

ORACLE®

Oracle Digital Assistant

The Complete Training

Custom Components Overview

Safe Harbor Statement

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Topic agenda

- 1 ➤ Overview
- 2 ➤ Custom component architecture
- 3 ➤ Deployment options
- 4 ➤ Design considerations

Topic agenda

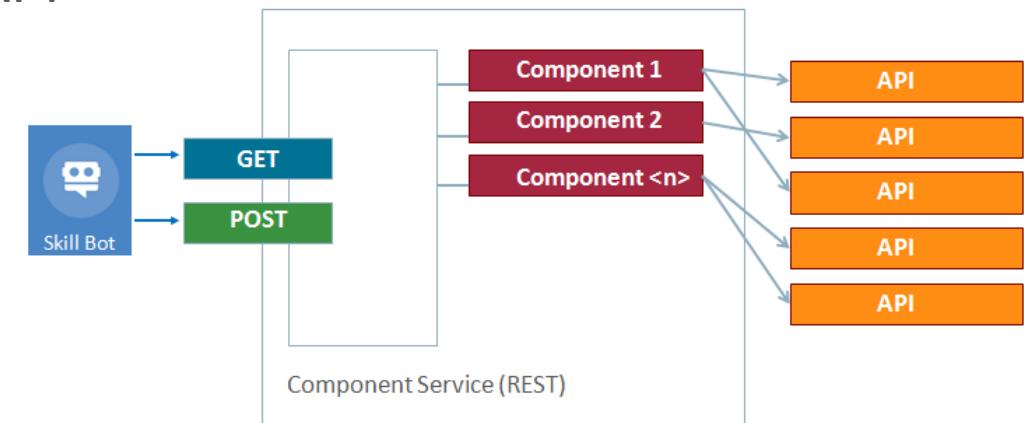
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About custom components

- Like system components, just custom
- Use cases
 - Backend system calls
 - Integrate custom code logic into a bot conversation
- Developed using Node.js
- Hosted in custom component services
 - One or many components per service
 - REST Service built with Node Express

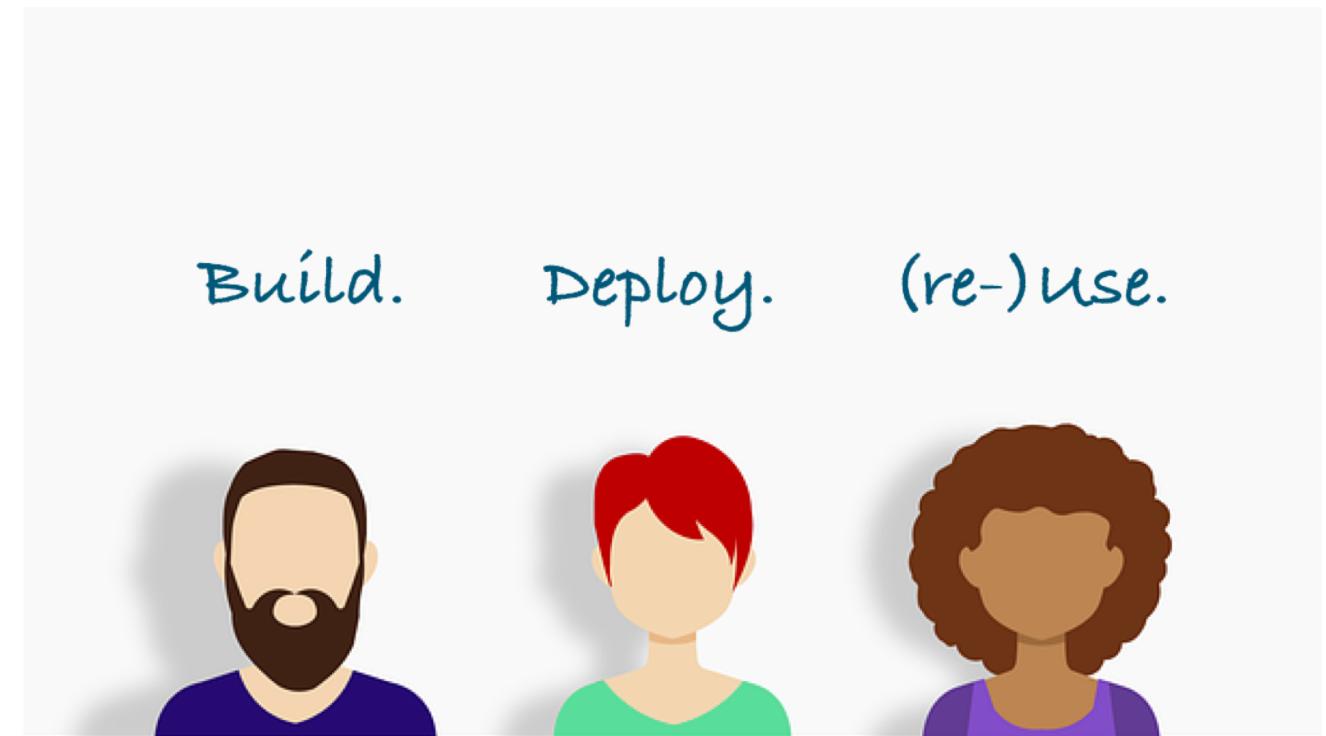
Custom component service development basics

- A custom component is simply a REST API
 - Always GET and POST which "plug" into Oracle Digital Assistant
 - Custom component typically calls an external API
- You can "package" related custom components together
 - Called a component service
- Oracle provides
 - A "starter" which has most of the code for a custom component
 - SDK to simplify bot interaction

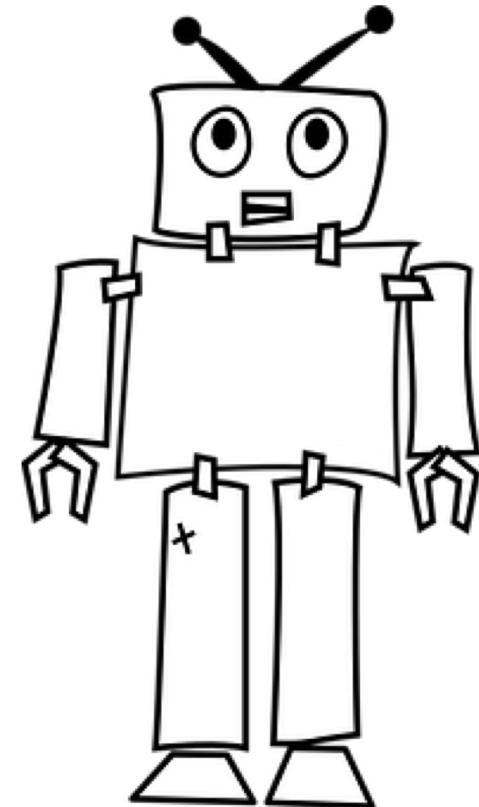


Custom component service development basics

- Most of the code is boilerplate (at least when you start)
- Exceptions are:
 - Component service name
 - Component name
 - Component properties
 - Component return action strings
 - Typically, a backend API call



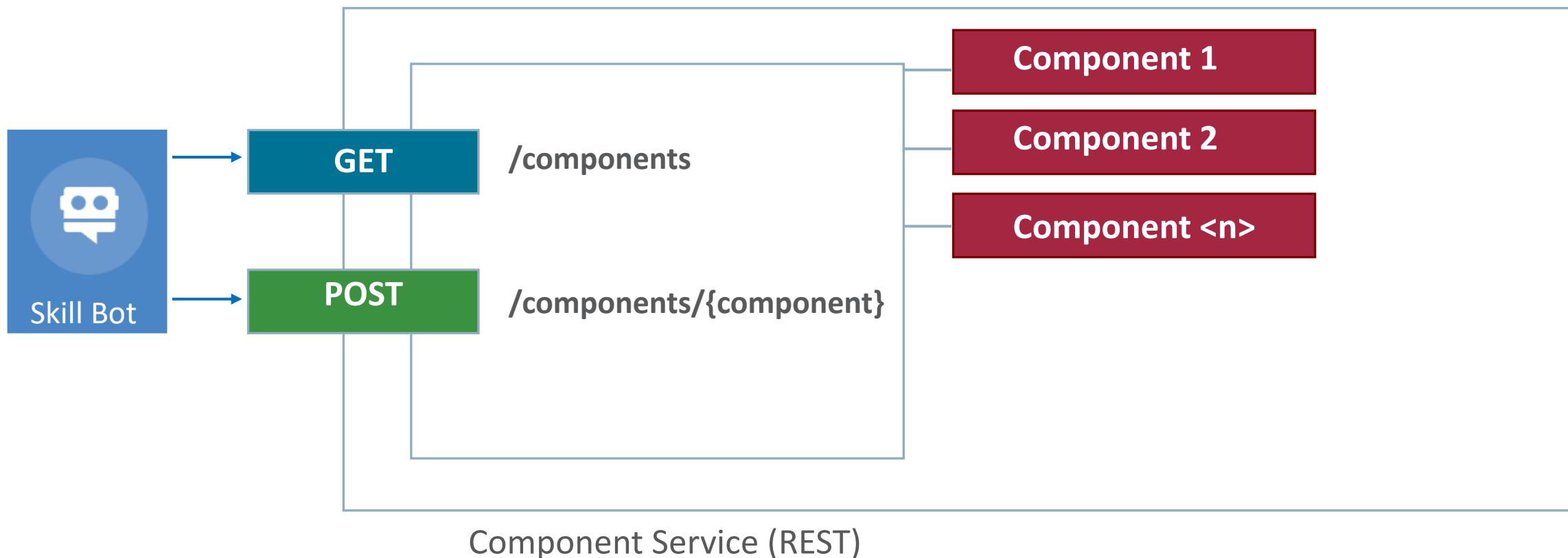
Oracle provides Oracle Bots Node.js SDK, a free utility that makes custom component development and deployment easy



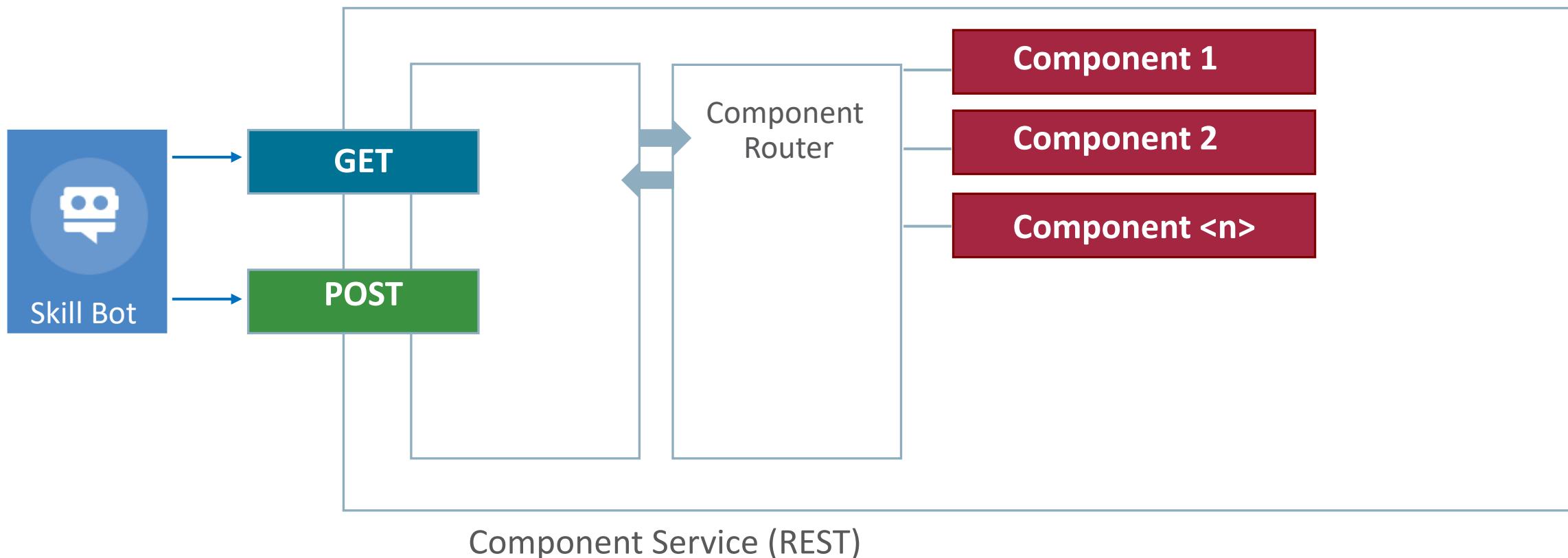
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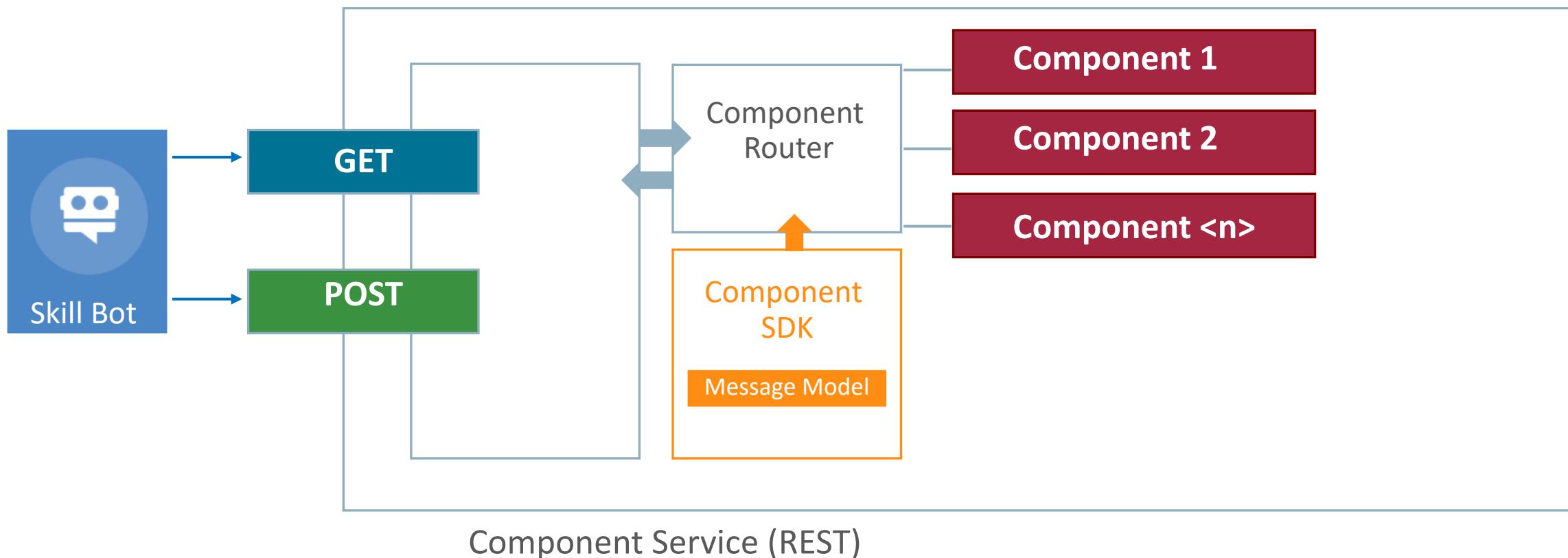
Custom component service architecture



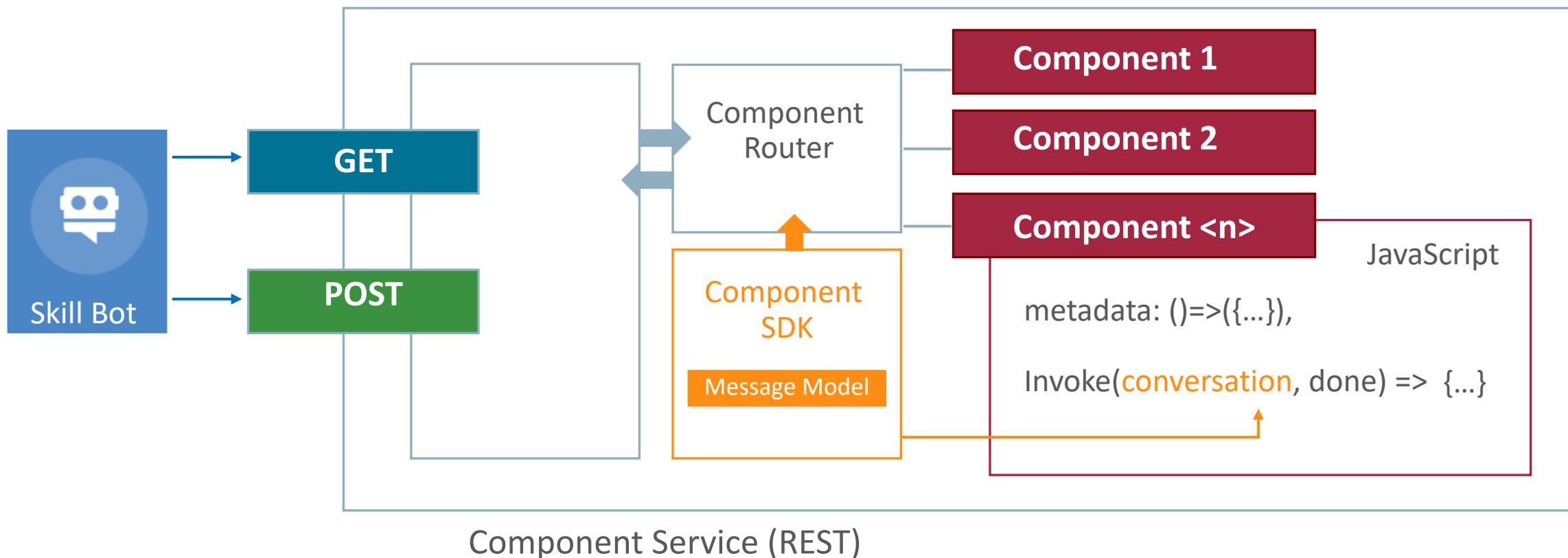
Custom component service architecture



Custom component service architecture



Custom component service architecture

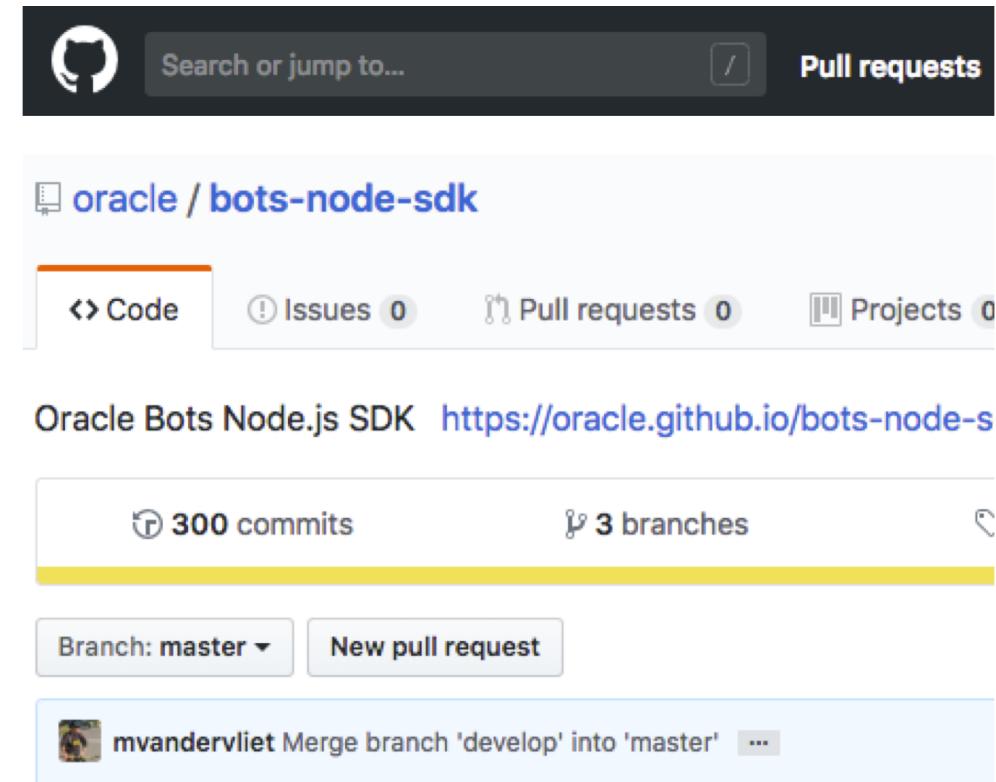


Role of the custom component SDK

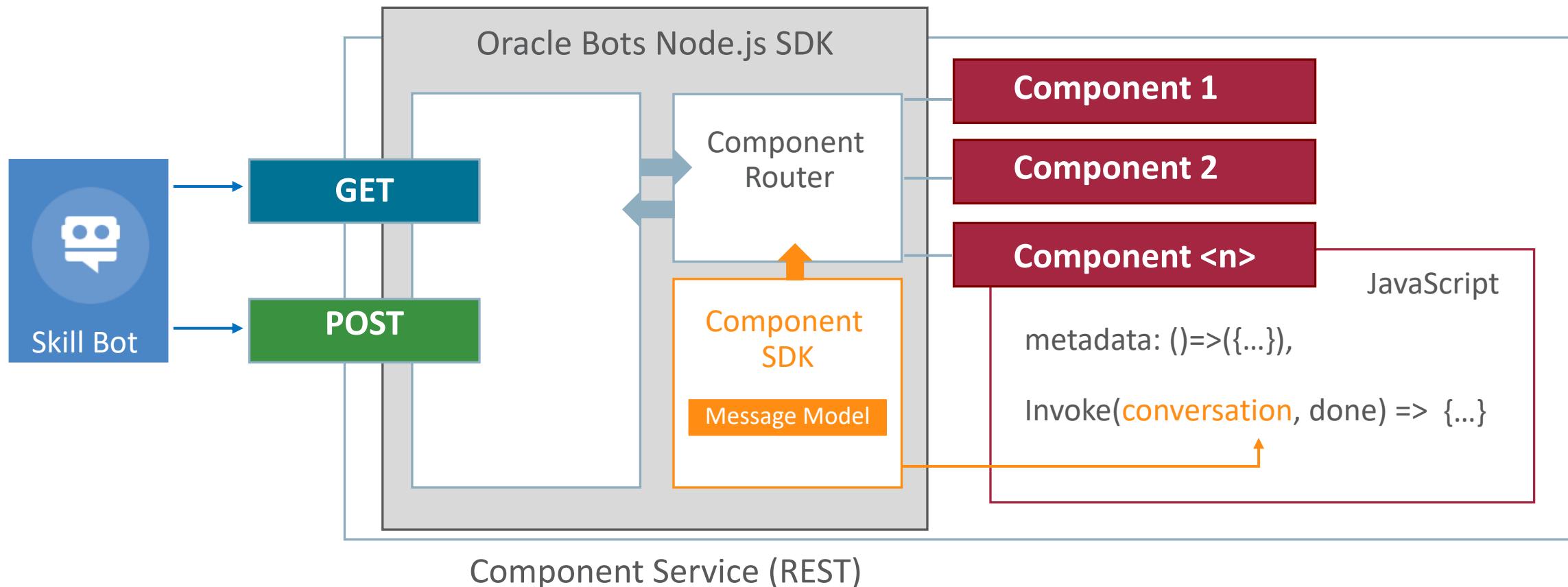
- Expose functions to
 - Read from the bot payload
 - Write to the component response payload
- Support for conversational message model responses
 - Simplifies creation of rich UI responses similar to System.CommonResponse
 - Supports attachments, card layouts, location, actions and more
- Supports developers detecting the type of an incoming message
 - E.g. actions need to be handled differently than text messages

Oracle Bots Node.js SDK

- Development and test tools for custom components and webhook
- Available on GitHub and NPMJS
- Requires Node Package Manager (NPM)
- Command Line Interface (CLI)
 - Creates component service and components
 - Provides custom component SDK to project
 - Integrated runtime for testing



Oracle Bots Node.js SDK



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Custom component deployment options

- Local Component Container
 - Custom component service resides in skill bot
 - Single instance deployment
- Mobile Hub
 - Multi-channel environment with mobile extras
 - Mobile or multi-channel requirement
 - Shared instance deployment
- Node Container
 - Application Container Cloud Service (ACCS) or other servers
 - If you don't need Mobile Hub but want a shared deployment

Remote deployment vs. local deployment

Remote deployment

- Pro
 - Single point of maintenance
 - Easy to push custom component changes
 - Leverage server features like access protection
- Con
 - Dependency to remote configuration needs to be tracked

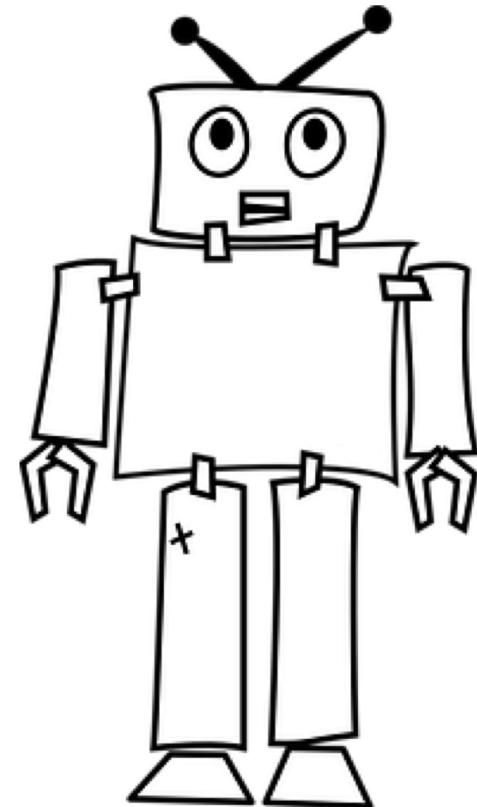
Local deployment

- Pro
 - Skill bots can run different versions of a custom component service
 - Custom component service deployed with skill bot (import / export)
 - Easier to use with skills published to skill store
- Con
 - Harder to maintain, e.g. pushing custom component changes

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Think of custom component services as the equivalent of libraries in Java



Design custom component services as libraries

- Build custom components with reuse in mind
 - Don't repeat yourself (DRY) principle
- Group related components in a single service
 - Managing user accounts
 - Transactions in a specific business area
 - Product catalog interactions
 - Utility functions
 - etc.
- A widely understood concept



- ListProducts
- DeleteProduct
- ProductCatalog



- AuthenticateUser
- GetUserInfo
- SetUserInfo

Custom component naming convention

- Choose a descriptive component name
 - Good component name describes what the component does
- Use naming convention that ensure component names are unique
 - JavaScript doesn't know of name spaces
 - Expect your component to be used together with 3rd party components
 - E.g. com.oracle.bots.financials.AccoutBalance

Integrated Cloud Applications & Platform Services

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Oracle Digital Assistant Hands-On

TBD