

**ORACLE®**

# Oracle Digital Assistant

## The Complete Training

Instant Apps



Image courtesy of pixabay.com

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# Topic agenda

- 1 ➤ Need for structured data entry
- 2 ➤ Creating Instant Apps
- 3 ➤ System.Interactive
- 4 ➤ Events & parameter passing

# Topic agenda

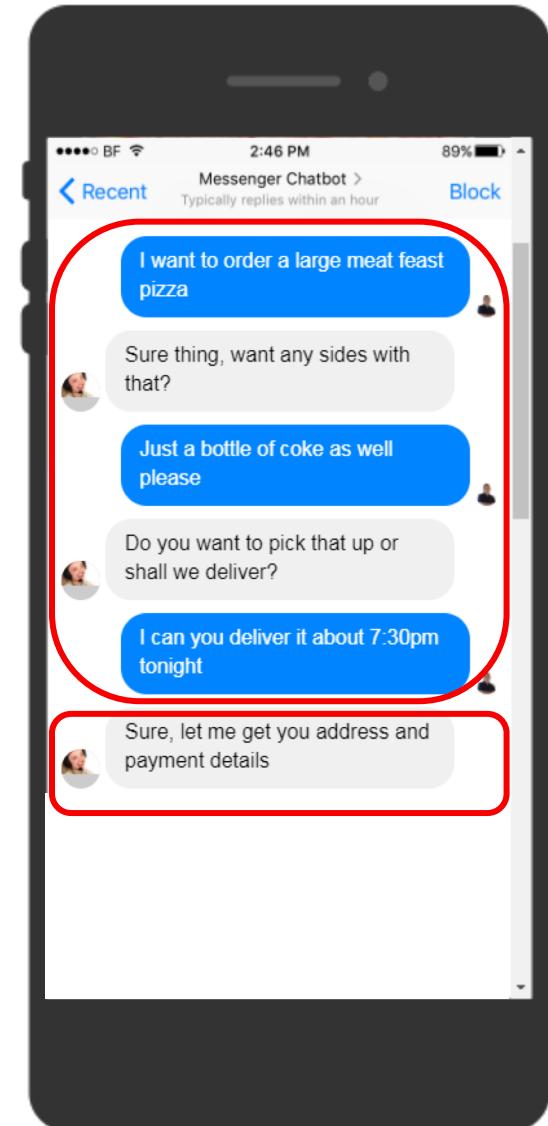
- 1 ➤ Need for structured data entry
- 2 ➤ Creating Instant Apps
- 3 ➤ System.Interactive
- 4 ➤ Events & parameter passing

# Need for structured data entry

- Conversations on messaging channels are great as long as they are short
- For conversations with multiple data entry points e.g. filling up of an application form, the user experience suffers on a typical messaging channel

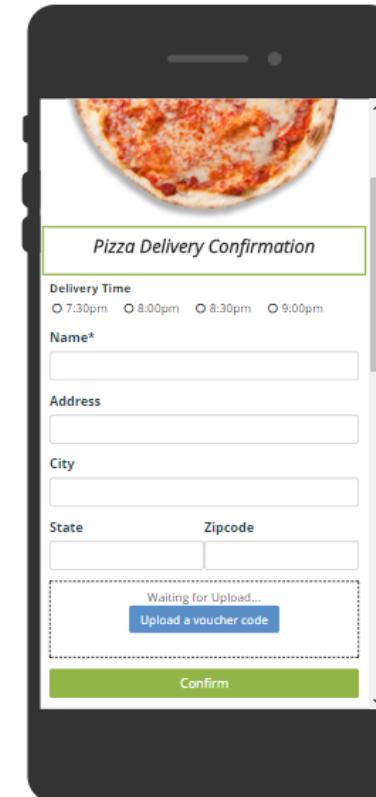
# A typical conversation

- Natural language conversation
  - Unstructured
  - Free flowing
  - “Conversational”
- But not all conversation
  - Credit card details
  - Delivery address
  - Scanning a voucher/coupon
  - Viewing delivery progress on a map

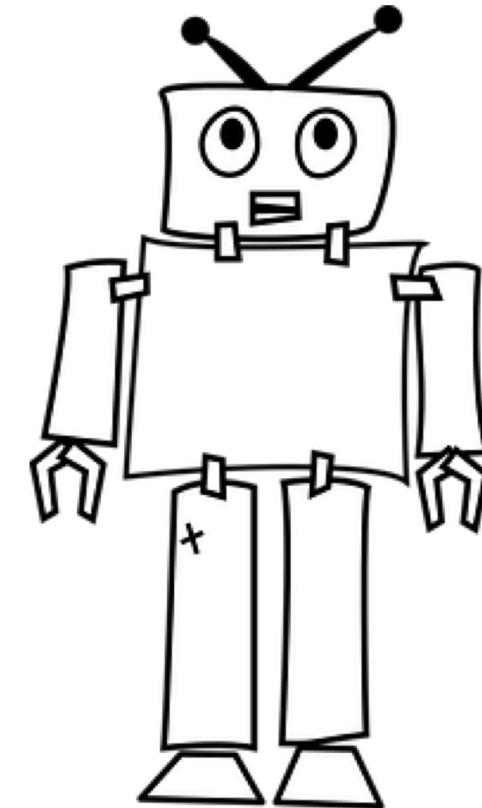


# A typical conversation

- Some parts of a conversation are better handled in a structured way
  - User knows exactly what information is required
  - Discrete choices
  - Faster input
  - Immediate validation of input
  - Information capture
    - Upload image
    - Signature
    - Scan barcode



**Instant Apps allow you to shorten  
bot conversations**



# Topic agenda

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- 4 ➤ Events & parameter passing

# Creating Instant Apps

The screenshot shows the Oracle Autonomous Digital Assistant Skills interface. At the top, there's a navigation bar with the Oracle logo and a search icon. Below it, a blue header bar displays the word "Skills". On the right side of the header, there are three buttons: "Instant Apps" (which is highlighted with a red box), "Import Skill", and a question mark icon. The main content area is titled "Skills" and contains several cards. One card on the left is titled "New Skill" with a large green plus sign icon. To the right of this are three skill cards: 1) "AB\_FinancialBot" version 1.0, described as a "Financial Virtual Assistant - Abhay", created by "Training Model: Trainer Ht" and updated on "Mon, 1/7/2019 22:14". 2) "AB\_HOL6304" version 1.0, described as "Oracle Open World 2018 - Abhay Bhavsar", created by "Training Model: Trainer Ht" and updated on "Mon, 1/14/2019 19:41". 3) "AB\_Pizza\_Composite\_Bag" version 1.0, described as "Training Model: Trainer Ht", created by "Training Model: Trainer Ht" and updated on "Fri, 1/18/2019 17:19". Each skill card has a blue document icon and a small edit/refresh icon. At the bottom, there's a page navigation bar with "Page 1 of 43 (1-3 of 127 items)" and a set of numbered arrows.

# Starter templates



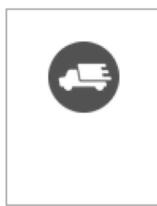
BACK

ADD INSTANT APP

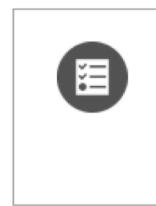


CANCEL

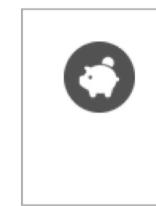
## Select Instant App Template



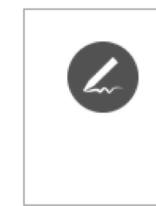
Content  
Delivery



Customer  
Survey



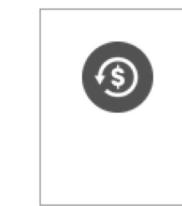
Dispute  
Transaction



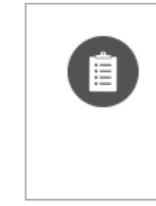
Internal  
Acknowledgem  
ent



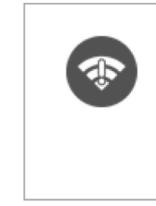
Lead Form



Refund  
Request



Simple Form



Simple Tech  
Support

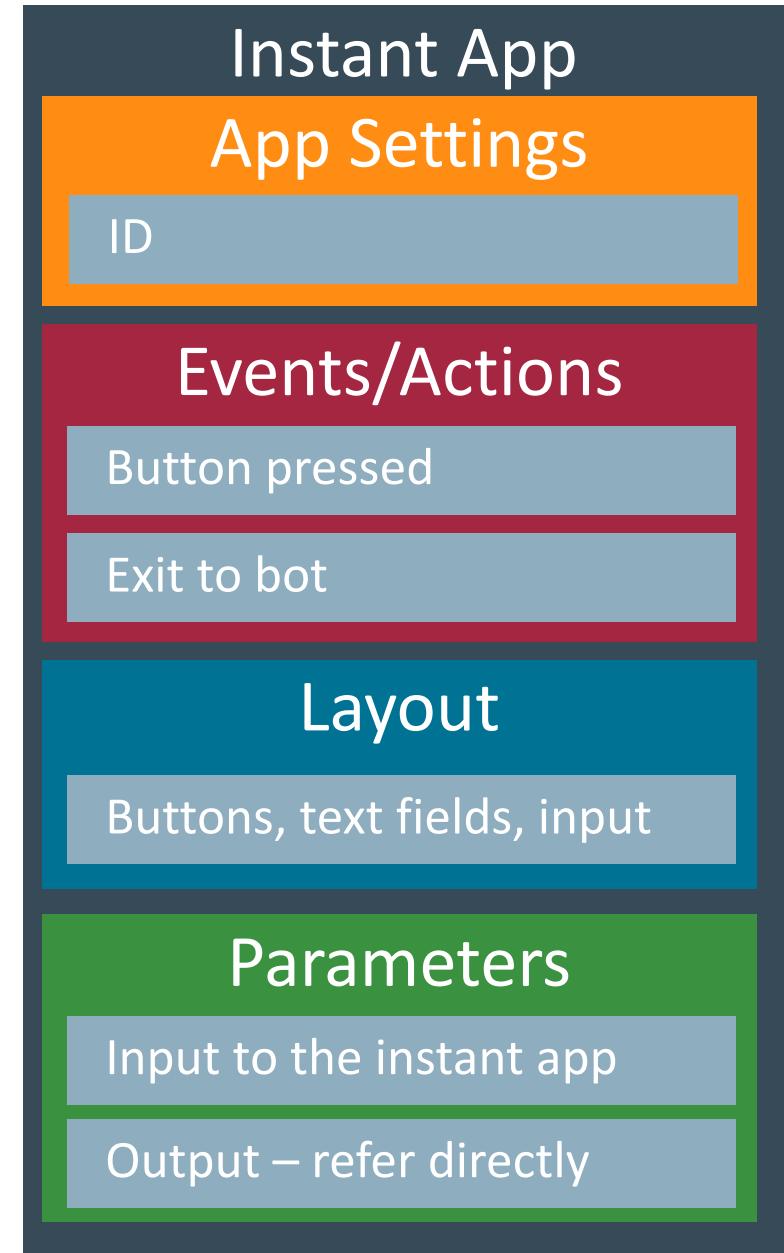


Work Order

[Start from Scratch](#)

# Anatomy of an Instant App

- Four main areas
- Application configuration
  - id, display image
- Ability to create events for UI components
  - value change, button press, app-launch etc.
- Ability to create layouts and panels
  - option to navigate between panels
- Definition of in- and output parameters



# Anatomy of an Instant App

ORACLE® Instant App Builder

abhay.bhavsar@oracle.com ▾

Instant Apps > Edit Instant App

24hrsflowersEditOrder Active

Cancel Save

INSTANT APP INFO

INVITATION

LAYOUT

EVENTS & ACTIONS

PARAMETERS

LOCALIZATIONS

STYLE / CSS OVERRIDES

Instant App Info

Name: 24hrsflowersEditOrder

API ID: 24hrsflowersEditOrder

Icon:

Internal Description: Edit customer order

PREVIEW TEST SCHEMA

## Instant App

## App Settings

ID

## Events/Actions

Button pressed

Exit to bot

## Layout

Buttons, text fields, input

## Parameters

Input to the instant app

Output – refer directly

# Anatomy of an Instant App

ORACLE® Instant App Builder

Instant Apps > Edit Instant App

## 24hrsflowersEditOrder Active

INSTANT APP INFO

INVITATION

LAYOUT

EVENTS & ACTIONS

PARAMETERS

LOCALIZATIONS

STYLE / CSS OVERRIDES

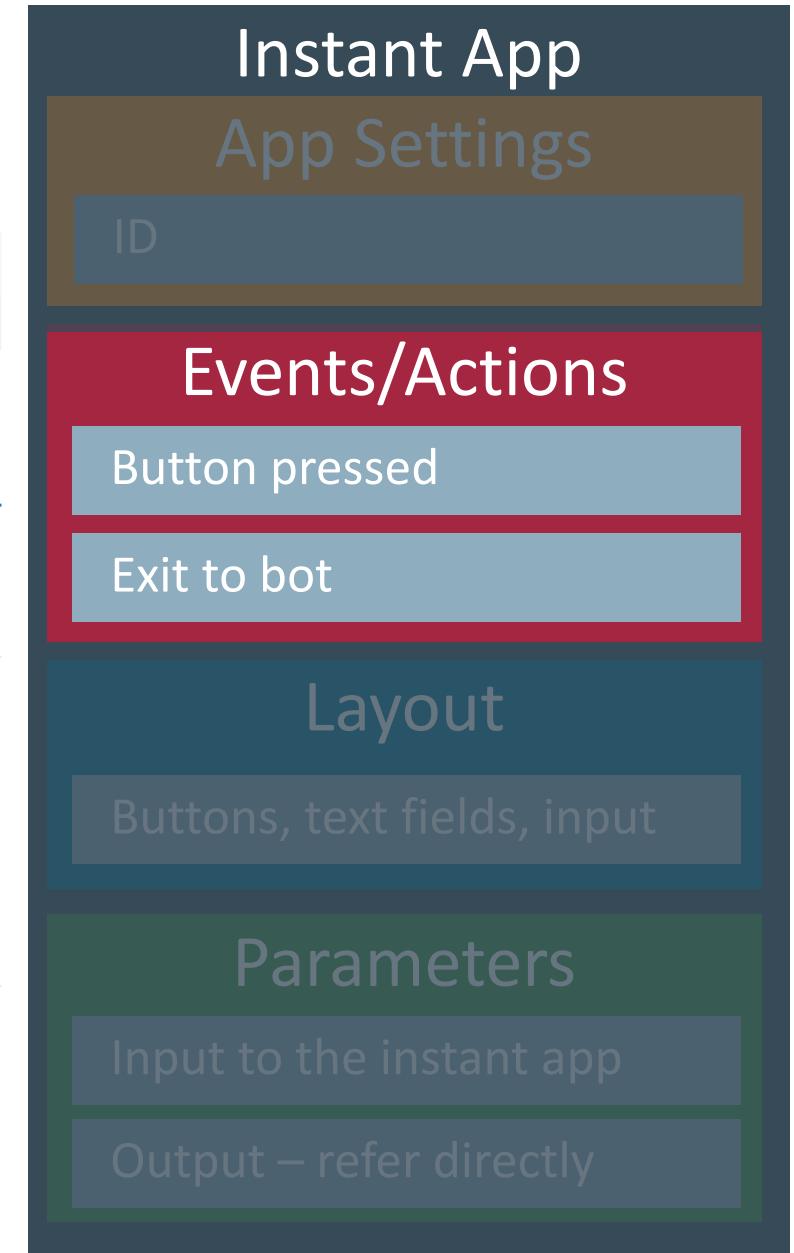
### Events

#### App Events

- App Sent
- Customer Connected
- Customer Disconnected
- App Locked
- App Unlocked

#### Verify\_Change\_Order Events

- inputSenderName Changed
- inputSenderMess... Changed
- productName Changed
- inputRecipientNa... Changed
- inputRecipientAddr Changed



# Anatomy of an Instant App

ORACLE® Instant App Builder

Instant Apps > Edit Instant App

### 24hrsflowersEditOrder Active

CONFIGURE    STYLE    VALIDATION

INSTANT APP INFO

INVITATION

LAYOUT

Verify\_Change\_Order

- image\_header
- inputSenderName
- inputSenderMessage
- productName
- inputRecipientName
- inputRecipientAddr
- btnSubmit

+ Add Element

Verified\_Page

doneMessage

+ Add Element

+ Add Pane

Pane Settings

Pane ID: Verify\_Change\_Order

Add Element

Common Elements

- Image
- Single-Line Input
- Button
- Label / Text

Chart

Text Inputs

- Single-Line Input
- Multi-Line Input
- Email
- Number

Phone

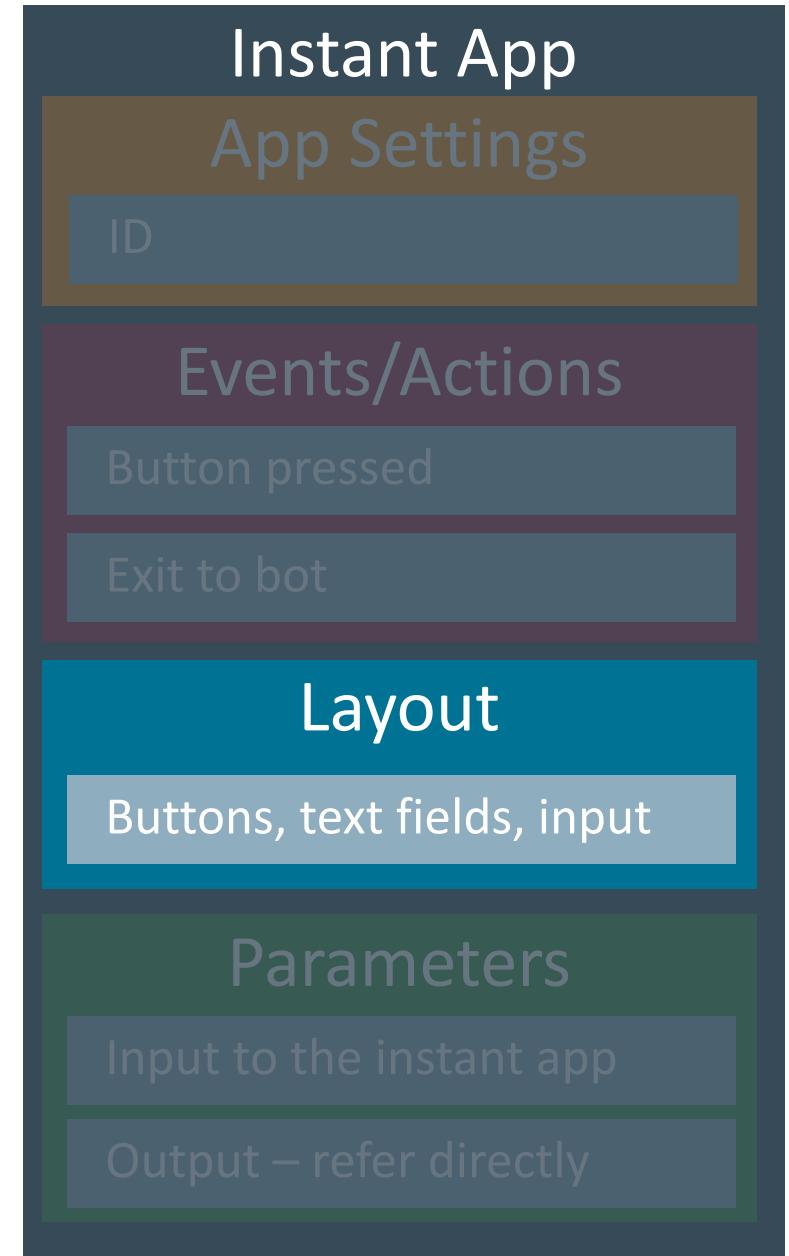
Website Address

Rich Text

Choice Inputs

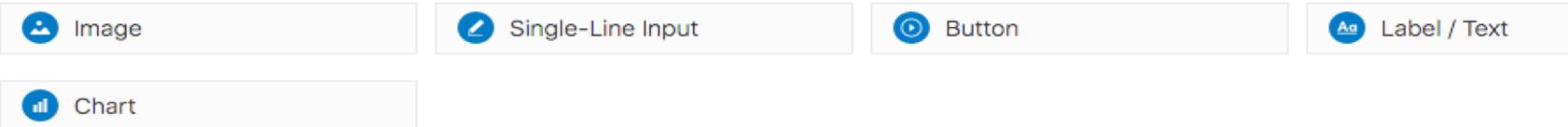
- Checkbox
- Radio Buttons
- Pick List
- Select Menu

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# UI Component Overview

## Common Elements



## Text Inputs



## Choice Inputs



## Special Inputs



# Anatomy of an Instant App

ORACLE® Instant App Builder

Instant Apps > Edit Instant App

## 24hrsflowersEditOrder Active

orderProductName

Parameter ID: orderProductName

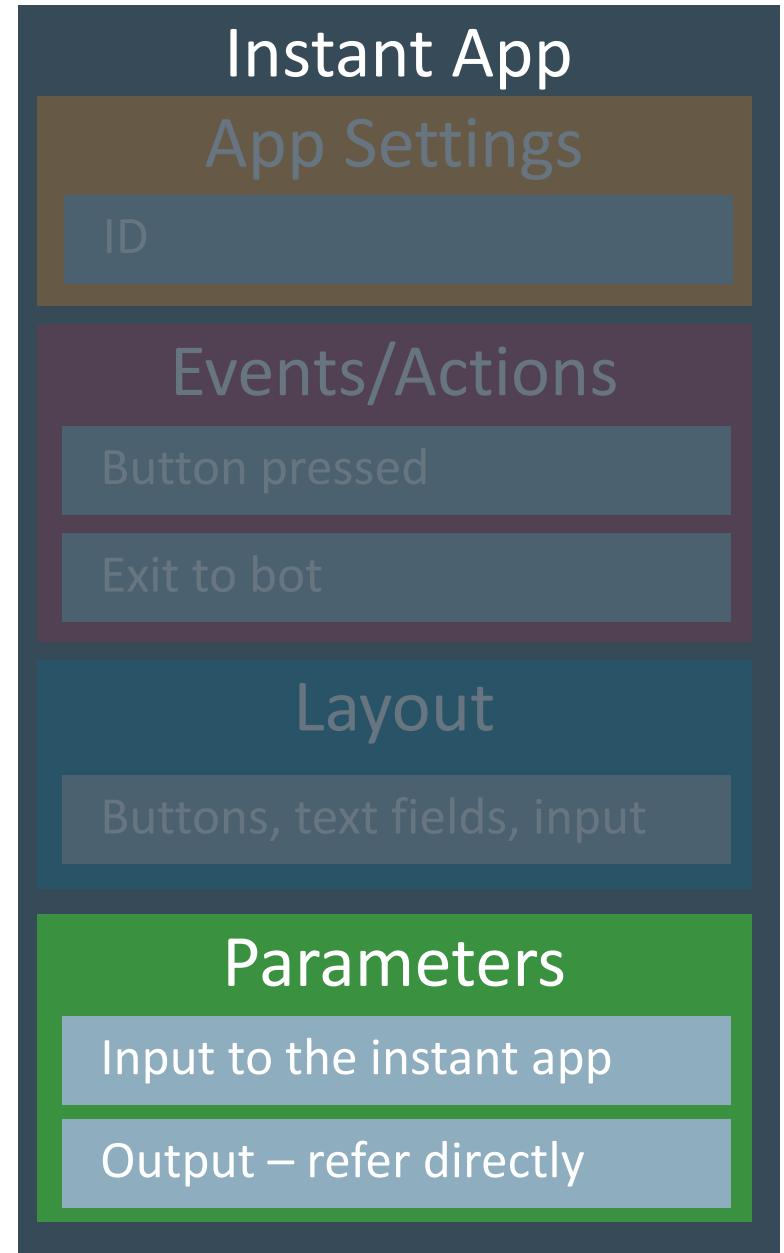
Description:

Events & Actions

Parameters

- senderName
- senderMessage
- orderProductName
- recipientName
- recipientAddress

+ Add Parameter



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# System.Interactive

editOrder:

**component: "System.Interactive"**

  properties:

**id: "24hrsflowersEditOrder"**

    prompt: "Please click the link below to ..."

    linkLabel: "Make Changes to the Card"

**sourceVariableList: "senderName, senderMessage"**

**variable: "order"**

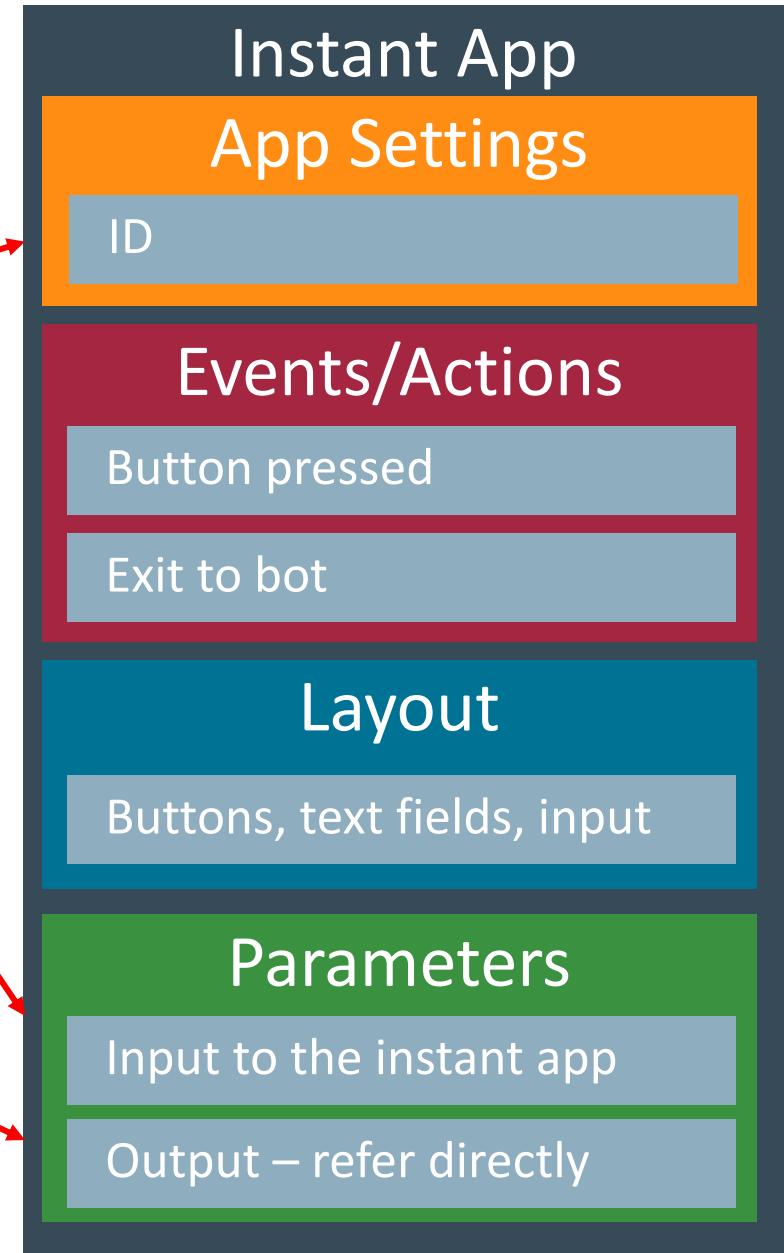
    cancelLabel: "Cancel"

transitions:

  actions:

    cancel: "orderCancel"

    textReceived: "handleTextInput"



# System.Interactive

editOrder:

**component: "System.Interactive"**

  properties:

    id: "24hrsflowersEditOrder"

**prompt: "Please click the link below to ..."**

**linkLabel: "Make Changes to the Card"**

    sourceVariableList: "senderName, senderMessage"

    variable: "order"

**cancelLabel: "Cancel"**

transitions:

  actions:

**cancel: "orderCancel"**

**textReceived: "handleTextInput"**

Please click the link below to make changes.

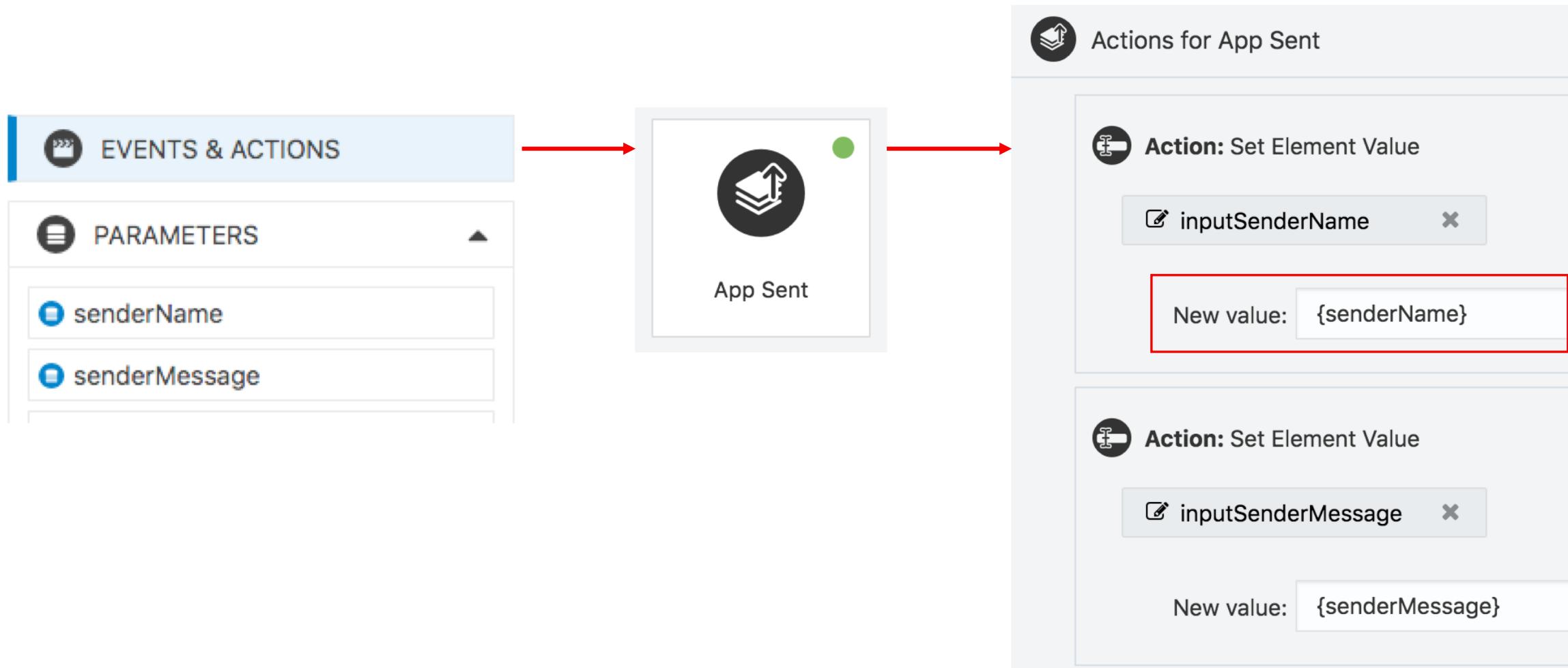
[Make Changes to the Card](#)

[Cancel](#)

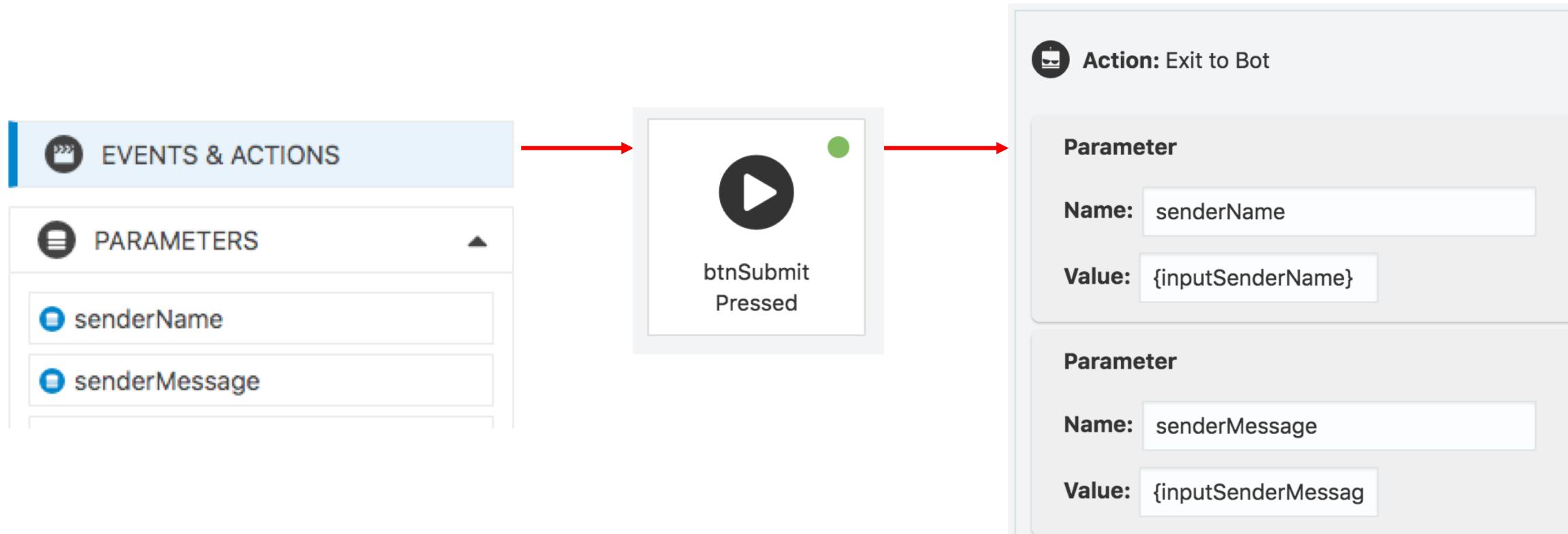
# Topic agenda

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# Events & parameter passing



# Return values from an Instant App



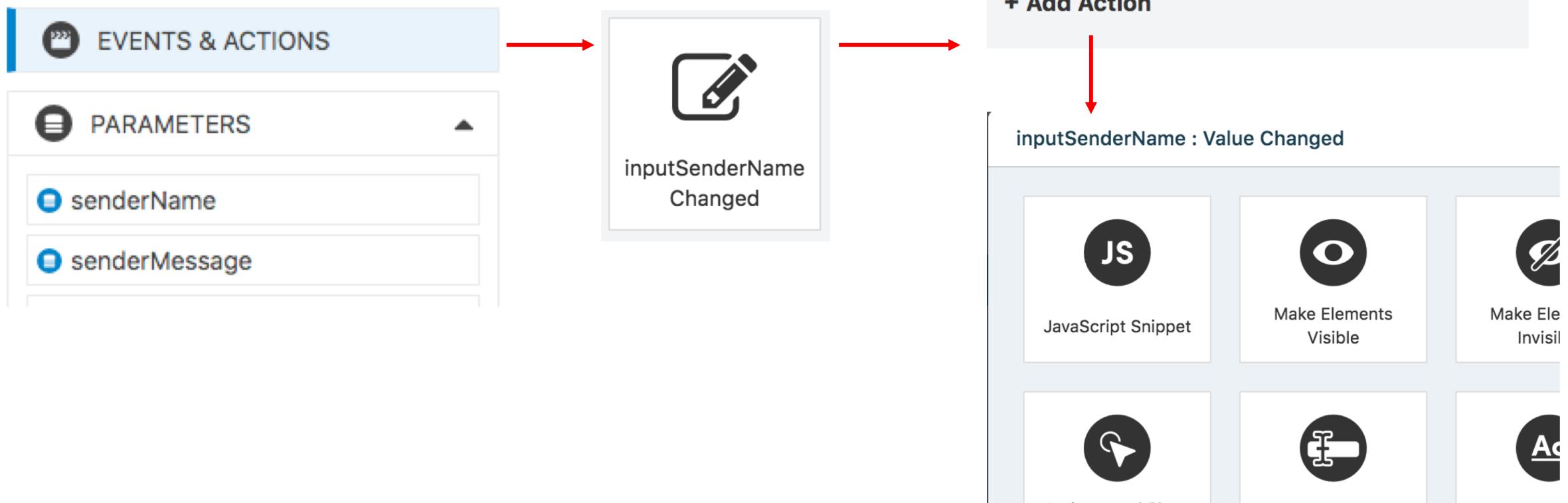
# Accessing return values in the dialog flow

`${order.value.senderName}`

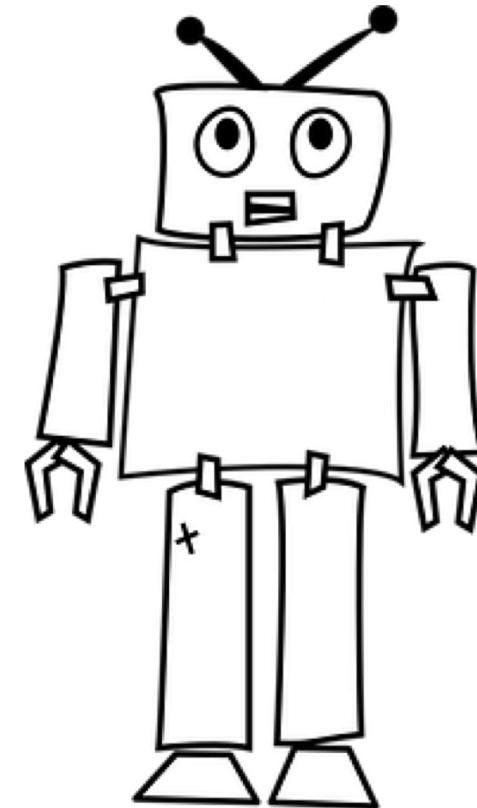
`${order.value.senderMessage}`

`${<variable>.value.<attribute>}`

# Value change events

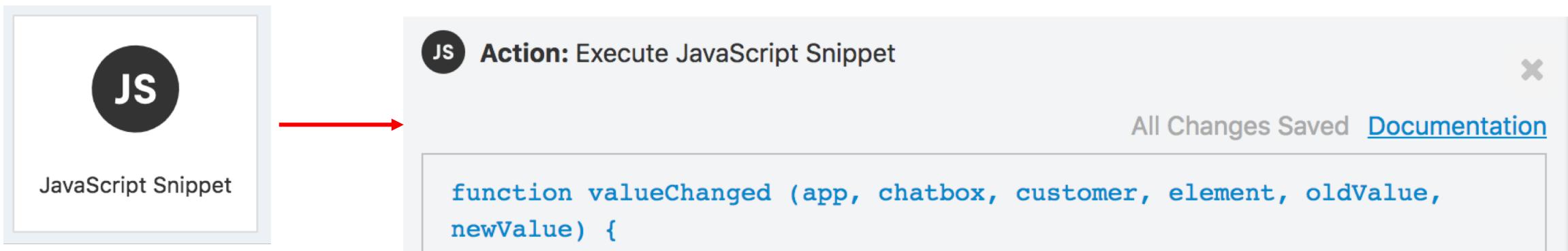


# Instant Apps execute **on the server**



# JavaScript events

- app Access to the application context (parameters, elements)
- chatbox Handle to call external web sites, external service APIs, SMS app (on device)
- element UI component access (read / write attributes, show/hide etc.)
- oldValue Old component value
- newValue Changed, new component value



## Example function calls

- `app.setElementValue(ElementId, value)`
  - `app.showElements(Elements)`
  - `app.hideElements(Elements)`
  - `app.enableElements(Elements)`
  - `app.disableElements(Elements)`
  - `app.toggleVisibility(Elements)`
- 
- `app.setElementLabel(ElementId, textOrHTML)`
  - `app.resetElements(ElementName)`
  - `app.showAlertDialog(dialogTextOrHTML)`
  - `app.focus`
  - `app.exitToBot({key: value, key: value}) Element(ElementName)`

# JavaScript code example

```
function callback (app, chatbox, statusCode, returnData, action) {  
    1 var result = JSON.parse(returnData);  
    2  
    3 var chkValid = result.valid;  
    4  
    5 if (chkValid)  
    6 {  
    7     app.hideElements("messageKO");  
    8     app.hideElements("Validate");  
    9     app.hideElements("reset");  
   10    app.showElements("button_submit");  
   11    app.showElements("messageOK");  
   12 }else if (!chkValid){  
   13     app.showElements("messageKO");  
   14     app.showAlertDialog("Your credit card number is not valid. ");  
   15 }  
   16 }  
}  
}
```



## Oracle Digital Assistant Hands-On

TBD

# Integrated Cloud Applications & Platform Services

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