

ORACLE®

Oracle Digital Assistant

The Complete Training

Introduction to the System.CommonResponse Component.

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.

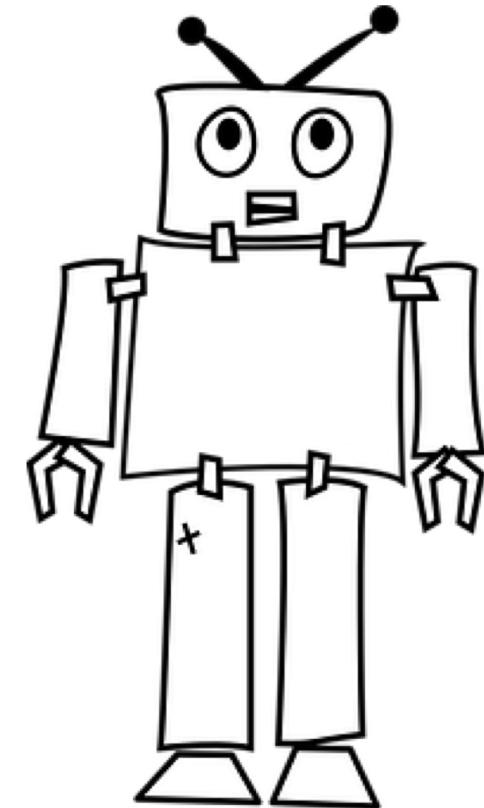
Topic agenda

- 1 ➤ Building good conversational UI
- 2 ➤ Building an input text component
- 3 ➤ Displaying value and action lists
- 4 ➤ Creating a card layout
- 5 ➤ Displaying attachments
- 6 ➤ Choosing a location
- 7 ➤ Local & global actions
- 8 ➤ Composite responses

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There is **no excuse for bad user interface design** when building chatbots.



Building compelling chatbot user interfaces

- Guide and assist users in making a choice or providing input
- Display a UI that is pleasing to the eye
 - Lists, Card Layouts, Images, Buttons or a combination of them
- Optimize bot responses for the messaging channel that is used



About Oracle

Oracle provides essential elements for companies to pioneer innovations and drive new business models.

For example, applications based on artificial intelligence (AI) can suggest the next best actions, automate answers, and provide personalized service.

Get our latest facts sheet ...

<http://www.oracle.com/us/corporate/oracle-fact-sheet-079219.pdf>

... or contact an expert.

GRANT RONALD
Great Britain (UK)

FRANK NIMPHIUS
Germany (DE)

DON MCINES
United States (US)

Select Select Select

A screenshot of a mobile application interface. At the top, there's a navigation bar with the text "About Oracle". Below it is a section with the text "Oracle provides essential elements for companies to pioneer innovations and drive new business models." and "For example, applications based on artificial intelligence (AI) can suggest the next best actions, automate answers, and provide personalized service.". Underneath that is a call-to-action button "Get our latest facts sheet ...". Below that is a link "http://www.oracle.com/us/corporate/oracle-fact-sheet-079219.pdf". Then there's a section titled "... or contact an expert." which lists three experts: GRANT RONALD (Great Britain (UK)), FRANK NIMPHIUS (Germany (DE)), and DON MCINES (United States (US)). Each expert has a small profile picture and a blue "Select" button below their name. The background of the app screen is a blurred image of a conference audience and a red banner with the words "OPEN WORLD".

Common response component

- The 'Clark Kent' among the system components
 - Can build simple and complex bot UI
 - Support for composite bag entities and iterators
 - Renders text, list, cards, location and attachment UI
- Aligns with Conversational Message Model (CMM)
- For many use cases, avoids the need for custom components



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Get our latest facts sheet ...

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... or contact an expert.

The interface shows three cards, each containing a photo of an Oracle employee and their name and location. Below each card is a blue rectangular button labeled "Select".

Employee Name	Location
GRANT RONALD	Great Britain (UK)
FRANK NIMPHIUS	Germany (DE)
DON MCINES	United States (US)

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Creating a text response using the component templates

The screenshot shows the Oracle对话设计器 (Dialog Designer) interface. In the top left, there's a code editor window with some metadata code. Below it is a navigation bar with tabs: Components (selected), ?, Control, Language, Security, User Interface, and Variables. The Variables tab has a red 'X' icon. A modal window titled "Component Template" is open over the main interface. It has a sidebar on the left with categories: User Interface (selected), Common response - attachment, Common response - card, Common response - composite bag, Common response - text (highlighted with a red box), Interactive, List - set action, and List - set variable. The main pane shows the JSON definition for the "Common response - text" template:

```
textResponse:  
  component: "System.CommonResponse"  
  properties:  
    # set processUserMessage to true if the dialog flow should  
    # return to this state after receiving user message  
    processUserMessage: true  
    # set keepTurn (true/false) to true if the dialog flow should  
    # transition to the next state without waiting for user input. Only  
    # applicable when processUserMessage is false  
    keepTurn: false  
    # variable (optional) refers to the context or user variable  
    # that will be set to the text value entered by the bot user. If the  
    # variable already has a value, the dialog flow transitions to the next  
    # state without sending the bot response as specified in the metadata  
    # property
```

At the bottom of the modal are buttons for "Insert After", "Remove Comments" (with a toggle switch), and "Apply".

Displaying text input prompts

```
getName:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    keepTurn: false  
    variable: "person"  
    nlpResultVariable:  
    metadata:  
      responseItems:  
      - type: "text"  
        text: "Please enter a name"  
transitions:  
  next: "printName"
```

Please enter a name

Grant Ronald

The name you provided is 'Grant Ronald'

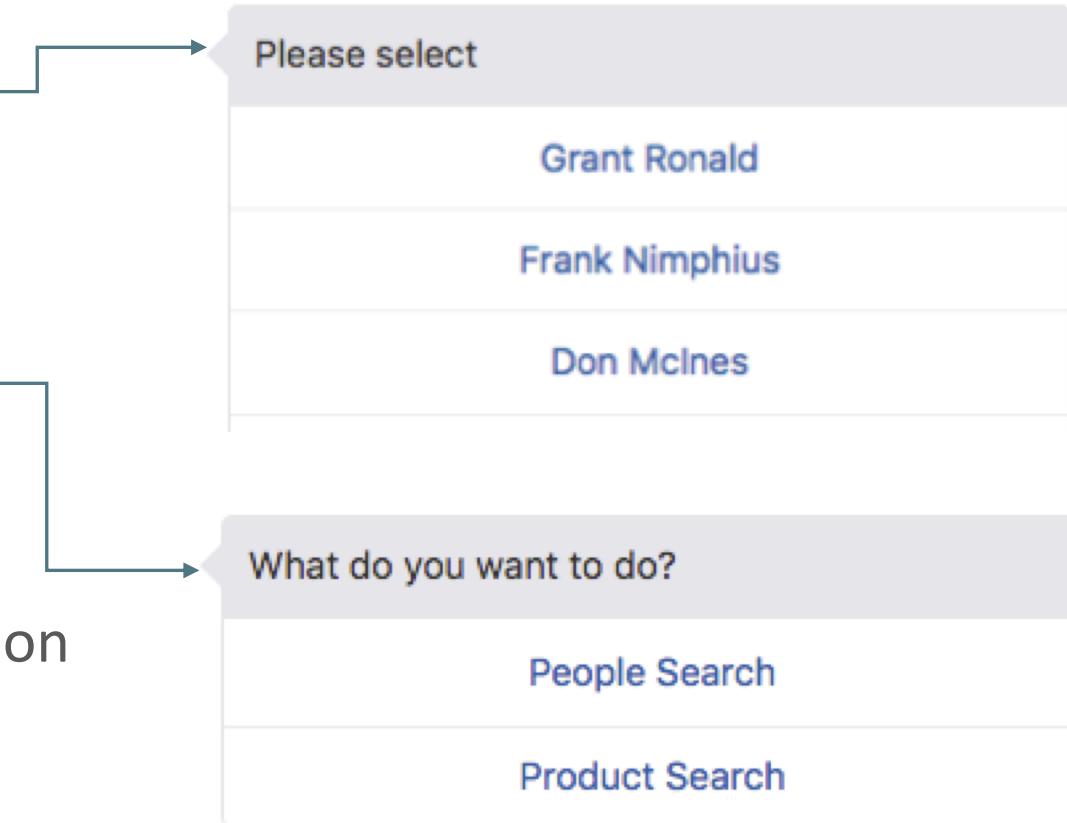
```
printName:  
  component: "System.Output"  
  properties:  
    text: "The name you provided is '${person.value}'"  
    keepTurn: false  
transitions:  
  return: "done"
```

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About list-of-values

- Value list
 - Displays a single-select list of values
 - Updates one or many context variables
- Action lists
 - Displays a list of actions
 - Commonly used to build select menus
 - Selecting a list item triggers a transition action
 - Action strings can be freely chosen
- Hybrid list
 - Combines value and action lists



Building list-of-values

The screenshot shows the Oracle Bot Service interface for building list-of-values. At the top, there's a search bar with placeholder text "Select a Component Type". Below it, a grid of component types is displayed:

- Control**: Represented by a tree icon.
- Language**: Represented by a speech bubble icon.
- Security**: Represented by a lock icon.
- User Interface**: Represented by a hand icon.
- Variables**: Represented by a red 'X' icon.

A modal window titled "Component Template" is open, showing the details for the selected "User Interface" component. The left pane lists component types under "User Interface":

- Common response - attachment
- Common response - card
- Common response - composite bag
- Common response - text** (highlighted with a red box)
- Interactive
- List - set action
- List - set variable

The right pane displays the component template code:textResponse:
component: "System.CommonResponse"
properties:
set processUserMessage to true if the dialog flow should
return to this state after receiving user message
processUserMessage: true
set keepTurn (true/false) to true if the dialog flow should
transition to the next state without waiting for user input. Only
applicable when processUserMessage is false
keepTurn: false
variable (optional) refers to the context or user variable
that will be set to the text value entered by the bot user. If the
variable already has a value, the dialog flow transitions to the next
state without sending the bot response as specified in the metadata
property

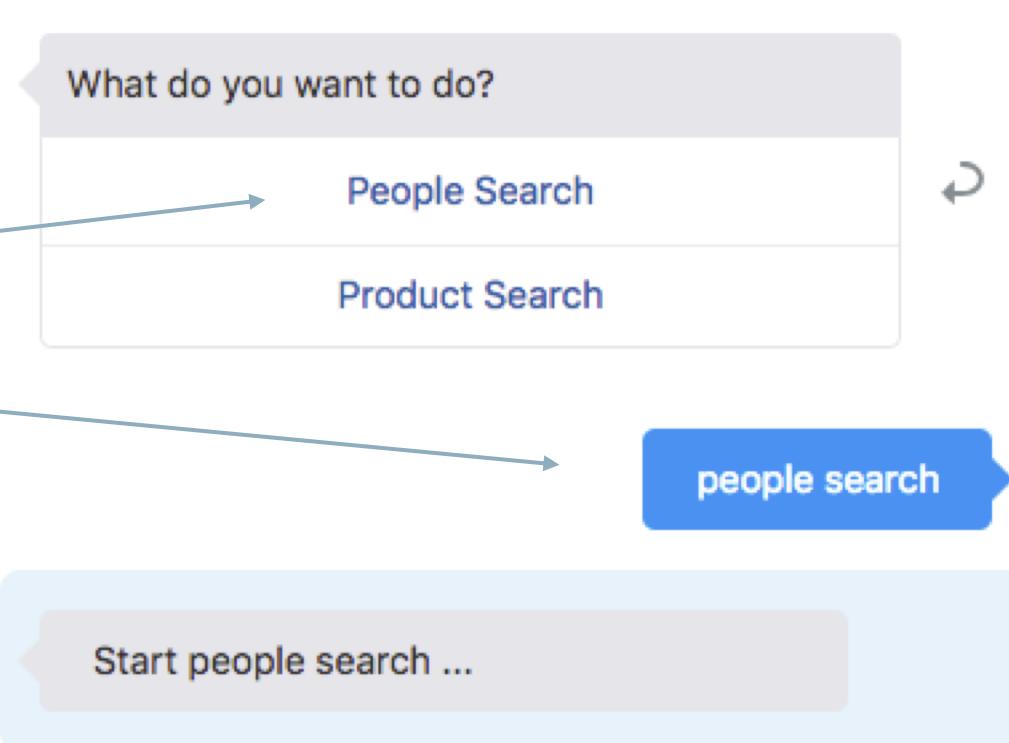
At the bottom of the modal, there are buttons for "Insert After", "Remove Comments" (with a toggle switch), and "Apply".

Action lists

```
displayMenu:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    keepTurn: false
```

```
metadata:  
  responseItems:  
    - type: "text"  
      text: "What do you want to do?"  
      actions:  
        - label: "People Search"  
          type: "postback"  
          keyword: "people, people search"  
          payload:  
            action: "peopleSearch"  
        - label: "Product Search"  
          type: "postback"  
          keyword: "product, product search"  
          payload:  
            action: "productSearch"
```

```
transitions:  
  actions:  
    peopleSearch: "searchPeople"  
    productSearch: "searchProduct"
```



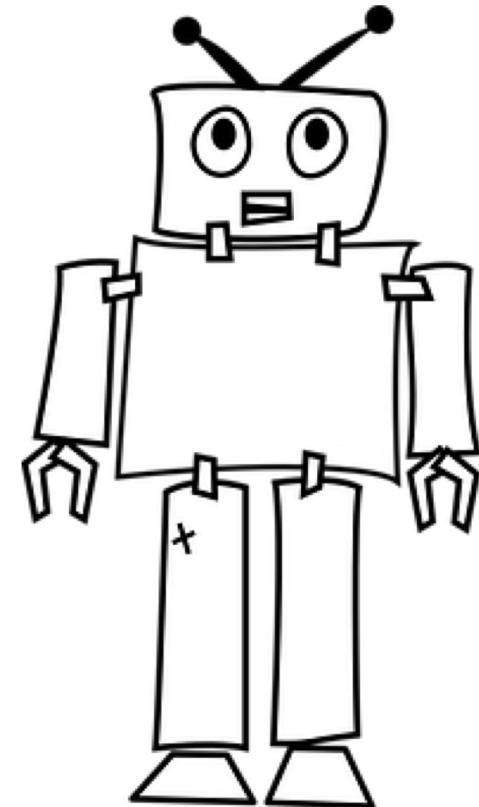
Static list-of-values

```
searchPeople:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    keepTurn: false  
    variable:  
    nlpResultVariable:  
      metadata:  
        responseItems:  
          - type: "text"  
            text: "Please select"  
        actions:  
          - label: "Grant Ronald"  
            type: "postback"  
            keyword: "Grant, Grant Ronald"  
            payload:  
              variables:  
                person: "Grant Ronald"  
                location: "Great Britain (UK)"  
          - label: "Frank Nimphius"  
            type: "postback"  
            keyword: "Frank, Frank Nimphius"
```

People Search



Use the **component variable**
and **nlpResultVariable** properties
to implement entity slotting and
entity validation



About data arrays

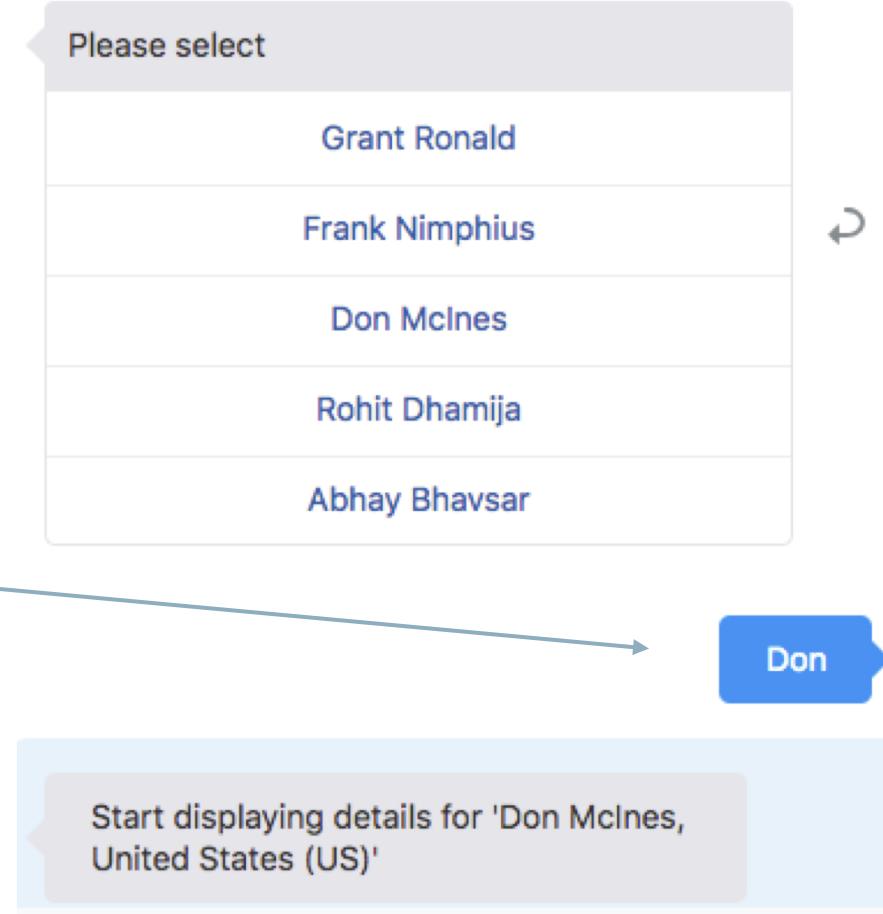
- Oracle Digital Assistant does not provide a map or array type for context variables
- Arrays are defined in context variables of type "string"
 - Created using Apache FreeMarker expressions in System.SetVariable
 - Created using custom components that write to the variable

```
variables:  
  personArray: "string"  
  
setPeople:  
  component: "System.SetVariable"  
  properties:  
    variable: "personArray"  
    value:  
      - name: "Grant Ronald"  
        location: "Great Britain (UK)"  
        image: "https://people.oracle.com/apex/oracle/images/scaled/grant.ronald@oracle.com"  
        mail: "grant.ronald@oracle.com"  
      - name: "Frank Nimphius"  
        location: "Germany (DE)"  
        image: "https://people.oracle.com/apex/oracle/images/scaled/frank.nimphius@oracle.com"  
        mail: "frank.nimphius@oracle.com"  
      - name: "Don McInnes"  
        location: "United States (US)"  
        image: "https://people.oracle.com/apex/oracle/images/scaled/don.mcinnnes@oracle.com"  
        mail: "don.mcinnnes@oracle.com"  
      - name: "Rohit Dhamija"  
        location: "India (IN)"  
        image: "https://people.oracle.com/apex/oracle/images/scaled/rohit.dhamija@oracle.com"  
        mail: "rohit.dhamija@oracle.com"  
      - name: "Abhay Bhavsar"  
        location: "India (IN)"  
        image: "https://people.oracle.com/apex/oracle/images/scaled/abhay.bhavsar@oracle.com"  
        mail: "abhay.bhavsar@oracle.com"  
  transitions:  
    next: "displayMenu"
```

Dynamic list-of-values

People Search

```
searchPeople:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    keepTurn: false  
    variable:  
      nlpResultVariable:  
        metadata:  
          responseItems:  
            - type: "text"  
              text: "Please select"  
              actions:  
                - label: "${personArray.name}"  
                  type: "postback"  
                  keyword: "${personArray.name?replace(' ', ',')}"  
                  payload:  
                    variables:  
                      person: "${personArray.name}"  
                      location: "${personArray.location}"  
        iteratorVariable: "personArray"  
  transitions:  
    next: "printPersonDetails"
```



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Building card layouts using the component templates

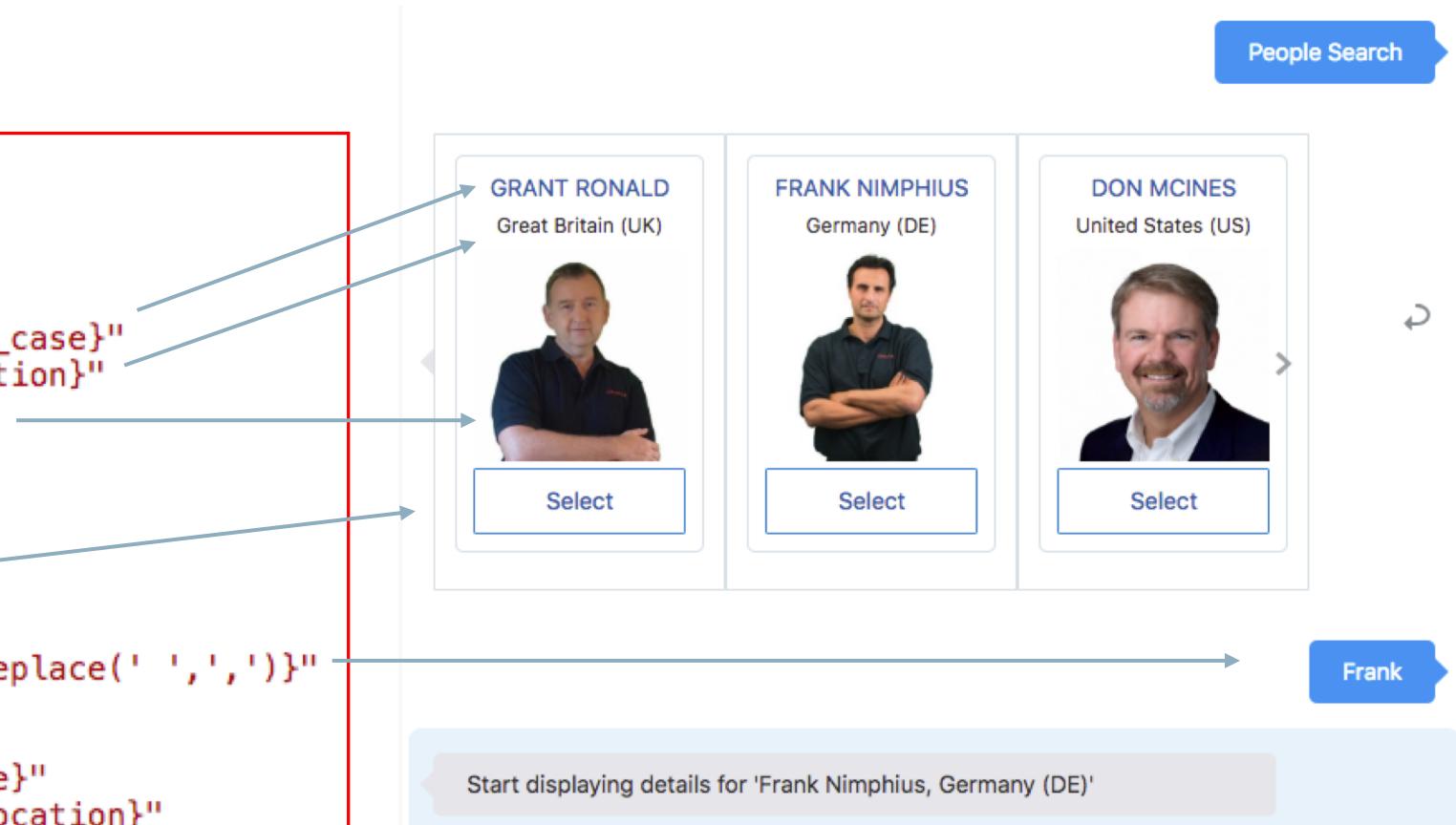
The screenshot shows the Oracle A.I. Platform Components interface. On the left, there's a sidebar with code snippets for metadata and a 'Components' button. The main area has a 'Select a Component Type' dropdown. Below it are four categories: Control (Control tree icon), Language (Speech bubble icon), Security (Lock icon), and User Interface (Hand icon). Under 'User Interface', there's a 'Variables' section with a red 'X' icon. To the right, a modal window titled 'Component Template' is open, showing a list of common response types: Agent conversation, Agent initiation, Common response - attachment, Common response - card (which is highlighted with a red border), Common response - composite bag, Common response - text, and Interactive. The 'Common response - card' template is displayed with its JSON code:

```
cardResponse:  
  component: "System.CommonResponse"  
  properties:  
    # set processUserMessage to true if the dialog flow should  
    return to this state after receiving the user's message.  
    processUserMessage: true  
    # autoNumberPostBackActions (optional) allows you to override  
    the global autoNumberPostBackActions variable. If set to true, the  
    labels of the buttons for postback actions are prefixed with a  
    sequence number. Entering this sequence number will execute the  
    button postback payload as if the button was tapped. This is useful  
    for channels like SMS that do not support buttons.  
    autoNumberPostBackActions:  
      # translate property allows you to override the global  
      AutoTranslate variable. If set to true, then both the bot's and the
```

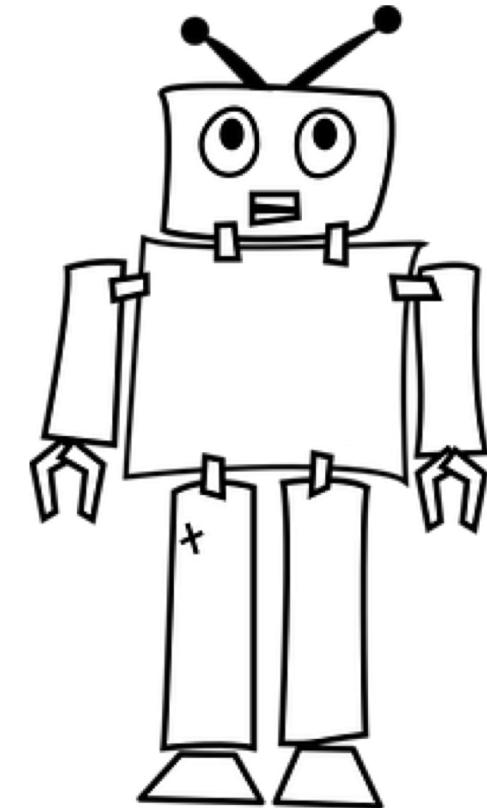
At the bottom of the modal, there are buttons for 'Insert After' (set to 'displayMenu'), 'Remove Comments' (switched off), and 'Apply'.

Card layout definition

```
searchPeople:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    autoNumberPostbackActions:  
      metadata:  
        responseItems:  
          - type: "cards"  
            cardLayout: "horizontal"  
            cards:  
              - title: "${personArray.name?upper_case}"  
                description: "${personArray.location}"  
                imageUrl: "${personArray.image}"  
                iteratorVariable: "personArray"  
                rangeStart:  
                rangeSize:  
                actions:  
                  - label: "Select"  
                    type: "postback"  
                    keyword: "${personArray.name?replace(' ', ',')}"  
                    payload:  
                      variables:  
                        person: "${personArray.name}"  
                        location: "${personArray.location}"  
      transitions:  
        next: "printPersonDetails"
```



Messengers are limited in the number of cards that can be viewed at one time. Use the **rangeStart** and **rangeSize** properties to implement page ranging



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Creating attachments using the component templates

The screenshot shows the Oracle Service Cloud interface for creating attachments using component templates. The top navigation bar includes a '+ Components' button and a question mark icon. A sidebar on the left displays code snippets for metadata files, including sections for #metadata, #platform, and main:.

The main area is titled 'Select a Component Type' and shows four categories: Control (Control icon), Language (Language icon), Security (Lock icon), and User Interface (User Interface icon). Below these is a 'Variables' section with a red 'X' icon.

A modal window titled 'Component Template' is open, showing the 'User Interface' category. It lists several options: Agent conversation, Agent initiation, Common response - attachment (which is highlighted with a red box), Common response - card, Common response - composite bag, Common response - text, and Interactive.

The 'Common response - attachment' template details are shown in the right pane:

```
attachmentResponse:  
  component: "System.CommonResponse"  
  properties:  
    # set processUserMessage to true if the dialog flow should  
    # return to this state after receiving the user's message.  
    processUserMessage: false  
    # set keepTurn to true if the dialog flow should transition to  
    # the next state without waiting for the user input. Only applicable  
    # when processUserMessage is false.  
    keepTurn: false  
    # metadata property specifies the structure of the bot response  
    # message(s) that are sent to the user. You can define text, card, and  
    # attachment message types, add actions to text and card messages, and  
    # specify global actions that typically appear at the bottom of the  
    # chat window.  
    metadata: {  
      ...  
    }
```

At the bottom of the modal are buttons for 'Insert After' (set to 'searchPeople'), 'Remove Comments' (with a toggle switch), and 'Apply'.

Attachment

- Displays content
 - Audio, video, image, file
 - No streaming of binaries
- Content rendering depends on messenger
 - No guarantee that videos e.g. are displayed in place
- Attachments cannot have action items

```
showImageAsAttachment:  
  component: "System.CommonResponse"  
properties:  
  processUserMessage: false  
  keepTurn: false  
metadata:  
  responseItems:  
    - type: "attachment"  
      attachmentType: "image"  
      attachmentUrl: "${imageUrl.value}"  
transitions:  
  return: "done"
```

Thank you for your order, your Large PEPPERONI pizza with Tomatoes will be delivered in 30 minutes at home!

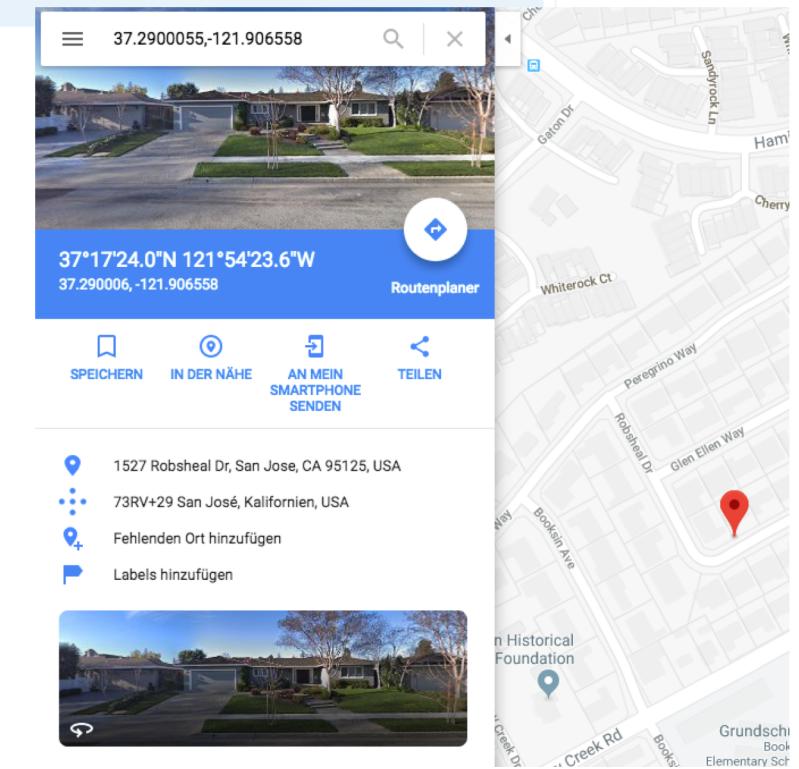
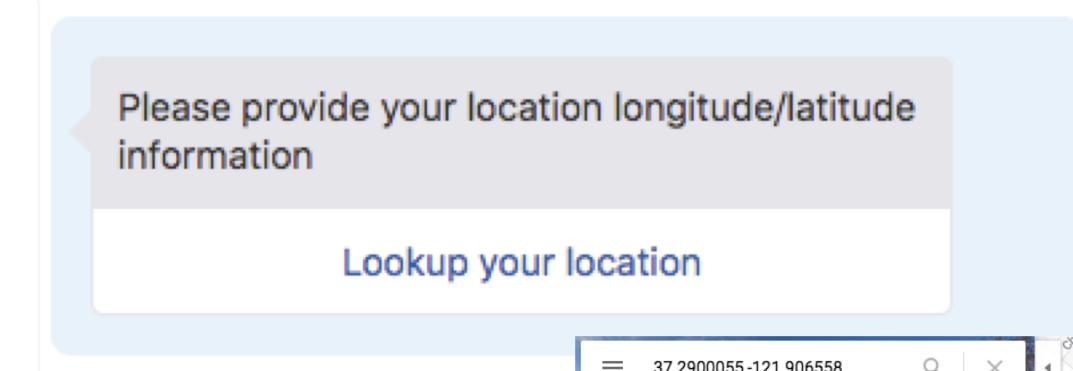


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Choosing a location

```
chooseLocation:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    keepTurn: false  
    variable: "location"  
    nlpResultVariable:  
      metadata:  
        responseItems:  
          - type: "text"  
            text: "Please provide your location longitude/latitude information"  
          actions:  
            - label: "Lookup your location"  
              type: "location"  
  transitions:  
    next: "printLocation"  
  
printLocation:  
  component: "System.Output"  
  properties:  
    text: "long: ${location.value.longitude} lat: ${location.value.latitude}"  
  transitions:  
    return: "done"
```



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Action types

The screenshot shows a 'People Search' interface with three cards:

- GRANT RONALD** (Great Britain (UK))
- FRANK NIMPHIUS** (Germany (DE))
- DON MCINES** (United States (US))

Each card has a 'Select' button. A horizontal ellipsis between the cards indicates more items. Below the cards are 'Show More' and 'Show Less' buttons. At the bottom are 'Show Managers' and 'Show Organisation' buttons.

People Search

Action items local to a card

Actions local to a response type

Actions global for a component

Action types

People Search

GRANT RONALD
Great Britain (UK)
Select

FRANK NIMPHIUS
Germany (DE)
Select

DON MCINES
United States (US)
Select >

Show More

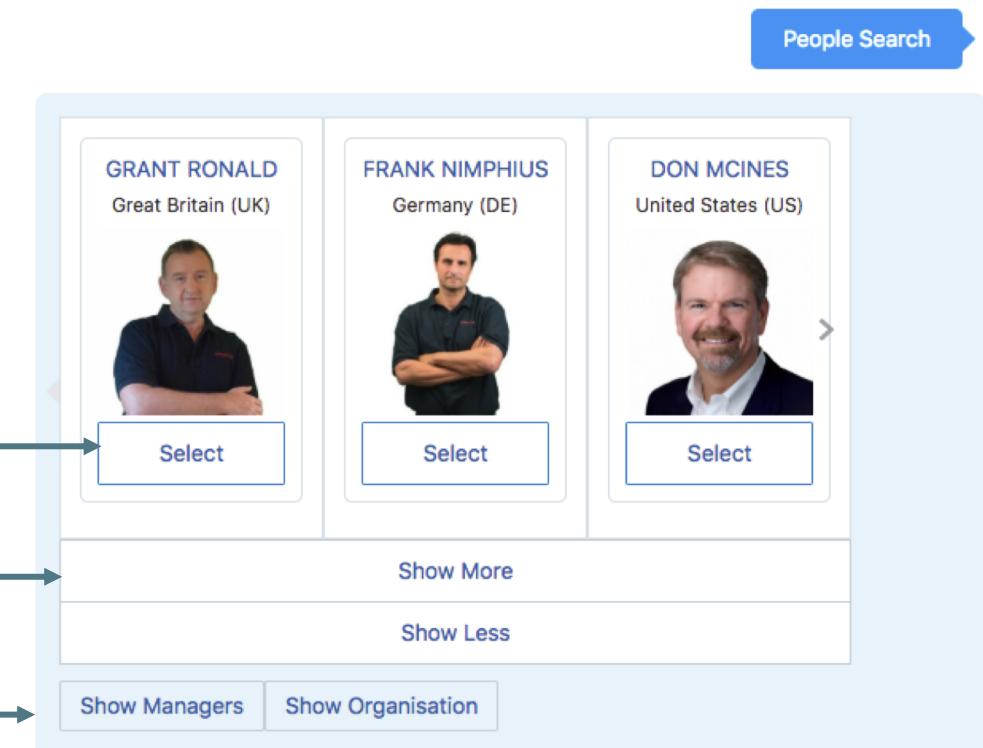
Show Less

Show Managers Show Organisation

```
searchPeople:  
  component: "System.CommonResponse"  
  properties:  
    processUserMessage: true  
    autoNumberPostbackActions:  
    metadata:  
      responseItems:  
        - type: "cards"  
          cardLayout: "horizontal"  
          cards:  
            - title: "${personArray.name?upper_case}"  
              description: "${personArray.location}"  
              imageUrl: "${personArray.image}"  
              iteratorVariable: "personArray"  
              rangeStart:  
              rangeSize:  
              actions:  
                - label: "Select"  
                  type: "postback"  
                  keyword: "${personArray.name?replace(' ', ',')}"  
                  payload:  
                    variables:  
                      person: "${personArray.name}"  
                      location: "${personArray.location}"  
            - label: "Show More"  
              type: "postback"  
              keyword: "show more, more"  
              payload:  
                action: "showMore"  
            - label: "Show Less"  
              type: "postback"  
              keyword: "show less, less"  
              payload:  
                action: "showMore"  
  globalActions:  
    - label: "Show Managers"  
      type: "postback"  
      keyword: "manager"  
      payload:  
        action: "showManagers"  
    - label: "Show Organisation"  
      type: "postback"  
      keyword: "organisation"  
      payload:  
        action: "showOrg"  
  transitions:
```

About actions types

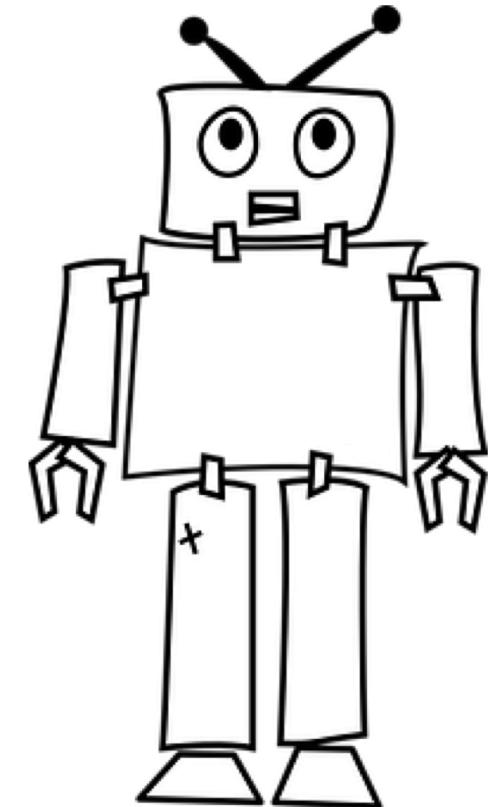
- Action items local to a card
 - Buttons associated with list items or cards
 - Remain visible when component goes out of scope
- Actions local to a response type
 - Buttons associated with component
 - Remains visible when component goes out of scope
- Actions global for a component
 - E.g. quick replies on Facebook



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**Using the Common Response component,
you can combine multiple response types
to build arbitrarily complex bot responses
with ease**



```

helloOracle:
  component: "System.CommonResponse"
  properties:
    processUserMessage: true
    autoNumberPostbackActions:
    metadata:
      responseItems:
        - type: "attachment"
          attachmentType: "image"
          attachmentUrl: "https://www.oracle.com/us/assets/cb15-small-events-2868339.jpg?16"
        - type: "text"
          text: "About Oracle"
        - type: "text"
          text: |-  

            Oracle provides essential elements for companies to pioneer innovations and drive  

            new business models.  

            For example, applications based on artificial intelligence (AI) can suggest the ne...
        - type: "text"
          text: "Get our latest facts sheet ... "
        - type: "attachment"
          attachmentType: "file"
          attachmentUrl: "http://www.oracle.com/us/corporate/oracle-fact-sheet-079219.pdf"
        - type: "text"
          text: "... or contact an expert."
        - type: "cards"
          cardLayout: "horizontal"
          cards:
            - title: "${personArray.name?upper_case}"
              description: "${personArray.location}"
              imageUrl: "${personArray.image}"
              iteratorVariable: "personArray"
              rangeStart:
              rangeSize:
              actions:
                - label: "Select"
                  type: "postback"
                  keyword: "${personArray.name?replace(' ','','')}"
                  payload:
                    action: "showPersonDetails"
                    variables:
                      personIndex: "${personArray?index}"
  transitions:
    actions:
      showPersonDetails: "printPersonDetails"
      textReceived: "done"

```



About Oracle

Oracle provides essential elements for companies to pioneer innovations and drive new business models.

For example, applications based on artificial intelligence (AI) can suggest the next best actions, automate answers, and provide personalized service.

Get our latest facts sheet ...

<http://www.oracle.com/us/corporate/oracle-fact-sheet-079219.pdf>

... or contact an expert.

GRANT RONALD Great Britain (UK)  Select	FRANK NIMPHIUS Germany (DE)  Select	DON MCINES United States (US)  Select
---	---	---

Integrated Cloud Applications & Platform Services

ORACLE®



Oracle Digital Assistant Hands-On

TBD