

# Oracle Digital Assistant ❤ SaaS

Product Management Team  
Oracle Digital Assistant

# 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, timing and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

# Program Agenda

- 1 ➤ Pre-built Skills for SaaS
- 2 ➤ HCM Skills
- 3 ➤ New Subscription Models - SaaS Skill vs. Platform SKU

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# Oracle Digital Assistant

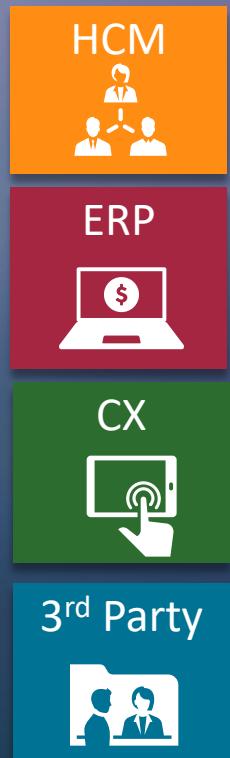
## Popular Conversational Channels



## Digital Assistant



## Any Application



# Oracle SaaS Skills Roadmap - July 2019

- HCM
  - HCM (19c)
    - Absences, Employee feedback, Employee directory, Salary & pay-slip, Benefits, Tax forms, Goals, Manager Self Service, Onboarding, Performance & Goals,
  - Approvals (19c)
    - Approval actions, status
  - Recruiting (19c)
    - Candidate experience, Hiring
- CX
  - Sales (19c)
    - Appointments, Opportunities, Accounts, Contacts, Tasks, Appointment follow-up, Email CPQ
  - Marketing:
    - Campaign chatbot
- EPM
  - Fin. Consol. & Close
  - Account Reconciliation
- SCM
  - Order Management
- ERP
  - Expenses (19d)
    - Submit expense, Create expense report, Get status
  - Project Management
    - Review project status, Report team tasks, See overdue tasks, Report time worked
  - Procurement
    - Product search, Recommendations, Create/approve requisition, Status check
  - Time Capture
- OTM
  - Shipments
    - Shipment status, details, stops, history, time of delivery, last waypoint

# Provisioning & Set Up

- Each FA customer will get 2 instances automatically
- Skills will (mostly) be in the Skill Store
- Dependencies
  - New SKUs
  - OCI Native / ODA Multi Tenant

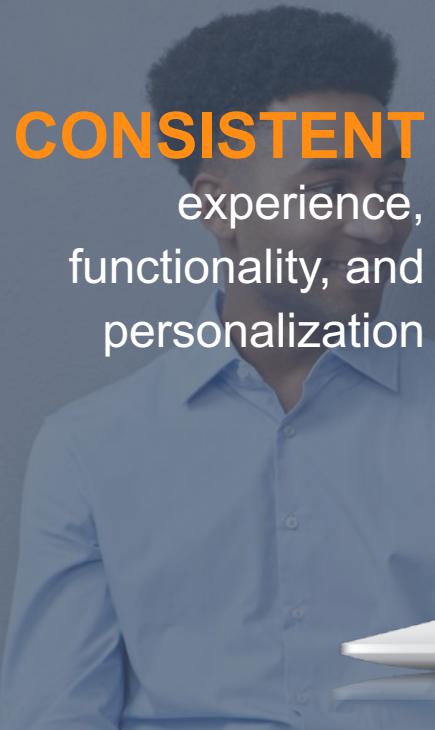


**ORACLE®**  
Digital Assistant

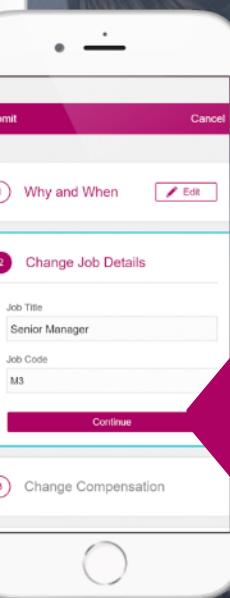
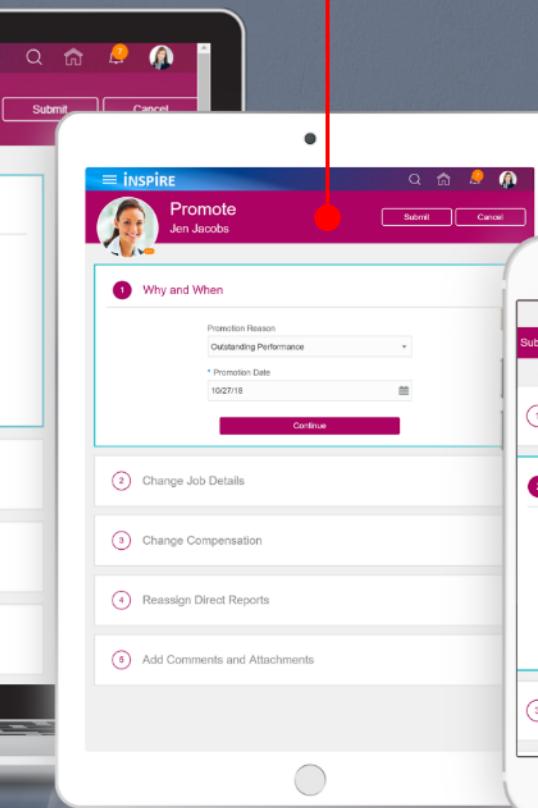
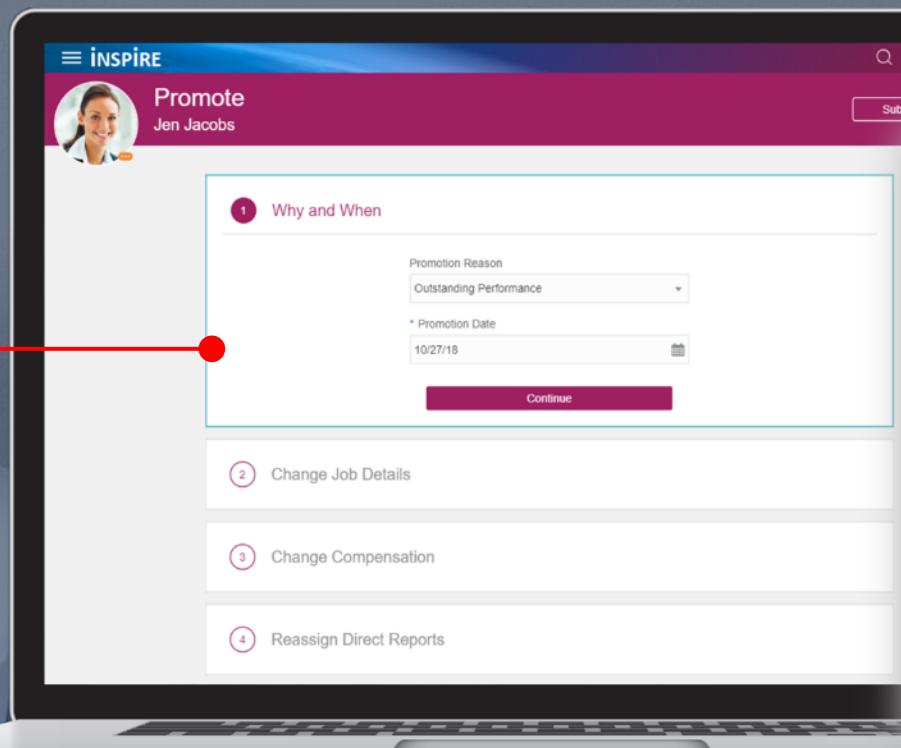
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# Accessibility as you want it

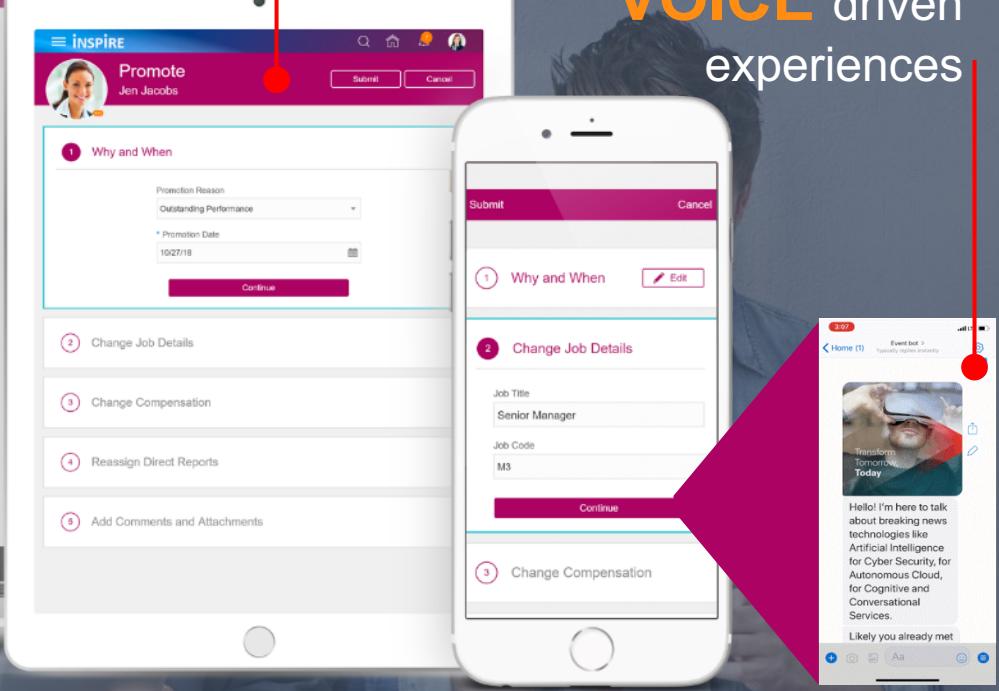


**CONSISTENT**  
experience,  
functionality, and  
personalization



**LOCATION**  
based access control

**MOBILE &  
VOICE** driven  
experiences

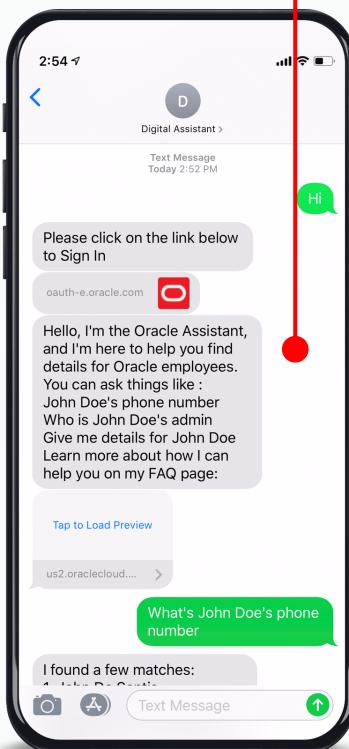




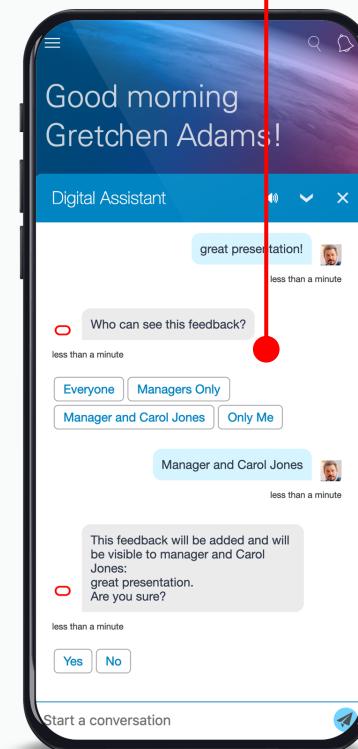
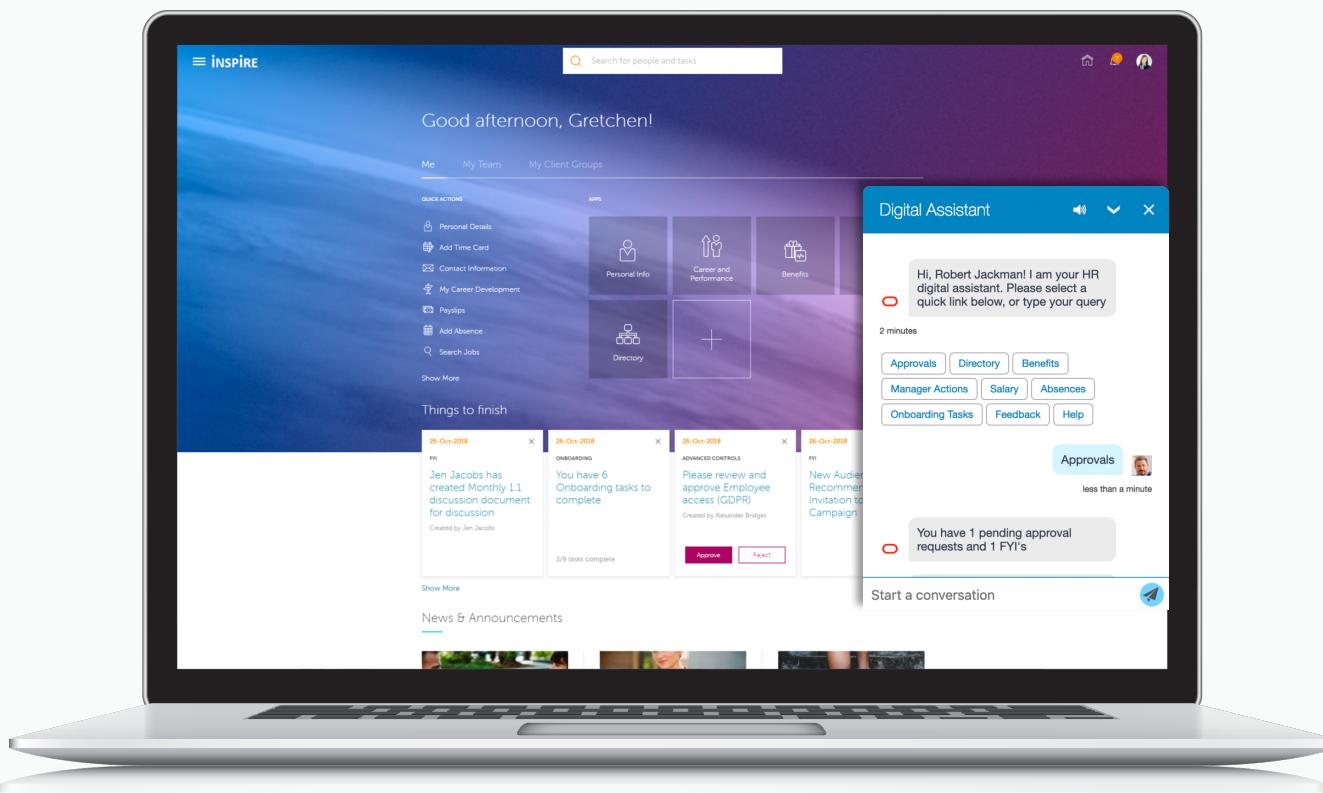
# Digital Assistants

## Get things done faster using voice, text, and natural conversation

Ask common  
HR questions



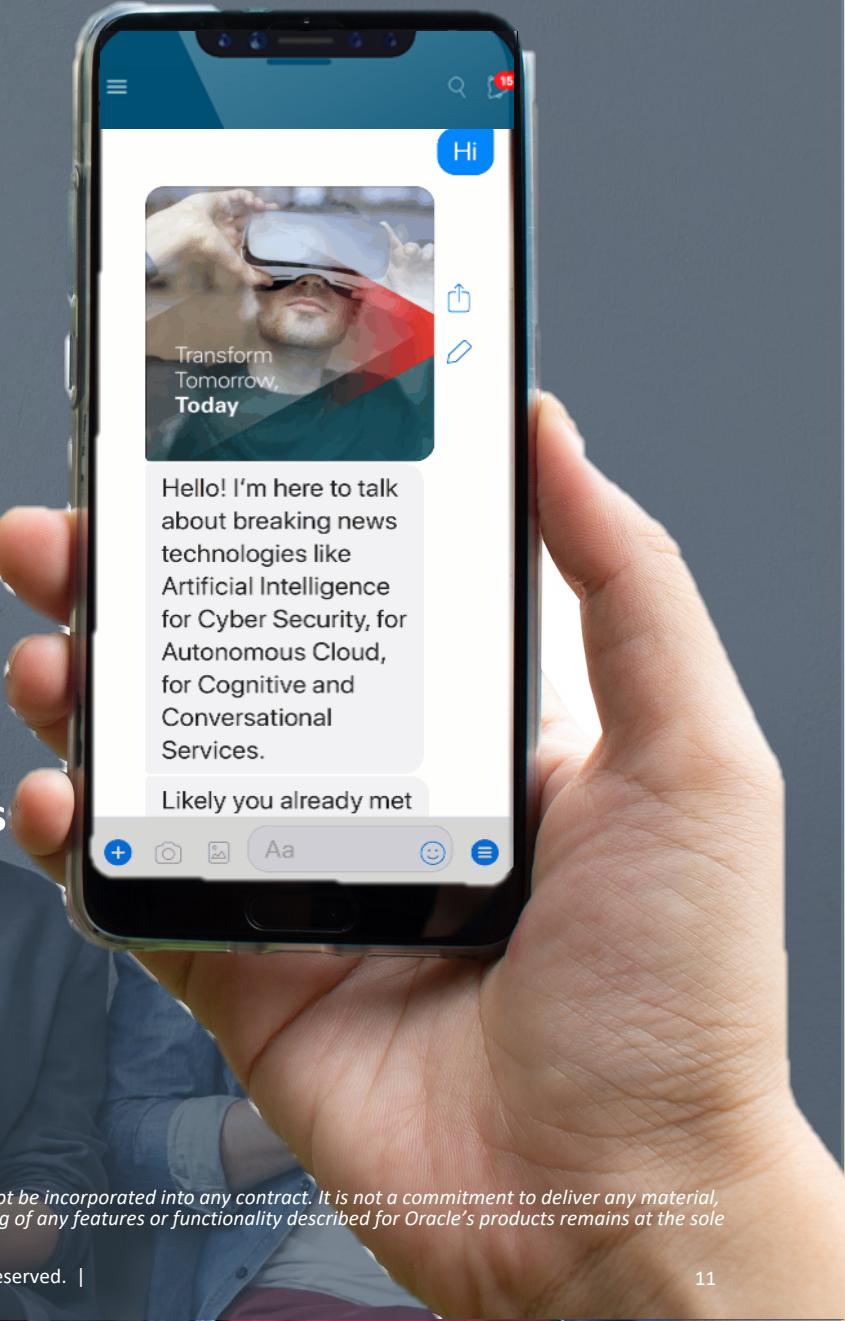
Guided assistance  
to get answers quickly



# Conversational HCM

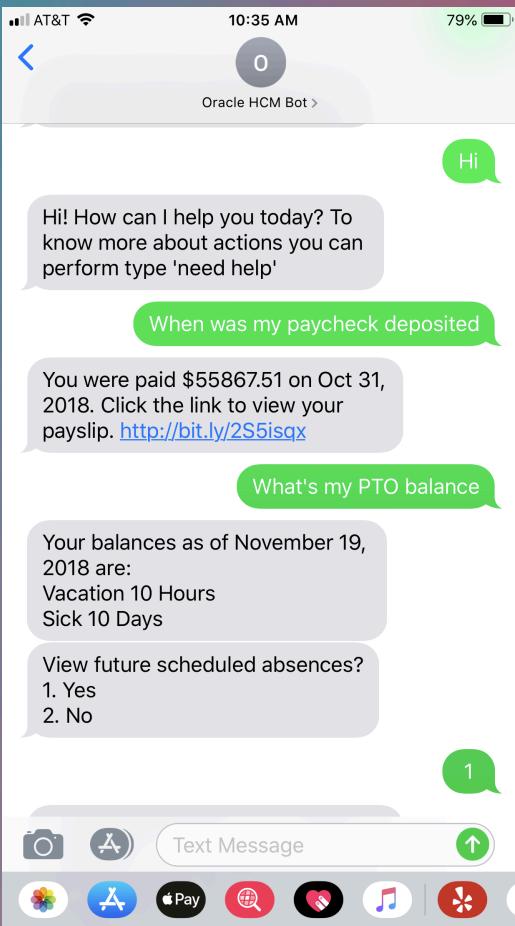
## 20+ Questions, and 1000 ways to ask them

- Initiate Self-Service Actions
- Absence Balance
- Schedule Absences
- Pay Slip
- View Salary
- Year End Docs & Withholdings
- Anytime Performance Feedback
- Public Directory
- Status of Team's Performance
- Status of Team's Goals
- Approval Tasks and Statuses
- Enrolled Benefits Plans & Dependents
- Onboarding Tasks
- Candidate: Check on Application Status
- Candidate: Search for Jobs



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# HCM Skills Demonstration



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[https://videohub.oracle.com/media/Oracle+HCM+Cloud+pre-built+skills+for+Oracle+Digital+Assistant/1\\_7lkmopgc](https://videohub.oracle.com/media/Oracle+HCM+Cloud+pre-built+skills+for+Oracle+Digital+Assistant/1_7lkmopgc)

# Where to find out more

- Oracle HCM Cloud – What's New

[https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/r13/wn/hcm\\_common/releases/19C/19C-hcm-common-wn.htm#F5904](https://www.oracle.com/webfolder/technetwork/tutorials/tutorial/cloud/r13/wn/hcm_common/releases/19C/19C-hcm-common-wn.htm#F5904)

- HCM Skills Whitepaper

[https://support.oracle.com/epmos/faces/DocumentDisplay? afrLoop=454687533737953&id=2530856.1& adf.ctrl-state=1g9fi95r2\\_57](https://support.oracle.com/epmos/faces/DocumentDisplay? afrLoop=454687533737953&id=2530856.1& adf.ctrl-state=1g9fi95r2_57)

# Program Agenda

- 1 ➤ SaaS
- 2 ➤ HCM Skills
- 3 ➤ New Subscription Models - SaaS Skill vs. Platform SKU
- 4 ➤ Service Cloud Integration enhancements
- 5 ➤ Wrap up and Next Call

# What are we announcing?

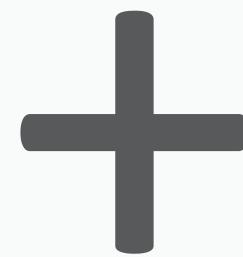
1. New SKUs for SaaS Skills/ChatBots
2. New Metrics for the Subscription SKUs

Note: Digital Assistant will continue to be available on Universal Credit for Tech Sales/Reps



**ORACLE®**  
**Digital Assistant**

SaaS Skill  
subscription



ODA  
Platform for  
SaaS  
(ODAP4SaaS)



# Subscription Updates Summary

- Introducing the SaaS Skills SKUs – initial set focus on HCM, Sales, and ERP Self Service
- New metrics for Digital Assistant Platform for SaaS that allow SaaS customers to subscribe ODA with the same metrics as the SaaS applications:
  - Hosted Named User
  - Hosted Employees
  - 1,000 Sessions
- Planned for September and October Price List Updates – Skills SKUs first

# New Digital Assistant Skills SKUs for SaaS

SKU Name	Target Release	Pillar	Metric	Minimum (Same as the Pillar SKU)
Oracle Digital Assistant for HCM Cloud Service	19C	HCM	Hosted Employee	<b>1000</b>
Oracle Digital Assistant for Fusion Enterprise Resource Planning Cloud Service	19D	ERP	Hosted Employee	<b>1000</b>
Oracle Digital Assistant for Fusion Enterprise Resource Planning Self Service Cloud Service	19D	ERP	Hosted Named User	<b>100</b>
Oracle Digital Assistant for Fusion Sales Cloud Service	19C	CX	Hosted Named User	<b>10</b>

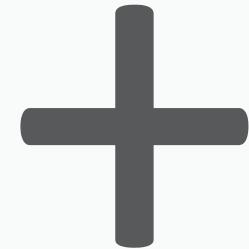
Exact pricing will be disclosed as the SKUs near release

# What does the Customer get with the SaaS Skills SKUs?

- Current and future skills for that pillar
  - Note: the ERP Skill currently just covers self-service functionality
- Ability to define Digital Assistant across multiple Skills
- Runtime Service to Deploy and Host the Skills and Digital Assistant
- Extensibility Tool to modify the skills with additional utterances/entities, modification to dialog flow, add channels and translation services, etc.
  - As long as Skills data/functionality stay within that specific pillar
- Skills upgrade compatibility for new versions of the skills from SaaS teams
  - As long as the extensions are created by the Extensibility Tool



SaaS Skill  
subscription



ODA  
Platform for  
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# Platform Subscription SKU Changes

- The new metrics for the Platform SKU are designed to make it consistent with the SaaS applications (Hosted Named User, Hosted Employees, and 1,000 Sessions)
- Platform SKU is needed if customer needs to create new skills or made modifications beyond what the Extensibility Tool supports
- New Integration with Service Cloud is part of the Platform SKU
- New Integration with Service Cloud is part of the Platform SKU
- Will be on the Fusion Cloud Price list
- SaaS Sales Rep will be selling the Platform Subscription SKU
- On-Prem Application customers can also subscribe to this SKU



# Platform Subscription SKU Metrics

## B2E Scenarios

- Hosted Employee: is defined as all employees of an enterprise that will need access to the hosted service.
- Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

## B2C Scenarios

- Session: is defined as a unique individual who accesses the Oracle Digital Assistant through any channel and can have as many interactions with the ODA in a 15 minute period. If goes over the 15 minute period, ODA will count this as an additional sessions in 15 minute increments.

# When do I need platform SKU?



Modifications allowed with Skills SKU	Platform SKU is needed
Add utterances to existing skills	Customer wants to add new intents / entities and resulting dialog to 3 <sup>rd</sup> party API or backend
Add new intents / entities and resulting dialog against the purchased pillar	Customer wants to add new Skill to Oracle SaaS and has not purchased corresponding SaaS Pillar Skill
Add FAQs	Customer wants to add new Skill to Oracle on premise or 3 <sup>rd</sup> party backend and has not purchased corresponding SaaS Pillar Skill
Add non-English Language support	Customer wants to add Oracle Voice to the existing Skill
Create Digital Assistant with SaaS Skills	Customer wants to integrate with Engagement (Service Part) Cloud or Service Cloud , or 3rd party services applications

# Opportunities for Partners



- SaaS Skills SKUs
  1. Skills are like starter templates
  2. Customers can make minor modifications, more extensive extensions like dialog flow changes will need partners to provide best practices and domain knowledge
  3. Skills SKUs also opens discussions for more extensive customizations and perhaps new skills, which requires more consulting services
- Platform SKUs for SaaS – New Metrics
  1. New Metrics will enable ODA Platform to sell more easily into the customer base
  2. Application reps get compensated/retire quota with this SKU, so they will be incented to work with partner to sell the platform SKU

# Call to Action for Partners

- Look for more details to learn about the SaaS Skills
- Familiarize yourself with SaaS functionality and APIs, as well as security federation mechanisms between IDCS and SaaS IDM
- Consider new entry level offerings to modify OOTB skills
- Connect with SaaS Sales Teams
  - Product Management can help
- Explore opportunities with SaaS customer base



A photograph of two people in an office setting. A woman with long dark hair and glasses is in the foreground, looking towards a large screen. A man with a beard and a checkered shirt is standing next to her, also looking at the screen. The screen displays a complex interface with multiple windows showing data, possibly a database or analytical tool. The background shows a brick wall and another person in the distance.

Questions?

# How we support our Partner Community

- Bots Partners Slack Group <https://oraclebotspartners.slack.com>
- Quarterly Webcasts
- Events
  - Partner Advisory Council (OOW)
  - Advanced Training
  - SaaS Skills Training
- Partner Playground (WIP)

# Next Digital Assistant Partner Webcast

**October 16<sup>th</sup> , 9:00 AM US Pacific (NAS/EMEA/LAD Instance)**

**October 17<sup>th</sup> , 10 AM CH/TW/HK/TW (JAPAC instance)**

Topics:

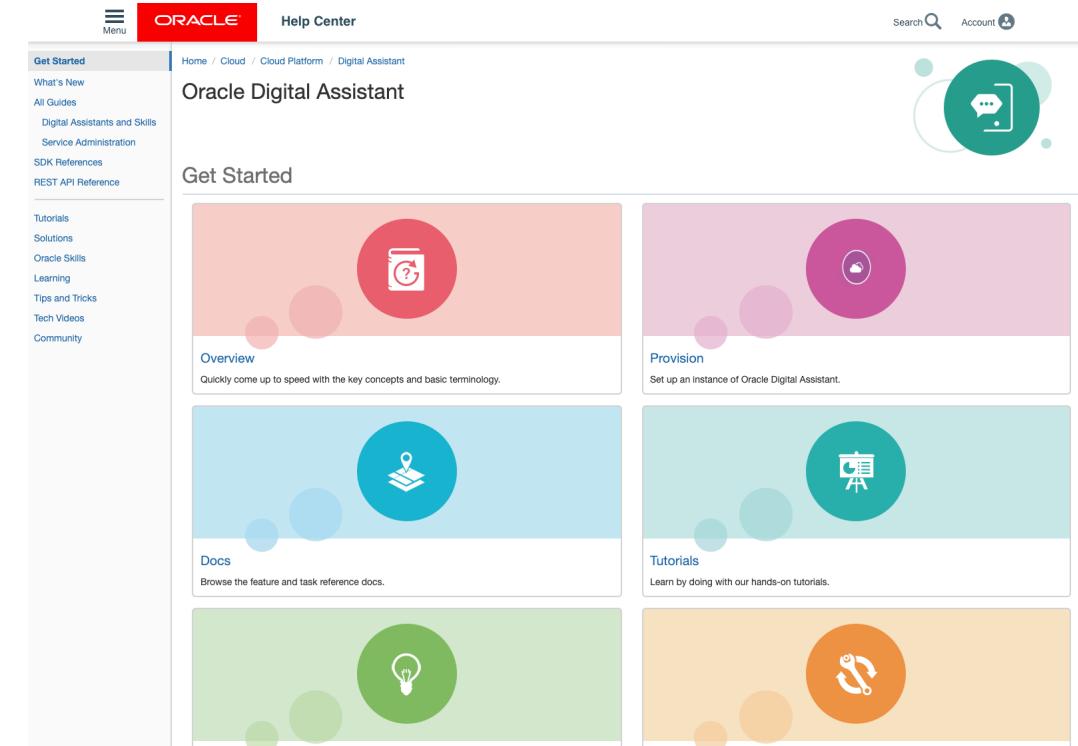
OOW Announcements  
OCI Native & Platform  
Conversation Designer

# Contacts & Resources

- ODA GTM PM Team
  - Suhas Uliyar
  - Joe Huang (NA)
  - Eric Rogge (NA)
  - Martin Jarvis (EMEA)
  - Barry Hiern (APAC)
- ODA Regional BD Teams
  - Martin Cookson (EMEA)
  - Nelson Mak (APAC)
  - Scott Moore (NAS)
  - Ricardo Urresti (LAD)
- Slack Channel: [oraclebotspartners.slack.com](https://oraclebotspartners.slack.com)
  - Please contact GTM PM team to be added to the channel
- [Oracle.com/da](http://Oracle.com/da) and [cloud.oracle.com/digital-assistant](http://cloud.oracle.com/digital-assistant)

# Learning Resources

- Central Documentation and Learning Portal: [bit.ly/ODADoc](http://bit.ly/ODADoc)
- Tech Exchange Blog Articles: [blogs.oracle.com/mobile](http://blogs.oracle.com/mobile)
- Forum:  
<https://cloudcustomerconnect.oracle.com/resources/3be43c6ff3/summary>



The screenshot shows the Oracle Digital Assistant documentation portal. At the top, there's a navigation bar with 'Menu' (three horizontal bars), the 'ORACLE' logo, 'Help Center', and a search bar with 'Search' and 'Account' icons. Below the navigation, the URL 'Home / Cloud / Cloud Platform / Digital Assistant' is visible, followed by the title 'Oracle Digital Assistant'. On the right side, there's a decorative graphic featuring three overlapping circles in light blue, green, and red, with a speech bubble icon inside the green circle. The main content area is titled 'Get Started' and contains six colored boxes arranged in a 2x3 grid. Each box has a large circular icon in the center and descriptive text below it. The boxes are: 'Overview' (red background, icon of a document with a question mark), 'Provision' (pink background, icon of a cloud with a gear), 'Docs' (light blue background, icon of a book with a location pin), 'Tutorials' (teal background, icon of a person at a desk with a computer monitor), 'Summary' (light green background, icon of a lightbulb), and 'Tech Videos' (orange background, icon of a smartphone with a video camera symbol).

Please contact GTM PM team for any in-person training needs



# Questions?