

**ORACLE®**

# Oracle Digital Assistant

## The Complete Training

Extending SaaS skills

# 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.

# Topic agenda

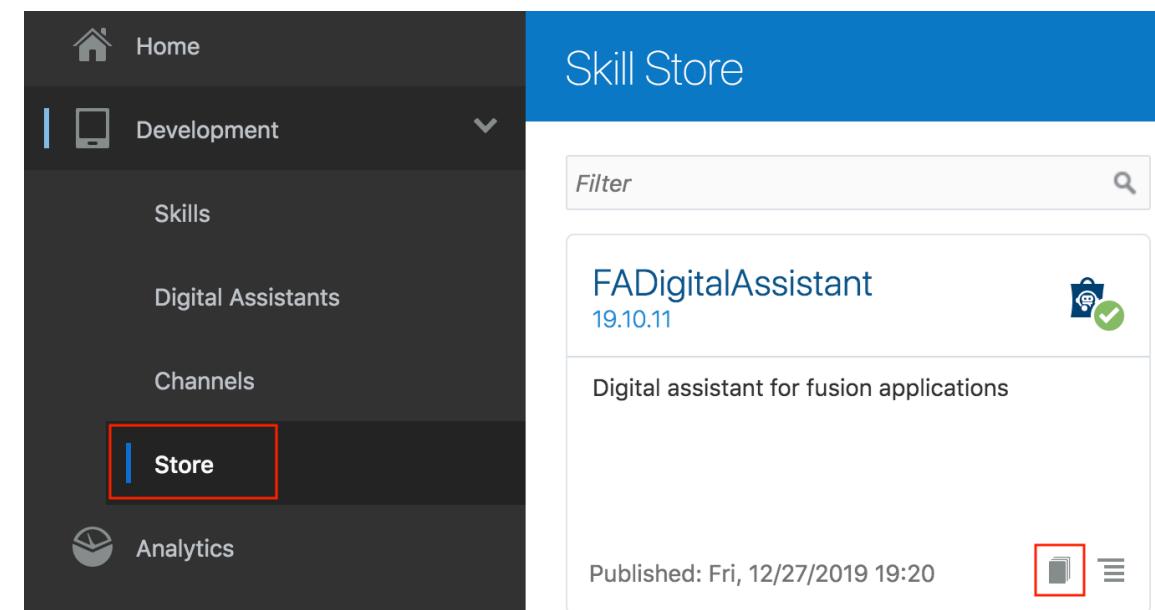
- 1 ➤ Introduction to extensibility
- 2 ➤ Extending a skill
- 3 ➤ Editing the extended skill
- 4 ➤ Setting up HCM skill
- 5 ➤ Configure HCM chat widget

# Topic agenda

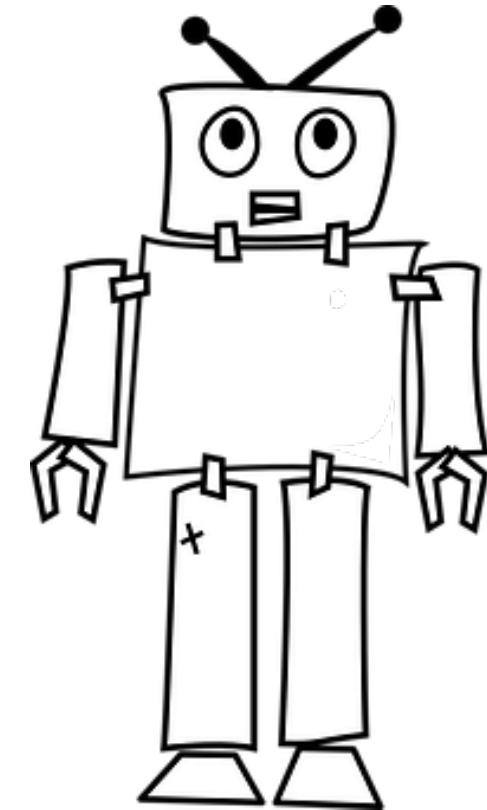
- 1 ➤ Introduction to extensibility
- 2 ➤ Extending a skill
- 3 ➤ Editing the extended skill
- 4 ➤ Setting up HCM skill
- 5 ➤ Configure HCM chat widget

# 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

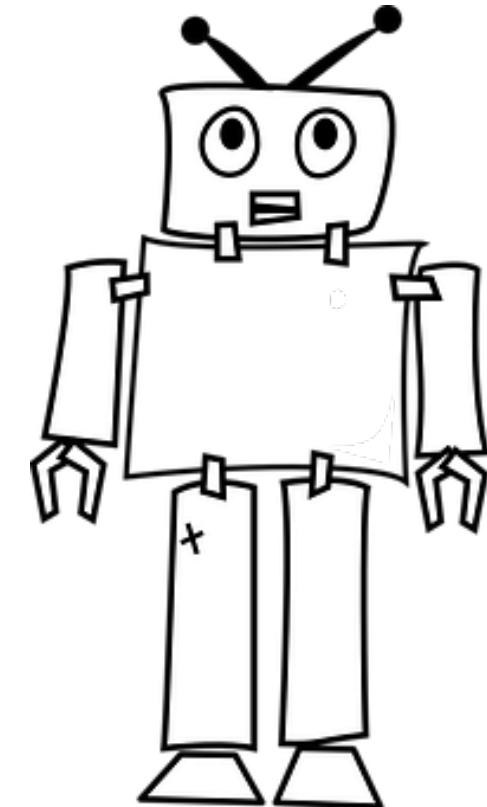
## When you extend a skill

- 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

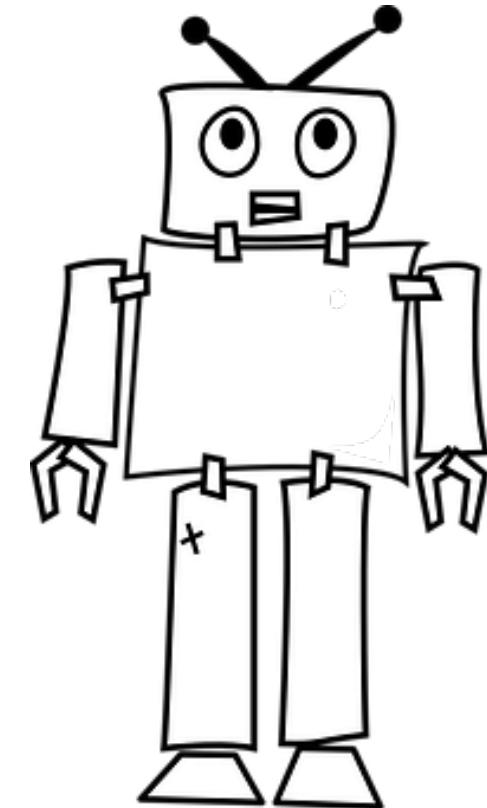
## When you clone a skill

- 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



# Topic agenda

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

# Skill store

The screenshot shows the Oracle Skill Store interface. On the left, a dark sidebar menu includes Home, Development (with a dropdown arrow), Skills, Digital Assistants, Channels, Store (which is highlighted with a red box), and Analytics. The main area is titled "Skill Store" and features a search bar with a "Filter" placeholder and a magnifying glass icon. A card for the "FADigitalAssistant" skill is displayed, showing its name, version "19.10.11", a blue lock icon with a green checkmark, and a description: "Digital assistant for fusion applications". At the bottom of the card, it says "Published: Fri, 12/27/2019 19:20" and has a red-bordered "Store" icon and a three-line menu icon.

Home

Development

Skills

Digital Assistants

Channels

Store

Analytics

Skill Store

Filter

FADigitalAssistant  
19.10.11

Digital assistant for fusion applications

Published: Fri, 12/27/2019 19:20

# Skill store

The screenshot shows the Oracle Digital Assistant Skill Store interface. On the left, a dark sidebar menu is visible with the following items:

- Development
  - Home
  - Development (selected)
  - Skills
  - Digital Assistants
  - Channels
  - Store (selected)
- Analytics
- Settings
- Downloads...
- Documentation...

The main content area is titled "Skill Store • FADigitalAssistant". It features a search bar labeled "Filter" and a dropdown menu "Sort By" set to "Publication Descending". A red dashed box highlights the first skill in the list:

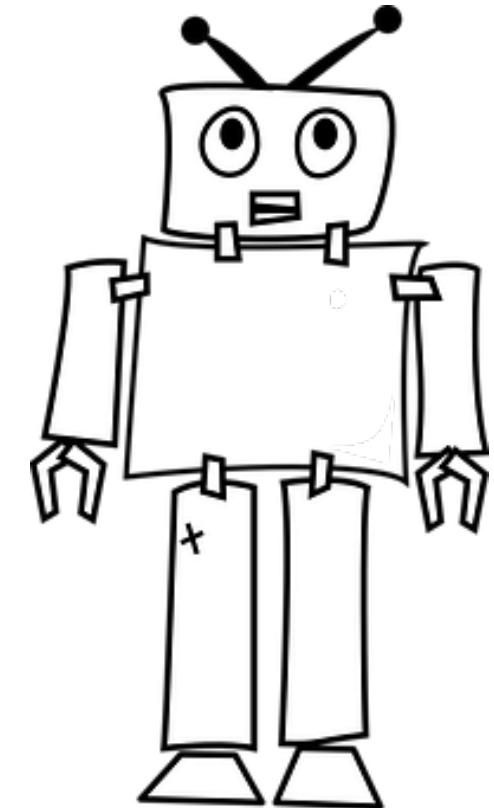
| Version                        | Description                               | Published             |
|--------------------------------|---|-----------------------|
| FADigitalAssistant<br>19.10.11 | Digital assistant for fusion applications | Fri, 12/27/2019 19:20 |
| FADigitalAssistant<br>20.01.06 | Digital assistant for fusion applications | Fri, 12/27/2019 11:20 |
| FADigitalAssistant<br>19.10.10 | Digital assistant for fusion applications | Tue, 12/17/2019 23:31 |
| FADigitalAssistant<br>19.10.05 | Digital assistant for fusion applications | Wed, 10/9/2019 12:50  |
| FADigitalAssistant<br>19.10.05 | Digital assistant for fusion applications | Wed, 10/9/2019 12:50  |

# Skill Store

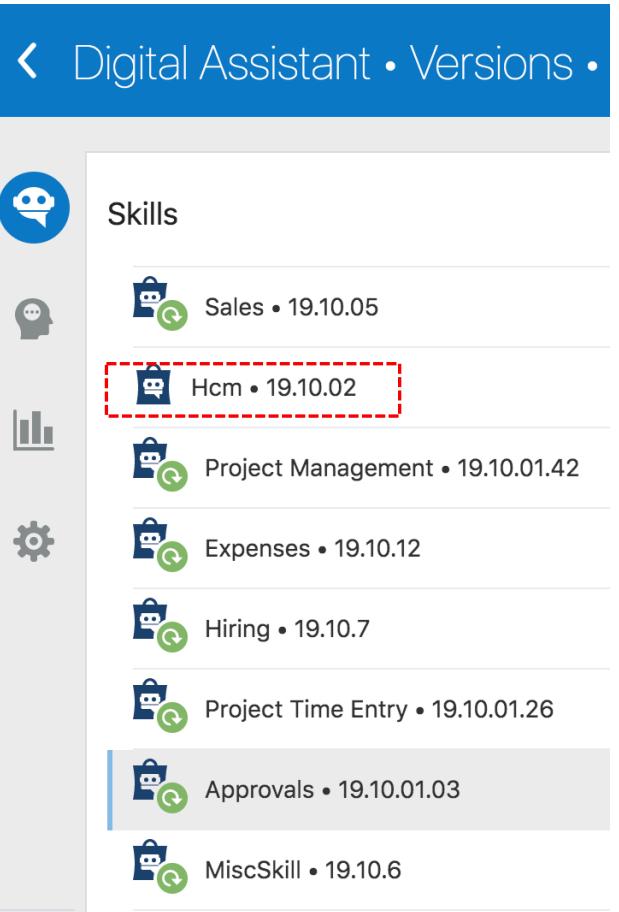
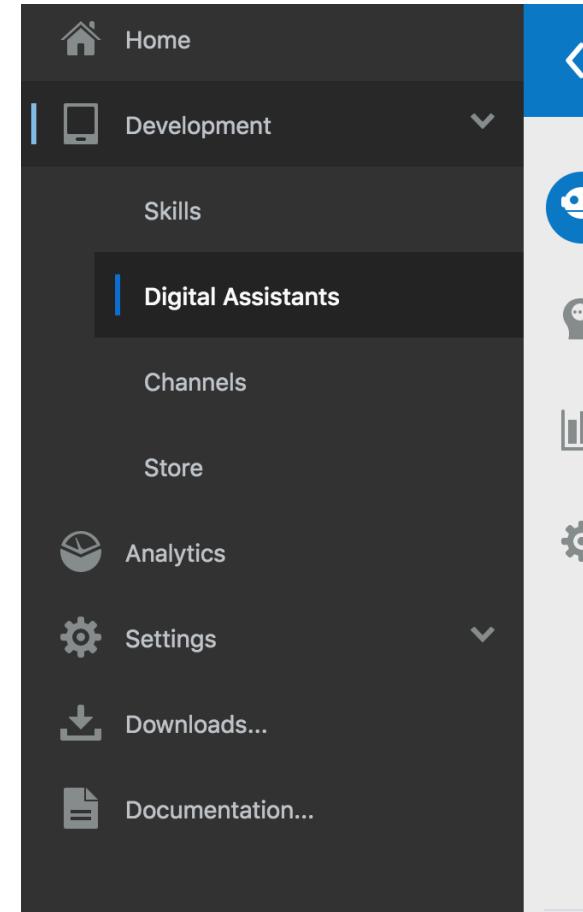
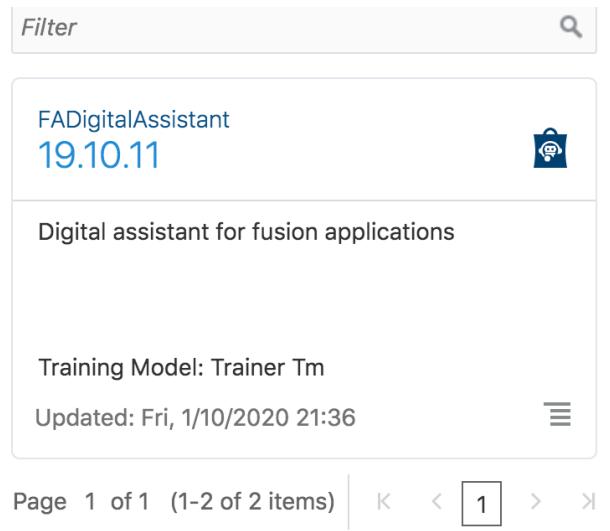
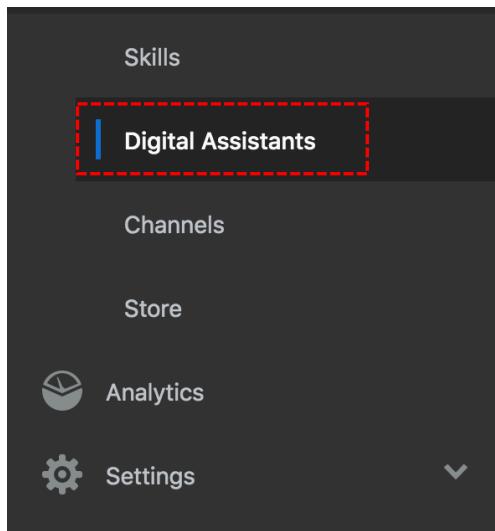
The screenshot shows the Skill Store interface. The left sidebar has a dark theme with the following navigation items: Home, Development, Skills, Digital Assistants, Channels, **Store** (which is selected), Analytics, and Settings. The main content area has a light blue header bar with the text "Skill Store • FADigitalAssistant 19.10.11". Below the header, the skill name "FADigitalAssistant 19.10.11" is displayed in blue, followed by the developer name "FADigitalAssistant". A "Pull" button is shown with a red dashed box around it. The skill is listed under "No category". The "Requirements" section lists two items: "Minimum Digital Assistant version required: 19.01 (Your version: 20.01-2001022132.522ae771d7)" and "Minimum Fusion Applications version required: 19.07". A description box below states "Digital assistant for fusion applications" and "This skill doesn't provide a detailed description."

The screenshot shows a confirmation dialog box titled "Pull Digital Assistant" with the message "Are you sure you want to pull FADigitalAssistant 19.10.11 into your list of digital assistants?". In the top right corner of the dialog, there is a close button (X). In the bottom right corner of the dialog, there is a green "Pull" button with a red dashed box around it. The background shows the same Skill Store interface as the first screenshot, with the "Pull" button also highlighted with a red dashed box.

When the **FADigitalAssistant** is pulled from skill store - The **DA** and **FA skills** with referenced version will be pulled from skill store



# Digital Assistant



# Extend the skill

The screenshot shows the Oracle Skills interface. On the left, a sidebar menu under the 'Development' section has 'Skills' selected, indicated by a red border. The main area displays a search bar with '19.10.02', a 'Show Only Latest' toggle switch, and a 'Sort By' dropdown set to 'Display Name Ascending'. A large green circle with a white plus sign contains the text 'New Skill'. To the right, a skill card for 'Hcm' (version 19.10.02) is shown with a brief description: 'View employment info and initiate transactions with payslips and absences updated.' Below the card, it says 'Training Model: Trainer Tm' and 'Updated: Last Friday at 3:32 PM'. A context menu is open over the 'Hcm' card, listing options: 'View', 'Extend' (which is highlighted with a red border), 'Clone', 'Export Conversations', and 'Show Routes'.

# Create extended skill

Create Extended Skill ×

**Base Skill**

Hcm • 19.10.02

**Display Name \***

Acme HCM Extended

**Name \***

AcmeHCMExtended

**Version \***

19.10.02.01

**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> |

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\* You may need the ODA platform for SaaS SKU incase you call third party services from the custom component.

# Use-case: adding intent

## Intent - Intent Filters

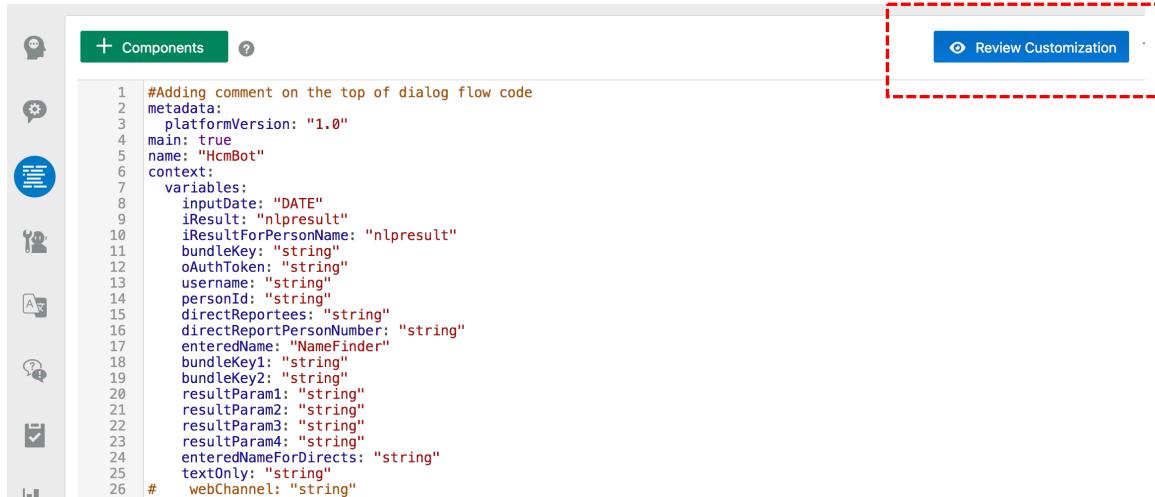
The screenshot shows the 'Intent - Intent Filters' interface. At the top, there are buttons for '+ Intent' and 'More ▾'. Below them is a 'Filter' input field with a magnifying glass icon. A red dashed box highlights the 'Local' tab under the 'Sort By' section. The main list area shows three intents: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

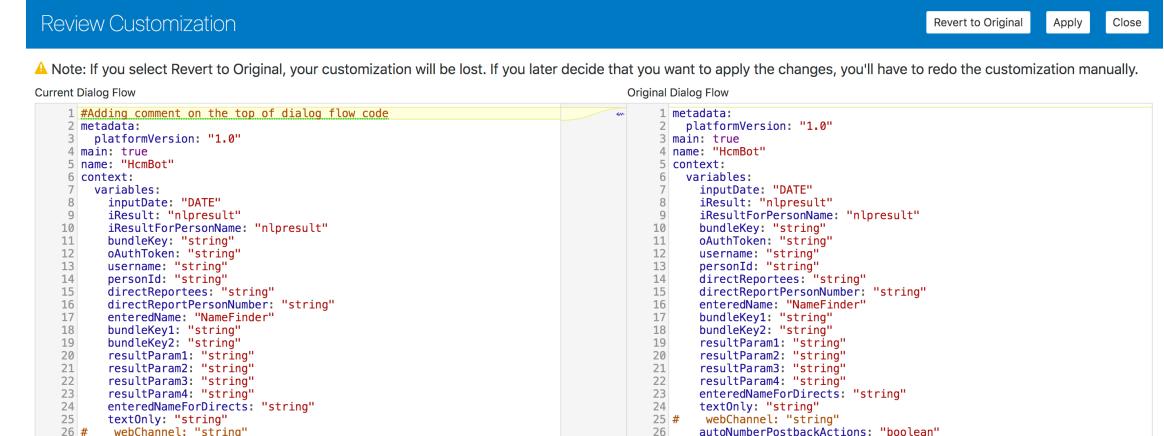
# Use-case: modify dialog flow code

## 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



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"
```

Revert to Original   Apply   Close

# Versioning and upgradability

## Skill - settings

The screenshot shows the 'Skill - settings' page with the 'General' tab selected. The page includes a sidebar with icons for General, Configuration, Digital Assistant, Events, Q&A Routing Config, and a gear icon for Settings. The main content area displays the following configuration details:

- 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 green 'Rebase' button is located at the bottom right of the main content area, with a red dashed box highlighting it.

## Select base skill

The screenshot shows the 'Select base skill' dialog with the title 'Rebase Skill'. It includes a 'Select New Base Skill' section and a 'Base Skill' dropdown menu. A search bar labeled 'Filter' is present. A specific skill card for 'Oracle HCM 19.07.02' is highlighted with a red dashed box:

**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"
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"
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

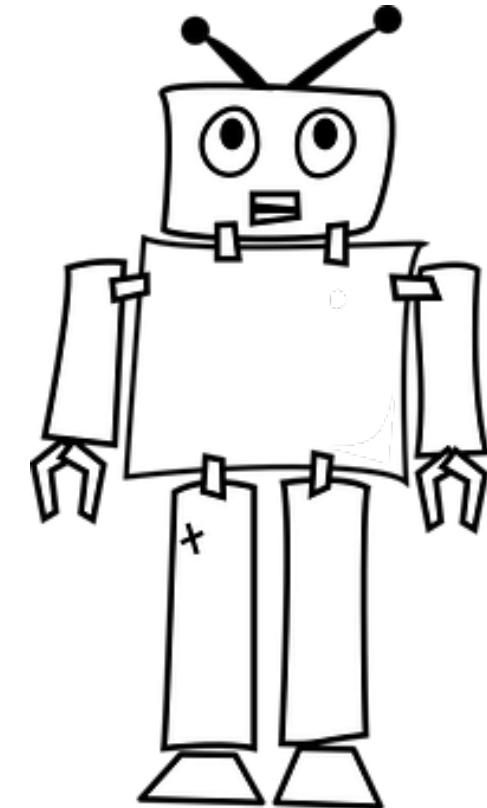
### One-Sentence Description

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

Back

Rebase

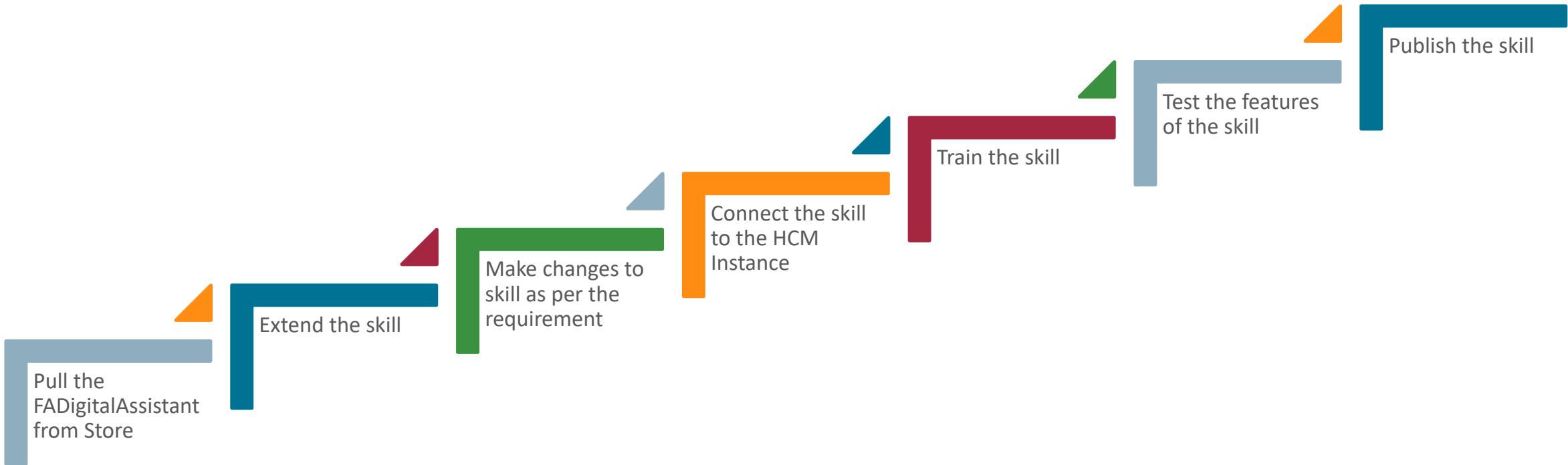
When a new version of the base skill appears in the Skill Store, you can *rebase* your customizations to the new version of the base skill



# Topic agenda

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

# Setup HCM skill



# Connect the skill to HCM instance

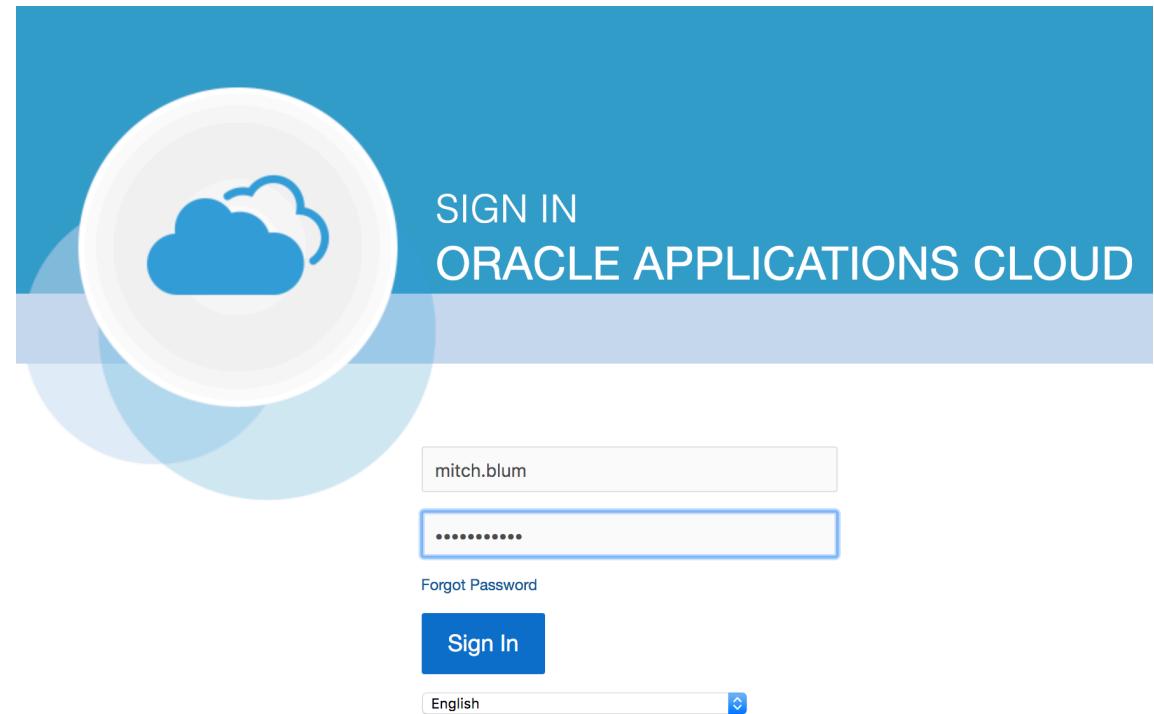
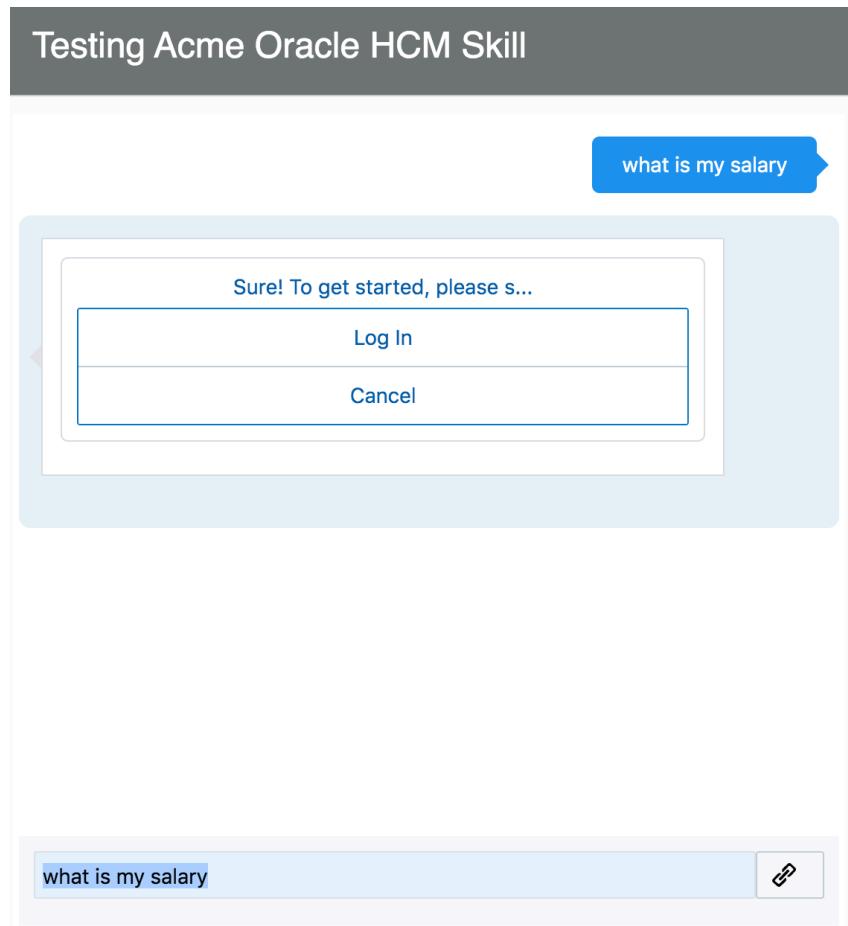
Custom Parameters

+ 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

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](mailto:jack.adamson_zfyd@oracledemos.com)  
Work: 44 (117) 2510805

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](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

# Update the Web Channel to the HCM UI

Users Agent Integrations DA as Agent Applications System

**+ Channel**

Route To: Hcm INSTALLED • 19.10.02

Channel Enabled:

Reset Sessions

**HCMWebChannel**

Name: HCMWebChannel

Description: Optional short description for this channel

Page 1 of 1 | K < > X

Channel Type: Oracle Web

Allowed Domains: \*

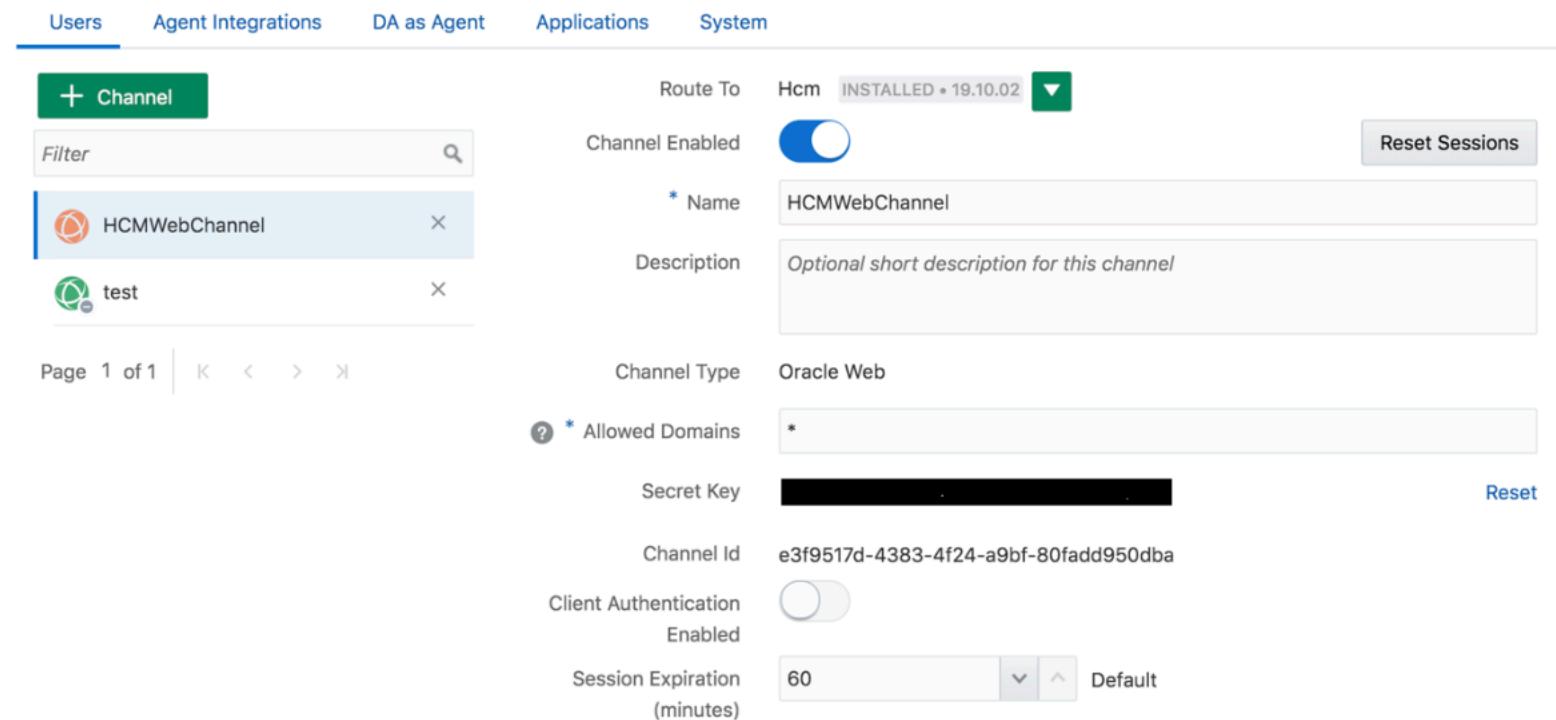
Secret Key: [REDACTED]

Reset

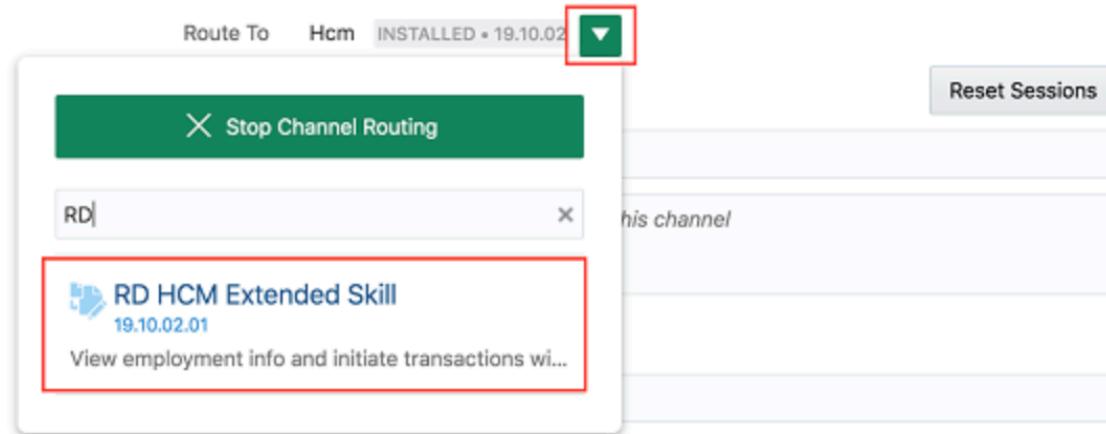
Channel Id: e3f9517d-4383-4f24-a9bf-80fadd950dba

Client Authentication Enabled:

Session Expiration (minutes): 60 Default



# Update the Web Channel to the HCM UI



The screenshot shows the Oracle Applications - Channel configuration page. The "Users" tab is selected. In the center, there's a list of channels with "HCMWebChannel" selected. A red box highlights the "RD HCM Extended Skill Extended Skill: DRAFT • 19.10.02.01" entry in the list. On the right, detailed configuration settings for the "HCMWebChannel" are shown:

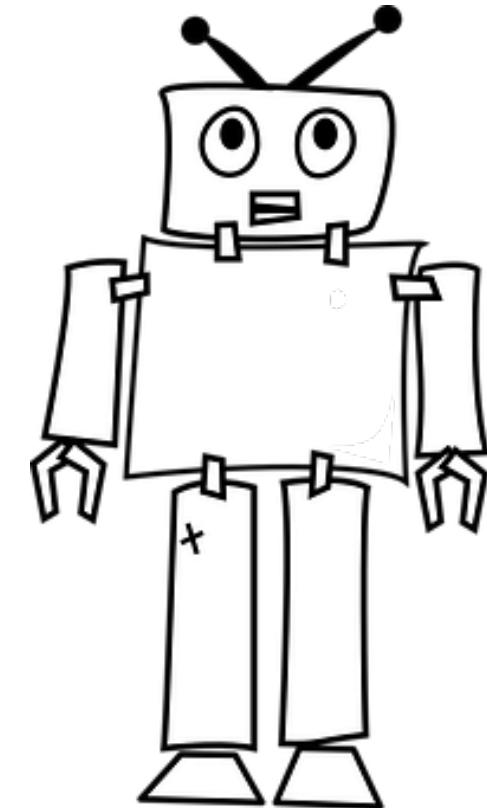
- Route To: RD HCM Extended Skill Extended Skill: DRAFT • 19.10.02.01 (highlighted by a red box)
- Channel Enabled:
- Name: HCMWebChannel
- Description: Optional short description for this channel
- Channel Type: Oracle Web
- Allowed Domains: \*
- Secret Key: [REDACTED]
- Channel Id: e3f9517d-4383-4f24-a9bf-80fadd950dba
- Client Authentication Enabled:
- Session Expiration (minutes): 60

At the bottom right, there's a "Reset" button.

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You can customize the chat widget  
using **HCM Experience Design**  
**Studio** tool available in HCM  
instance



# HCM Experience Design Studio

The screenshot shows the HCM Experience Design Studio interface. The top navigation bar includes 'HybridHcmBackEABJ\_MD1' and 'Tools'. On the right, it shows 'Sandbox Mode: Edit' with a message count of 32, and user 'HR SPECIALIST (...)'.

The main title 'HCM Experience Design Studio' is highlighted with a red border. Below it are four buttons: 'Reset', 'Save', 'Save and Close', and 'Done'.

The left sidebar contains icons for various tools: Transaction Design Studio, Autocomplete Rules, Person Spotlight, Landing Page Background Images, and Digital Assistant Configuration, which is also highlighted with a red border.

**Network Configuration** section:

- Server URL of the ODA Instance: `idcs-oda-1b53c857f8724ac1a72cd710c0f5d5be-s0.data.digit...`
- Web Channel ID: `601037d-1000-11e7-9cb1-001add000d0a`

**Features and Functionality Configuration** section:

- Display action buttons as pills
- Share attachment in chat window
- Bot responses in audio
- Show clear message button on chat window header

Disable previous action buttons to prevent users from selecting them again:  Yes

Message automatically sent to bot to initiate the conversation: `who am i`

Auto play audio

Auto play audio

A blue circular icon with a speech bubble and a red notification badge containing the number 2 is located in the bottom right corner.

# HCM chat widget configuration

HCM Experience Design Studio

Reset Save Save and Close

Transaction Design Studio Autocomplete Rules

### Network Configuration

Server URL of the ODA Instance: `idcs-oda-1b53c857f8724ac1a72cd710c0f5d5be-s0.data.digitalassistant.oci.oc-test.com`

Web Channel ID: `6065171-1000-001-0000-000000000000`

The screenshot shows the Oracle Digital Assistant interface under the 'Channels' section. A new channel is being created with the following details:

- Route To:** NEV\_HCM Extended Skill
- Channel Enabled:** On
- Name:** HCMWebChannel
- Description:** Optional short description for this channel
- Channel Type:** Oracle Web
- Allowed Domains:** \*
- Secret Key:** CvieOY9MIDNzmoZUKSySX8cXTAarjk6
- Channel Id:** `6065171-1000-001-0000-000000000000` (highlighted with a red box)
- Client Authentication Enabled:** Off
- Session Expiration (minutes):** 60

Red arrows point from the highlighted fields in the Network Configuration section to their corresponding inputs on the Oracle Digital Assistant page.

# HCM chat widget configuration

## Features and Functionality Configuration

- Display action buttons as pills
- Share attachment in chat window
- Bot responses in audio
- Show clear message button on chat window header
- Open chat window when page is loaded
- Displays chat bubble icon when user is waiting for the bot t...
- Display time stamp

Disable previous action buttons to prevent users from selecting them again

Yes

Message automatically sent to bot to initiate the conversation

who am i

Auto play audio

Auto play audio

Available locale

Default locale

en-US

## Custom Text

### Default

### Custom Text

Tooltip when audio is turned off

Off

Tooltip when audio is turned on

On

Header text in chat window title

Ask

Tooltip for clear messages button

Clear

Tooltip for close chat window button

Close

Placeholder text where user would type a message

Type a message

Tooltip for send button

Send

# HCM chat widget configuration

## Layout

\*Show initial message on top or bottom.

Top

## Height

620px

## Width

440px

## Message Padding

15px

## Layout

{bottom: '20px', right: '20px'}

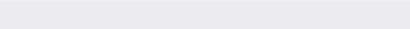
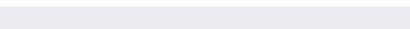
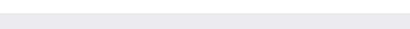
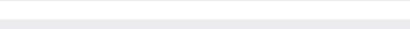
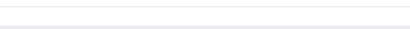
## Colors

{branding: '#1B8FD2', text: '#212121', textLight: '#737373'}

## Message Font

16px "Helvetica Neue", Helvetica, Arial, sans-serif

## Custom Icons

| Icon  | Use Custom               | URL   |
|---|--------------------------|---|
| <b>Ask Button</b><br>Image shown next to the bot written responses.                         | <input type="checkbox"/> |    |
| <b>Logo</b><br>Logo image displayed in the header of the chat window.                       | <input type="checkbox"/> |    |
| <b>Bot</b><br>Image shown next to the bot written responses.                                | <input type="checkbox"/> |    |
| <b>Person</b><br>Image shown next to the user's written responses.                          | <input type="checkbox"/> |    |
| <b>Bot Typing Indicator</b><br>Image to display when user is waiting for the bot to respond | <input type="checkbox"/> |    |
| <b>Send button icon</b>   | <input type="checkbox"/> |    |
| <b>Error button icon</b>  | <input type="checkbox"/> |  |

# Test your changes in actual HCM instance

 Ask 

what is oracle digital assistant  
Monday, January 13, 2020, 11:33:00 PM✓ 

Oracle Digital Assistant provides the platform and tools to easily build AI-powered assistants that connect to your backend applications.  
Monday, January 13, 2020, 11:33:02 PM✓ 

i want to expedite my approval  
Monday, January 13, 2020, 11:33:15 PM✓ 

Your request has been noted, thanks  
Monday, January 13, 2020, 11:33:15 PM✓ 

---

 Type a message 

 Ask 

You are Curtis Feitty, Human Resources Specialist. You report to Mitch Blum.  
curtis.feitty\_zkfu@oracledemos.com  
Work: 1 (773) 675-5073  
Monday, January 20, 2020, 2:29:57 PM✓ 

who is my manager  
Monday, January 20, 2020, 2:29:59 PM✓ 

You report to Mitch Blum, Director of Benefits.  
Mitch's office is at 500 Oracle Parkway in Redwood City, San Mateo, CA, US  
Local Time is Monday, January 20, 2020 1:00 AM.  
mitch.blum\_zkfu@oracledemos.com  
Work: \*\*\*\*  
Monday, January 20, 2020, 2:30:02 PM✓ 

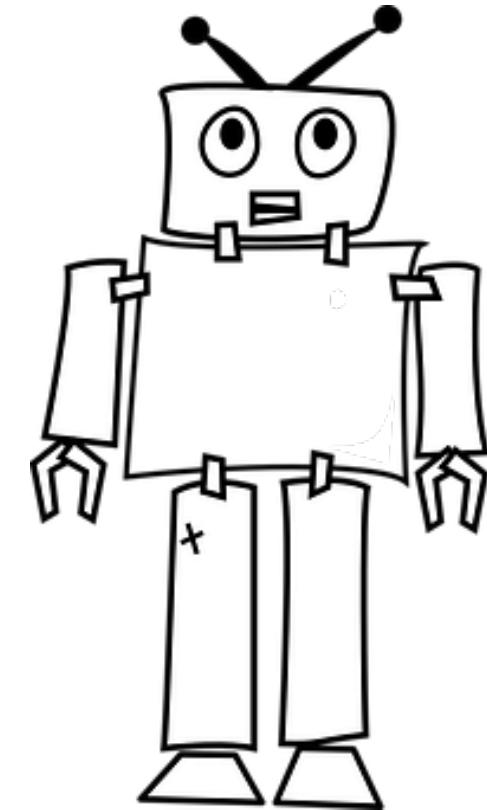
---

 Type a message 

# Appendix

- Incorporating new version of FA/DA

Every time Oracle publishes a new FA skill, it will provide a new version of **FADigitalAssistant** in the skill store that includes the updated skill and all other FA skills



# FADigitalAssistant Version update

The screenshot shows the Oracle Digital Assistant Skill Store interface. The left sidebar is titled 'Development' and includes options like Home, Development, Skills, Digital Assistants, Channels, Store (which is selected), Analytics, Settings, Downloads..., and Documentation... . The main area is titled 'Skill Store • FADigitalAssistant'. It displays a list of five skill versions, each with a blue icon, a name, a version number, a description, and a publish date. The first two versions are highlighted with a red dashed box.

| Name               | Version  | Description                               | Published Date        |
|--------------------|----------|---|-----------------------|
| FADigitalAssistant | 19.10.11 | Digital assistant for fusion applications | Fri, 12/27/2019 19:20 |
| FADigitalAssistant | 20.01.06 | Digital assistant for fusion applications | Fri, 12/27/2019 11:20 |
| FADigitalAssistant | 19.10.10 | Digital assistant for fusion applications | Tue, 12/17/2019 23:31 |
| FADigitalAssistant | 19.10.05 | Digital assistant for fusion applications | Wed, 10/9/2019 12:50  |
| FADigitalAssistant | 19.10.05 | Digital assistant for fusion applications | Wed, 10/9/2019 12:50  |

# FA with updated skills

## FA version 19.10.11

< Digital Assistant • Versions • FADigitalAssistant INSTALLED • 19.10.11 ▾

**Skills**

|  | Description  |
|--|--|
|  Sales • 19.10.05                   | Display Name<br>Sales  |
|  Hcm • 19.10.02                     | Name<br>Sales  |
|  Project Management • 19.10.01.42   | Version<br>19.10.05  |
|  Expenses • 19.10.12                | One-sentence Description<br>Access and update your sales data.   |
|  Hiring • 19.10.7                 |  |
|  Project Time Entry • 19.10.01.26 |  |
|  Approvals • 19.10.01.03          |  |
|  MiscSkill • 19.10.6              | Description<br>Oracle Sales Assistant integrates with Oracle Engage users to view and act on their sales information anywhere. |

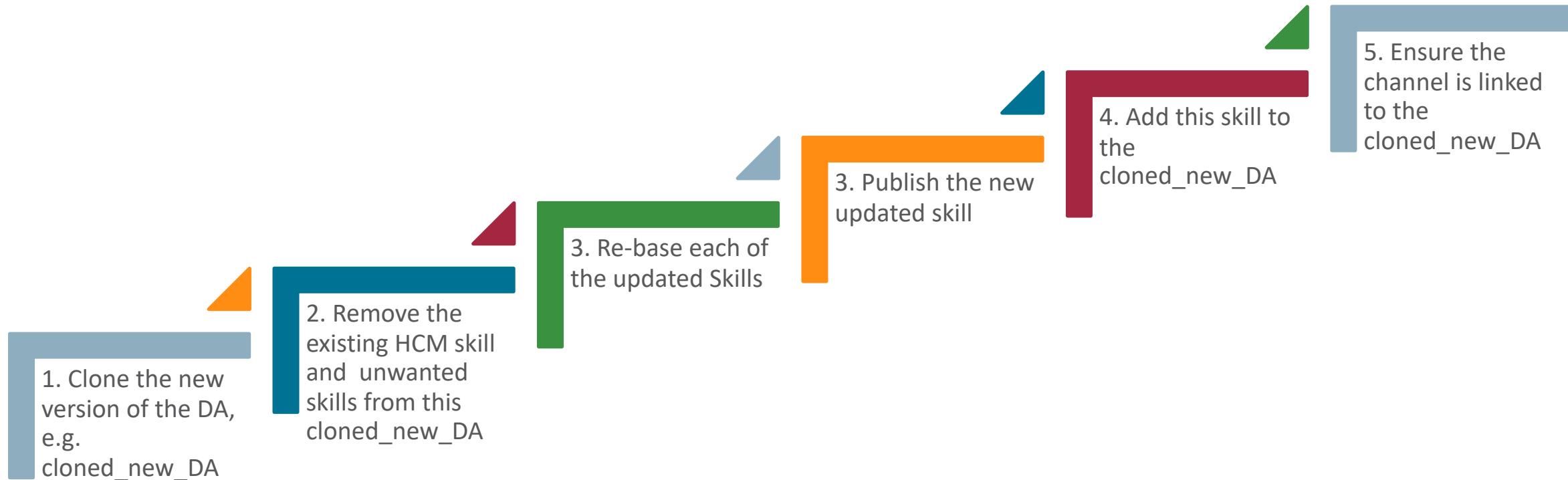
## FA Version 20.01.06

< Digital Assistant • Versions • FADigitalAssistant INSTALLED • 20.01.06 ▾

**Skills**

|  | Description  |
|--|--|
|  Expenses • 20.01.12                | Display Name<br>Expenses   |
|  Hcm • 20.01.01.03                  | Name<br>Expenses   |
|  Sales • 20.01.08                   | Version<br>20.01.12  |
|  MiscSkill • 20.01.4                | One-sentence Description<br>Manage expenses for meals, taxis, hotels, gas, or parking. |
|  Project Time Entry • 20.01.01.03 |  |
|  Hiring • 20.01.2                 |  |
|  Approvals • 19.10.01.02          |  |
|  Project Management • 20.01.01.44 | Description<br>Create expense items and automatically submit reports.                  |

# Incorporating new changes in FA/DA



# Integrated Cloud Applications & Platform Services

**ORACLE®**