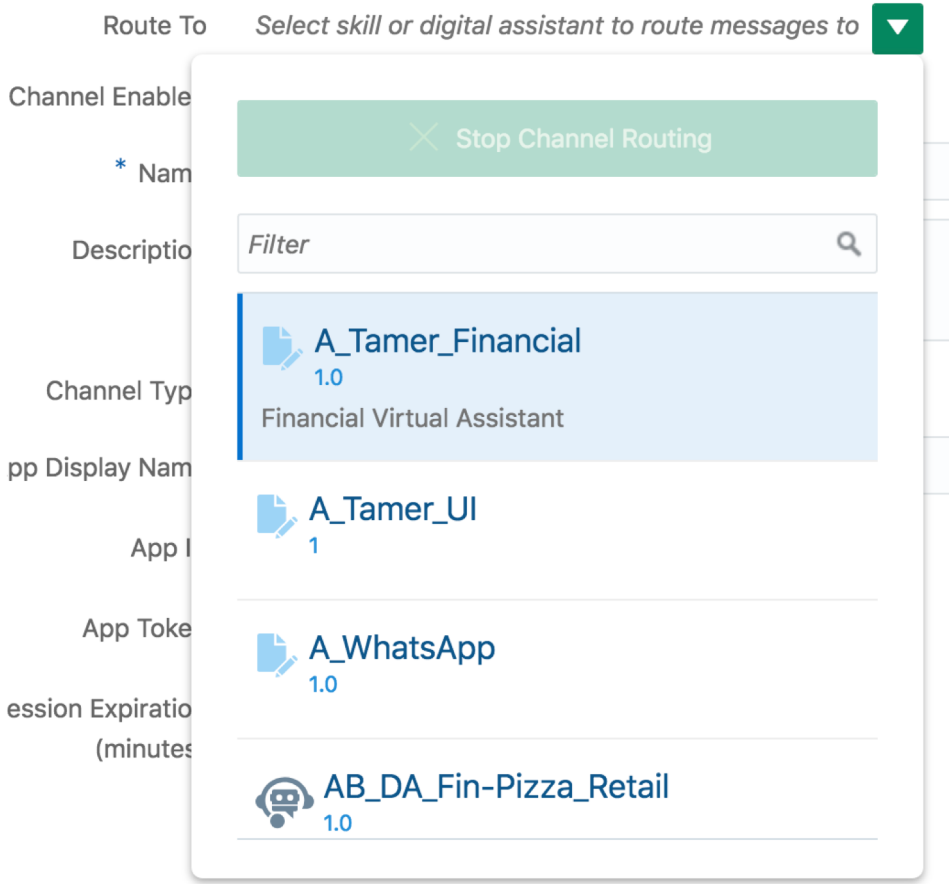
User channel creation



Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

User channel routing





Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Topic agenda

1. Channel overview
2. Channel configuration
3. Client SDK for JavaScript

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Oracle provides client **SDK**s **to integrate** Oracle Digital Assistant **with Android, iOS and Web applications**

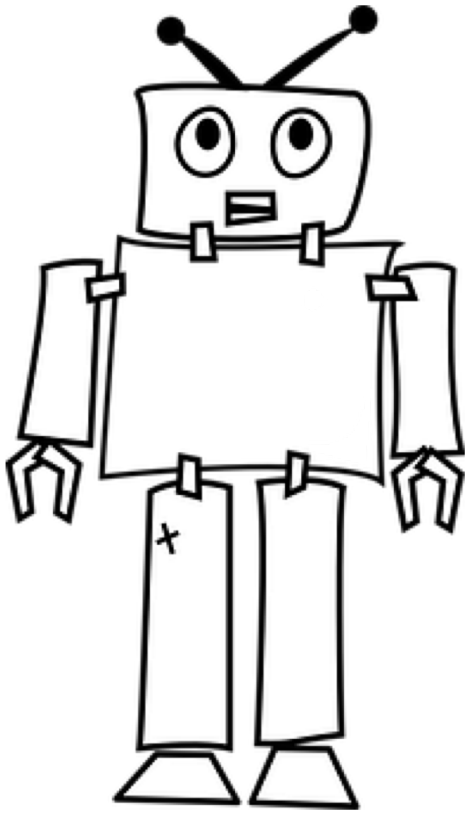
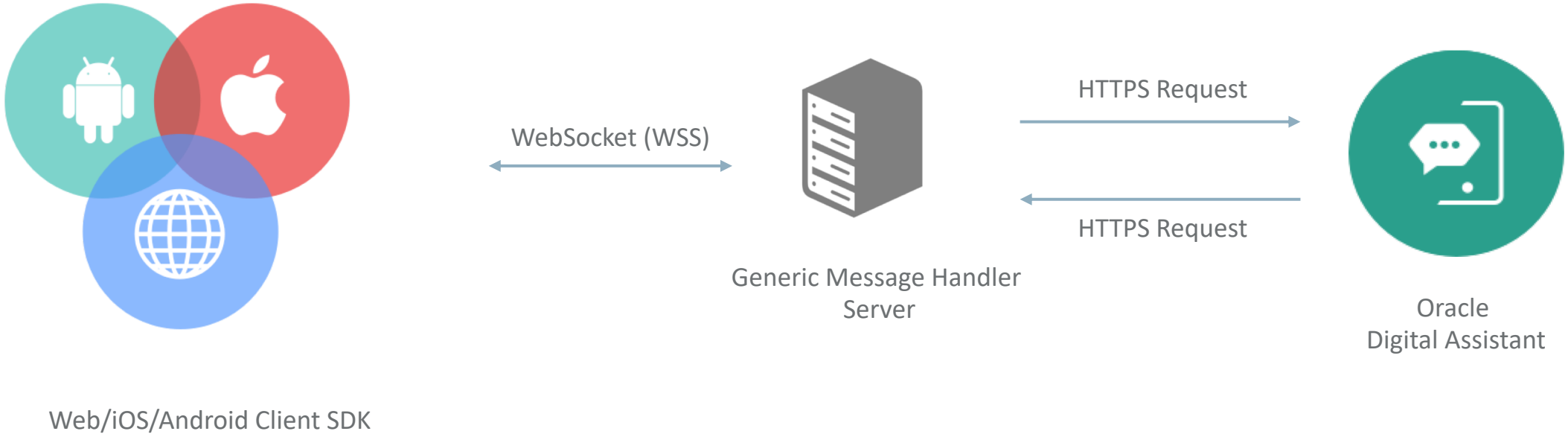


Image courtesy of pixabay.com

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

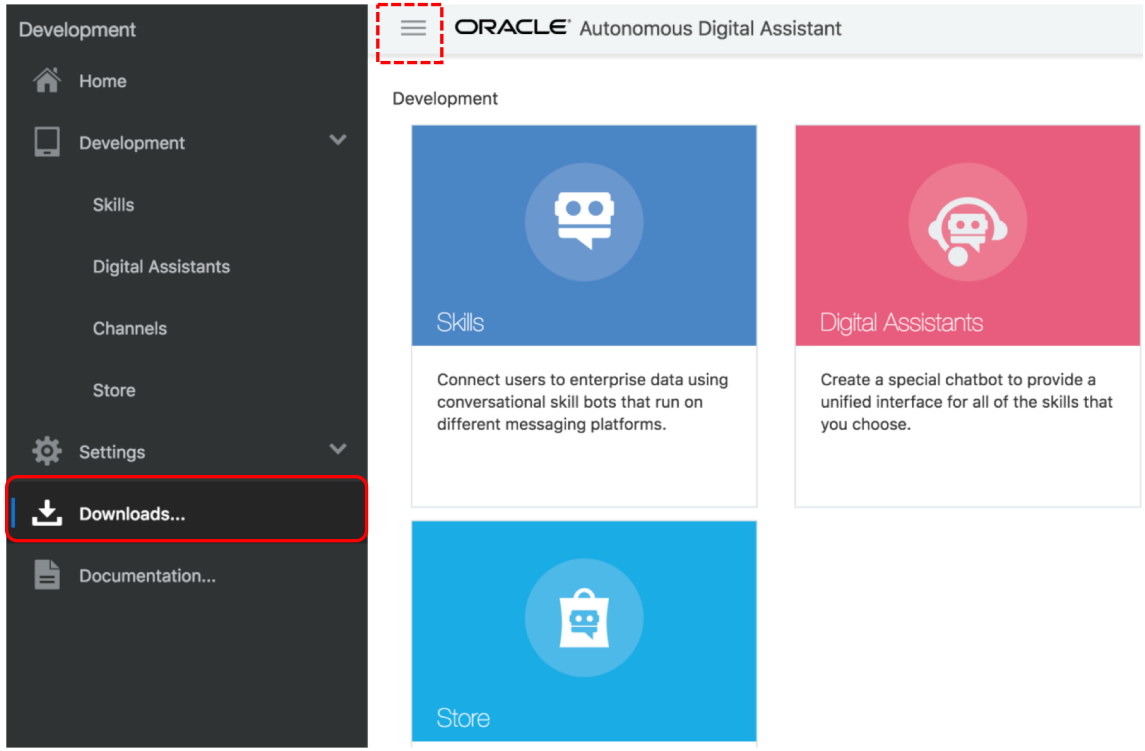
How the client SDK works



Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Oracle Digital Assistant client SDKs

- Customizable messenger SDKs that can be added to Android, iOS, Web page or hybrid mobile app
- Download SDK from
  - Downloads section link
  - Simple steps to add the client SDK to your app



Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Adding the client SDK for JavaScript to your web site

- Include the web messenger on your web page
  - Add the following code towards the end of the <head> section

```
<script>
  !function(e,t,n,r){
  function s(){

    //implementation : see client – sdk documentation

  }(window,document,"Bots", "<sdk-folder-url>")

</script>
```

Replace <sdk-folder-url> with the URL where the SDK is hosted

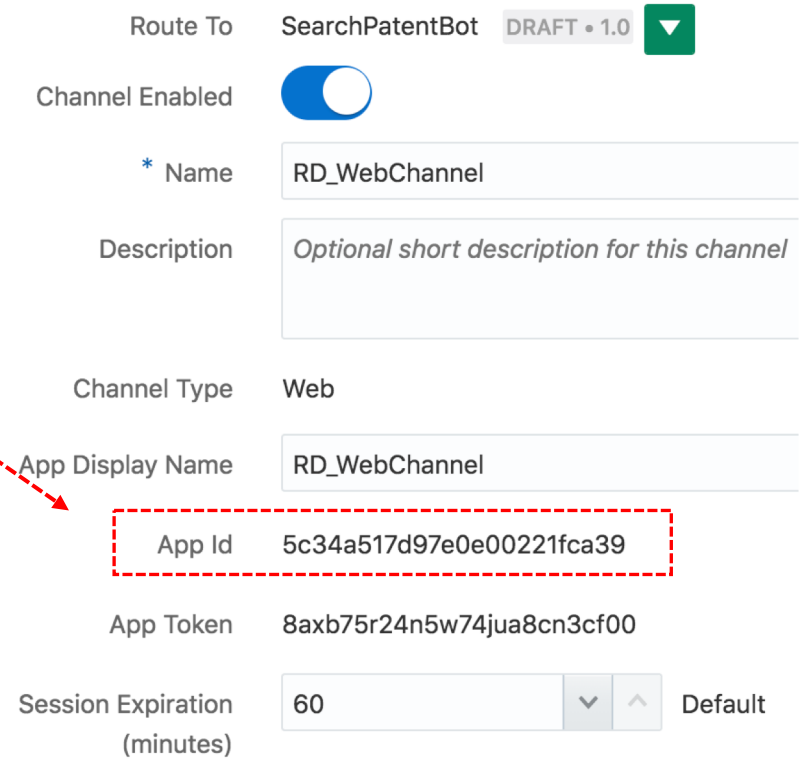
Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Adding the client SDK for JavaScript to your web site

- Initialize the web messenger where you want to enable chat capabilities

```
<script>
    Bots.init({
        appId: "your_app_id"


    }).then(function (res){
  });
</script>
```



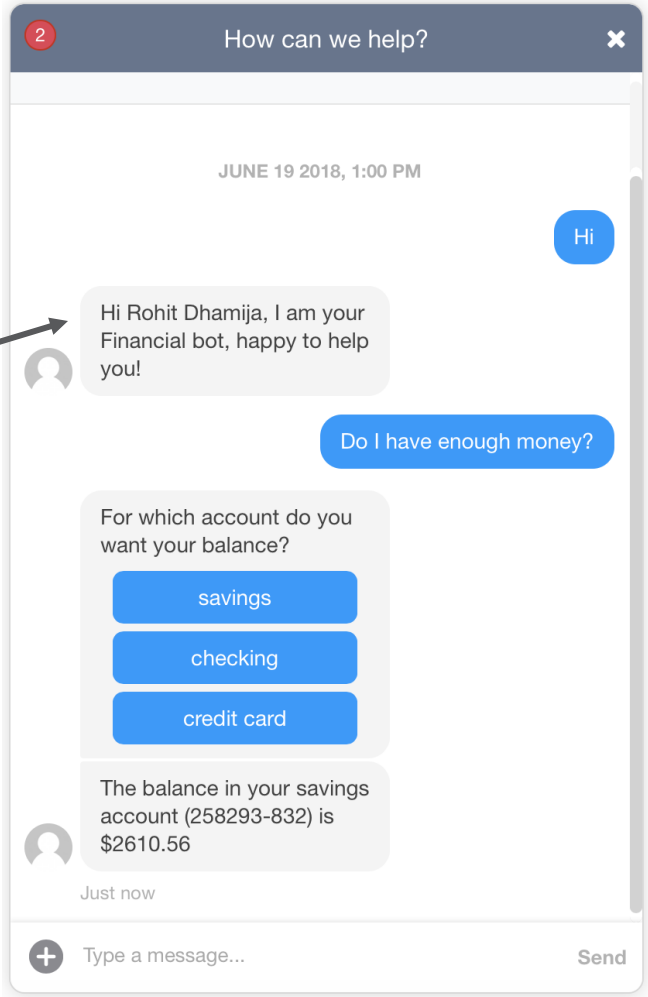
Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Adding the client SDK for JavaScript to your web site

- Update user profile information

```
<script>
   Bots.init({
      appId: "your_app_id"

   }).then(function (res){
      Bots.updateUser(
          {
              "givenName":"Rohit",
              "surname":"Dhamija",
               "properties": {
                 "userCustomVariable1":"Lord",
                 "userCustomVariable2":"Commander"
                }
          }
      ).catch(function (err) {
          console.error(err);
      });
   });
</script>
```



Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Adding the client SDK for JavaScript to your web site

- Accessing user profile information in the dialog flow

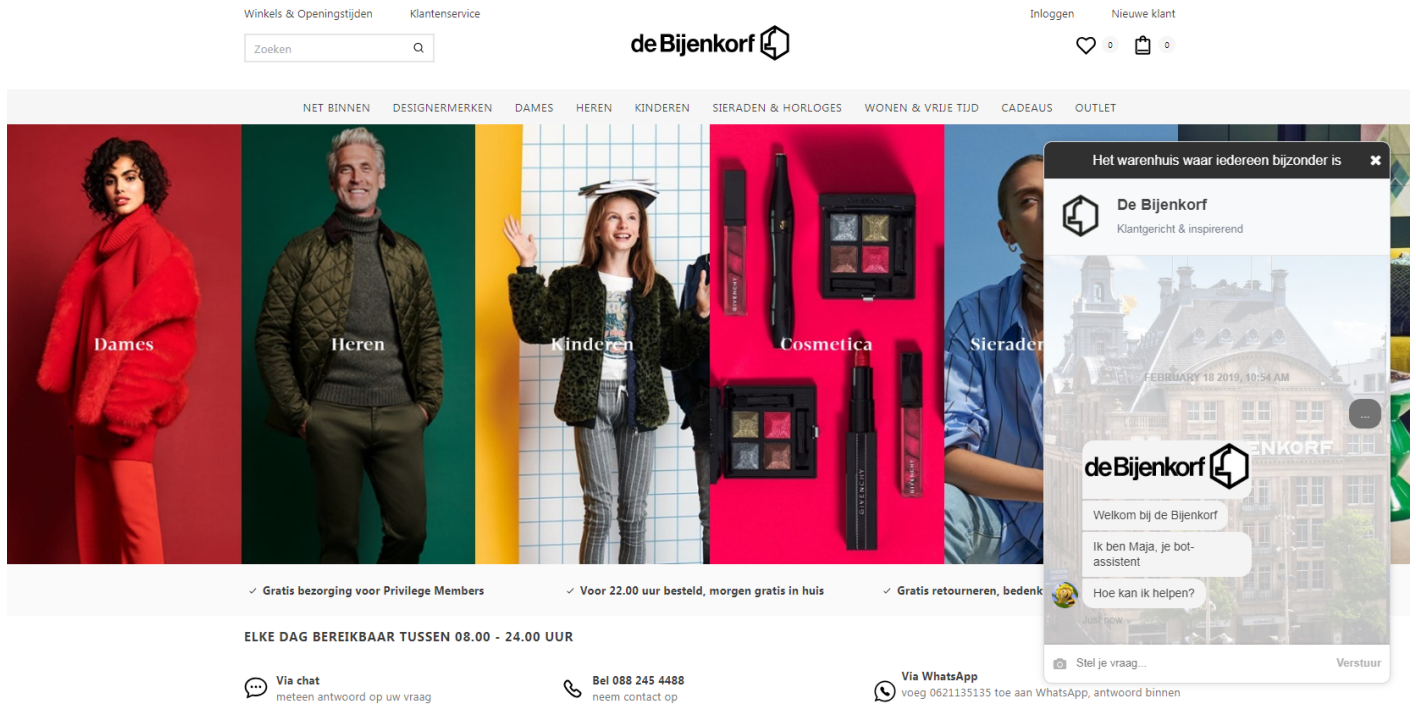
```
states:
  outputGenericProfileVariables:
    component: "System.Output"
    properties:
      keepTurn: true
      text: "Generic profile variables \n\n
             First name: ${profile.firstName.value} \n
             Last name: ${profile.lastName.value}"
    transitions: {}

  outputCustomProfileVariables:
    component: "System.Output"
    properties:
      keepTurn: true
      text: "Custom variables \n\n
             userCustomVariable1: ${profile.userCustomVariable1.value} \n
             userCustomVariable2: ${profile.userCustomVariable2.value}"
    transitions:
      return: "done"
```

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Customizing the client SDK for JavaScript messener UI

- Icons
- Sounds
- Colors
- Locale
- Text
- Style
- Date localization

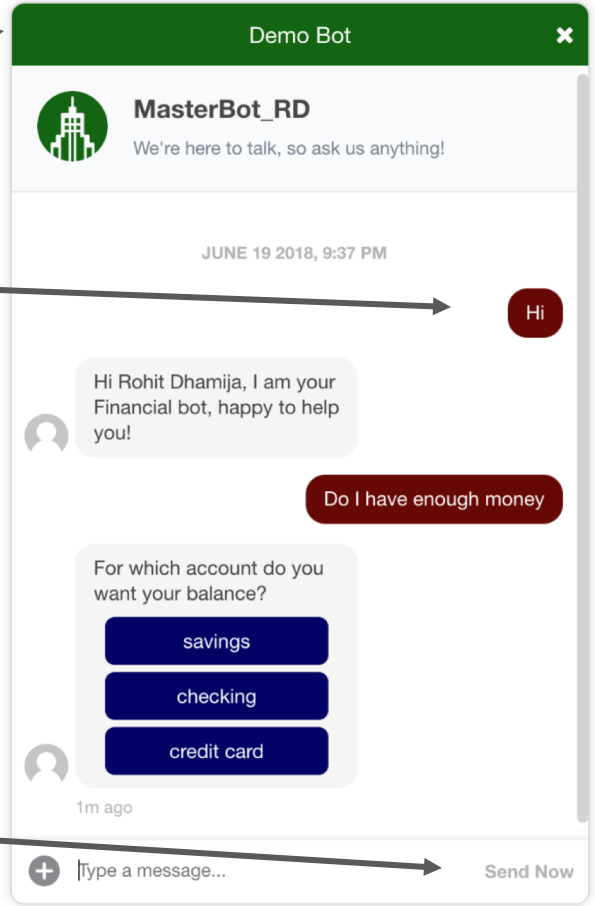


Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Customization

```
<script>
    Bots.init({
      appId: "5b2253aa1f0cd100221d3974",
      customColors: {
      brandColor: '006600',
      conversationColor: '660000',
      actionColor: '000066',
      },

     customText: {
      headerText: 'Demo Bot',
      inputPlaceholder: 'Type a message...',
      introductionText: 'We\'re here to talk, so ask us anything!',
      messageSending: 'Sending...',
      messageDelivered: 'Delivered!',
      sendButtonText: 'Send Now',
     }
   }).then(function (res){
  }); </script>
```



Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Integrated Cloud

Applications & Platform Services

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

ORACLE®

Oracle Digital Assistant Hands-On

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.