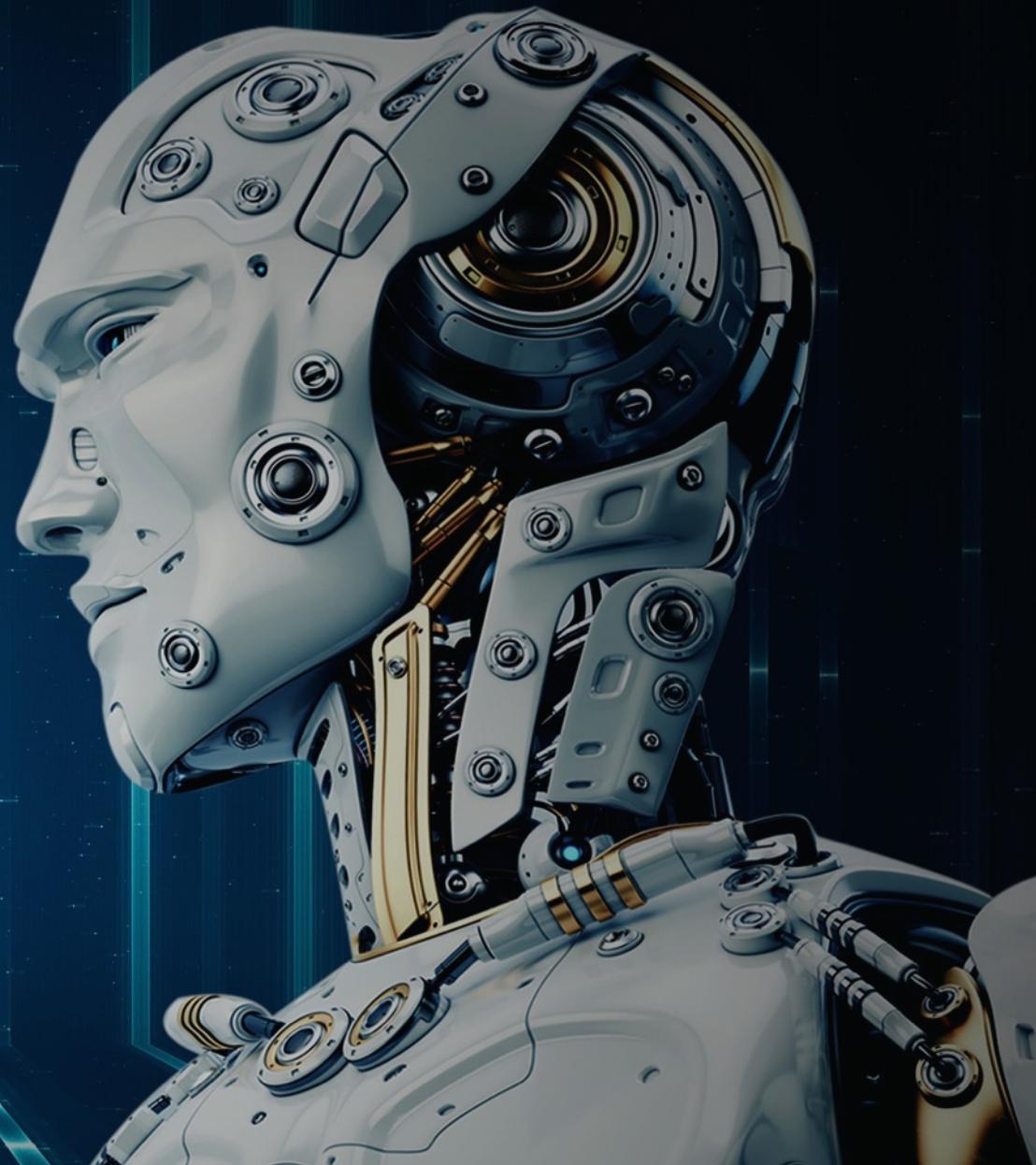


ORACLE®

Oracle Intelligent Bots Advanced Training

Agent Integration



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 ➤ Overview
- 2 ➤ Use-case
- 3 ➤ How It Works
- 4 ➤ Example

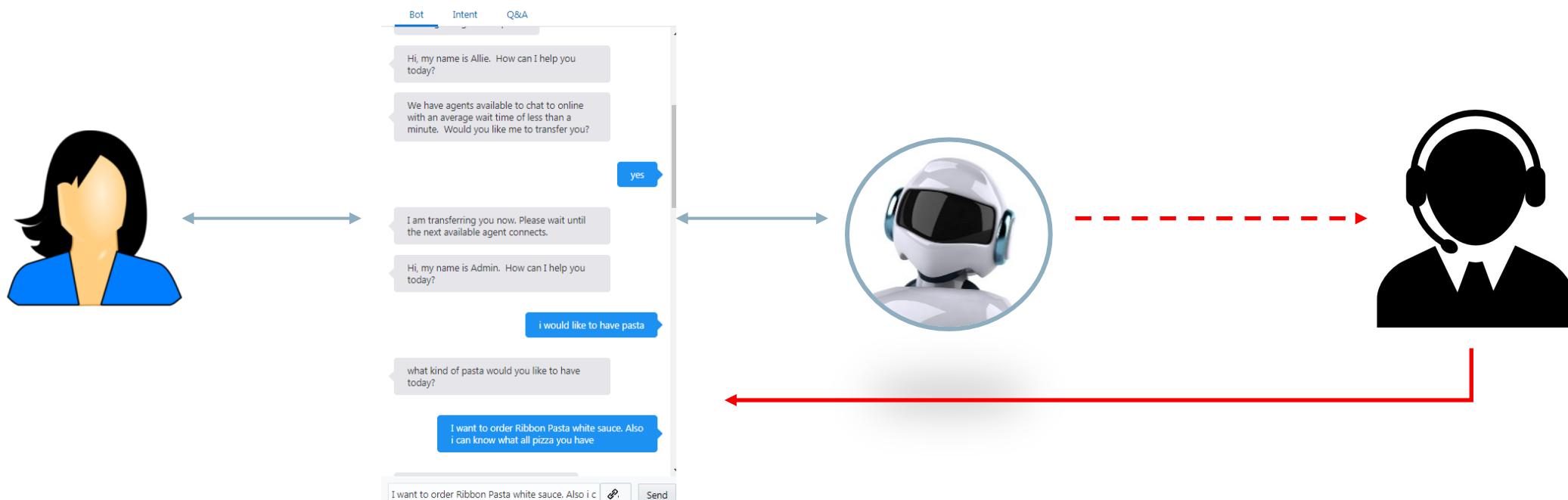
Agent Integration Overview

The Need for Human Agent Hand-Over

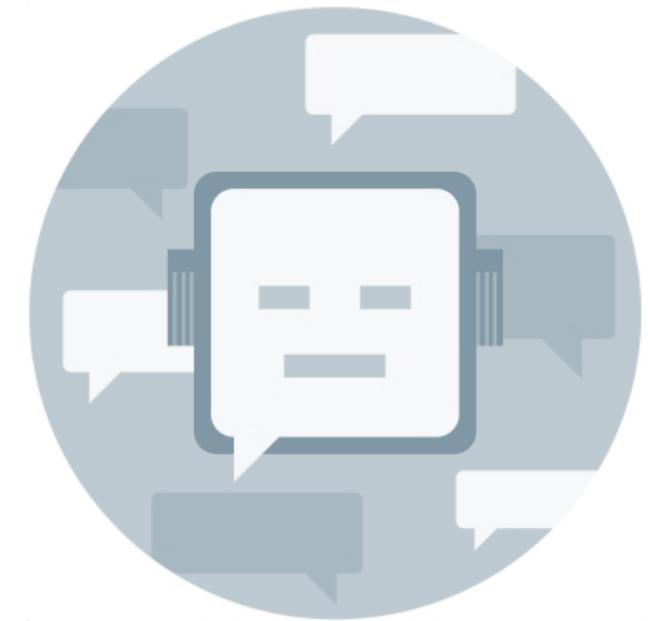
- Understanding natural language is notoriously difficult for a machine
 - Enable users to get unstuck
- Humans are unpredictable
 - Change their mind in the mid of a conversation
 - Are impatient
 - Don't follow instructions
- Chatbots often used in first level support
 - Answer frequent asked questions
 - Assist with low-tech engagements

Overview

- When this happens
 - The chatbot could transfer the current chat conversation to a human agent.
 - User should continue to stay in the same channel (web, messenger, app)



Oracle Intelligent Bots provides
inbuilt agent integration with
Oracle Service Cloud



Actors

- Bot User
 - Customer using our chatbot
 - User can be on any channel supported by Oracle Intelligent chatbot
- Chabot
 - Built using Oracle Intelligent chatbot
- Agent System
 - Receive and respond to the chat from their existing customer service application platforms like Oracle Service Cloud (RightNow), zendesk, Genesys etc.



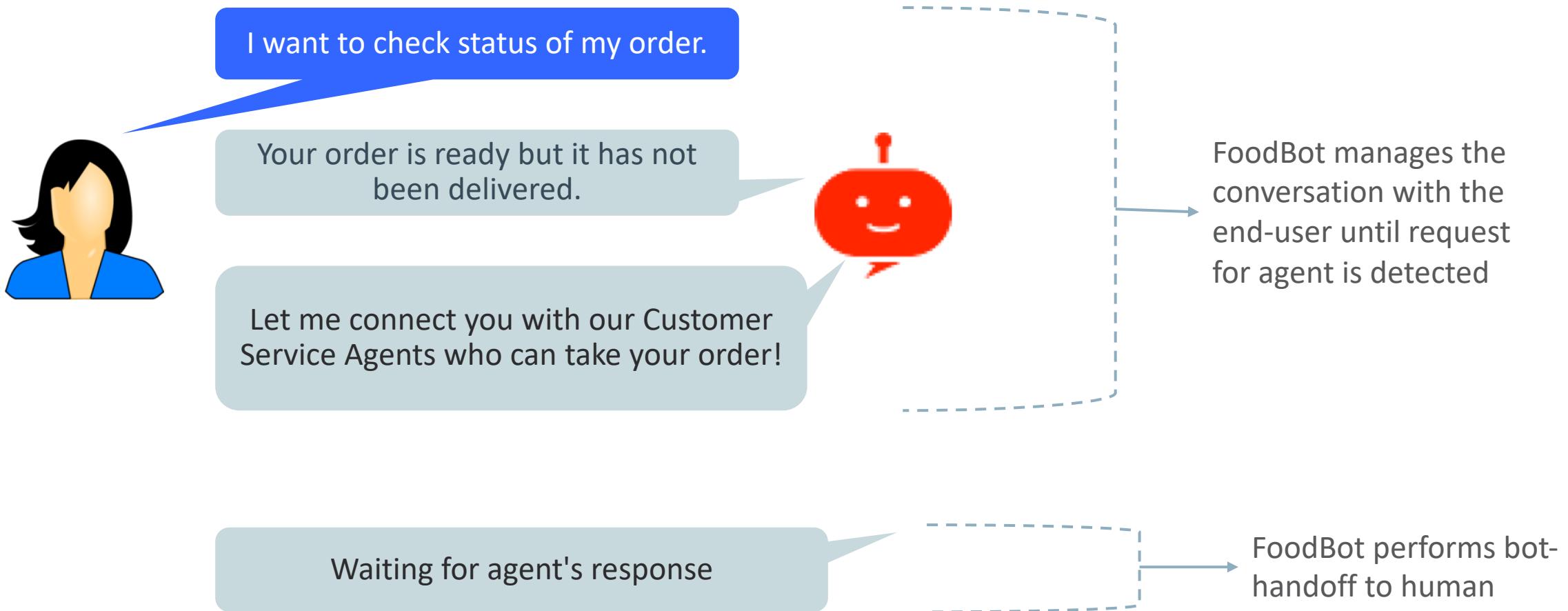
zendesk

 **GENESYS™**

Agent Integration

Use case

Use case – FoodBot Agent Integration



Use case – FoodBot Agent Integration



Hi, my name is Allie. Sorry to hear about the delay..

I just called the driver and he is outside your house now.

I apologize for the delay. May I offer a discount for your next purchase ? Use code "PIZZA50"

Is there anything else I can help you today with?

No, Thank-you so much!



Allie now types FoodBot's response and can see user's answers as if they were chatting one-to-one.

Allie can disconnect from conversation and FoodBot can continue

After Allie disconnects, FoodBot chatbot takes over

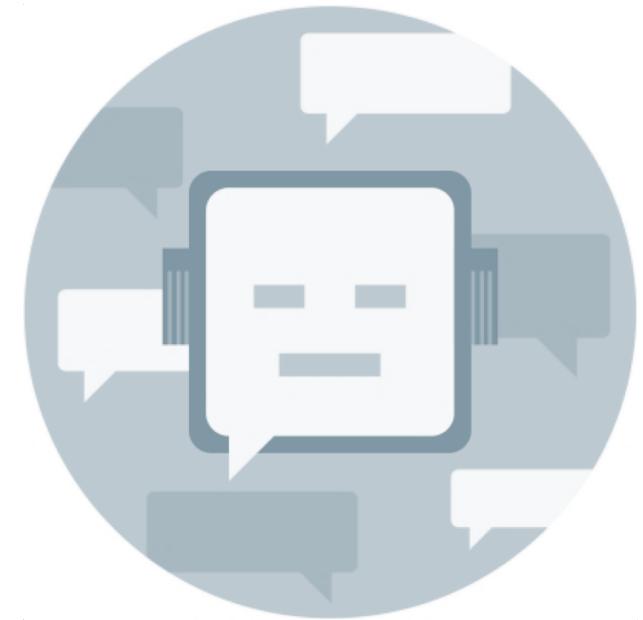
Agent Integration Framework Benefits

- Users communicate with a human agent using the same conversation channel they used when chatting with the bot
 - No context switch
 - Same messenger
- Agents
 - Receive user request and accept or decline the conversation
 - In the latter case, the bot takes over again
 - Have access to the complete conversation history of user interacting with the bot
 - Can execute bot flows to help users
- Once agent disconnect from conversation, the bot can continue

Agent Integration

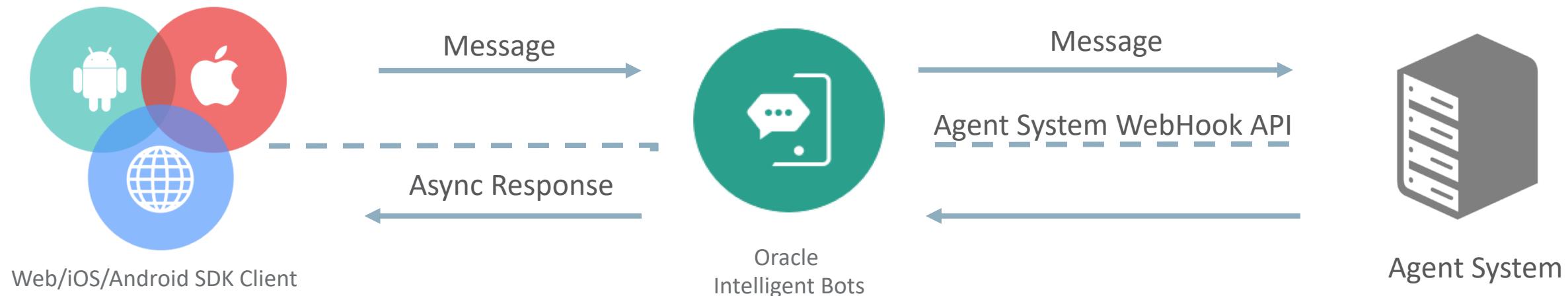
How It Works

**Oracle Intelligent Bots uses specific
agent webhook channels to integrate
with agent systems.**



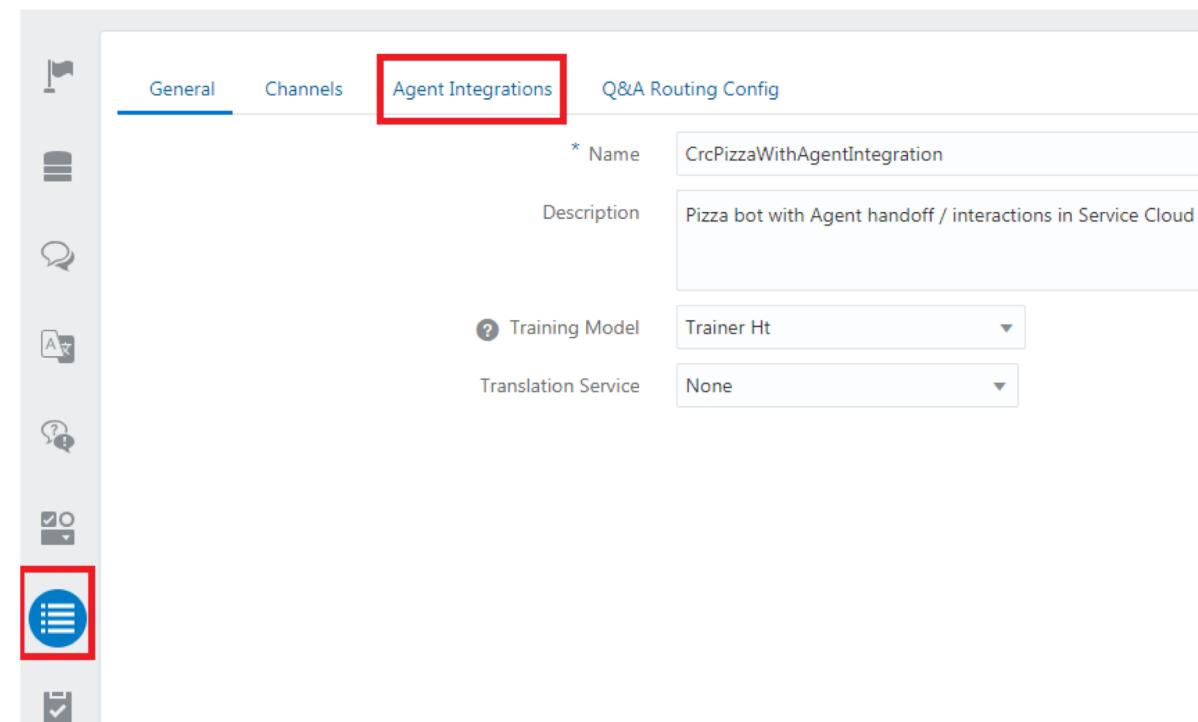
Agent Integration Flow

- Bot developer will add a special agent webhook channel to their bot
- The Agent Integration Framework uses this channel to initiate conversations and send agent messages



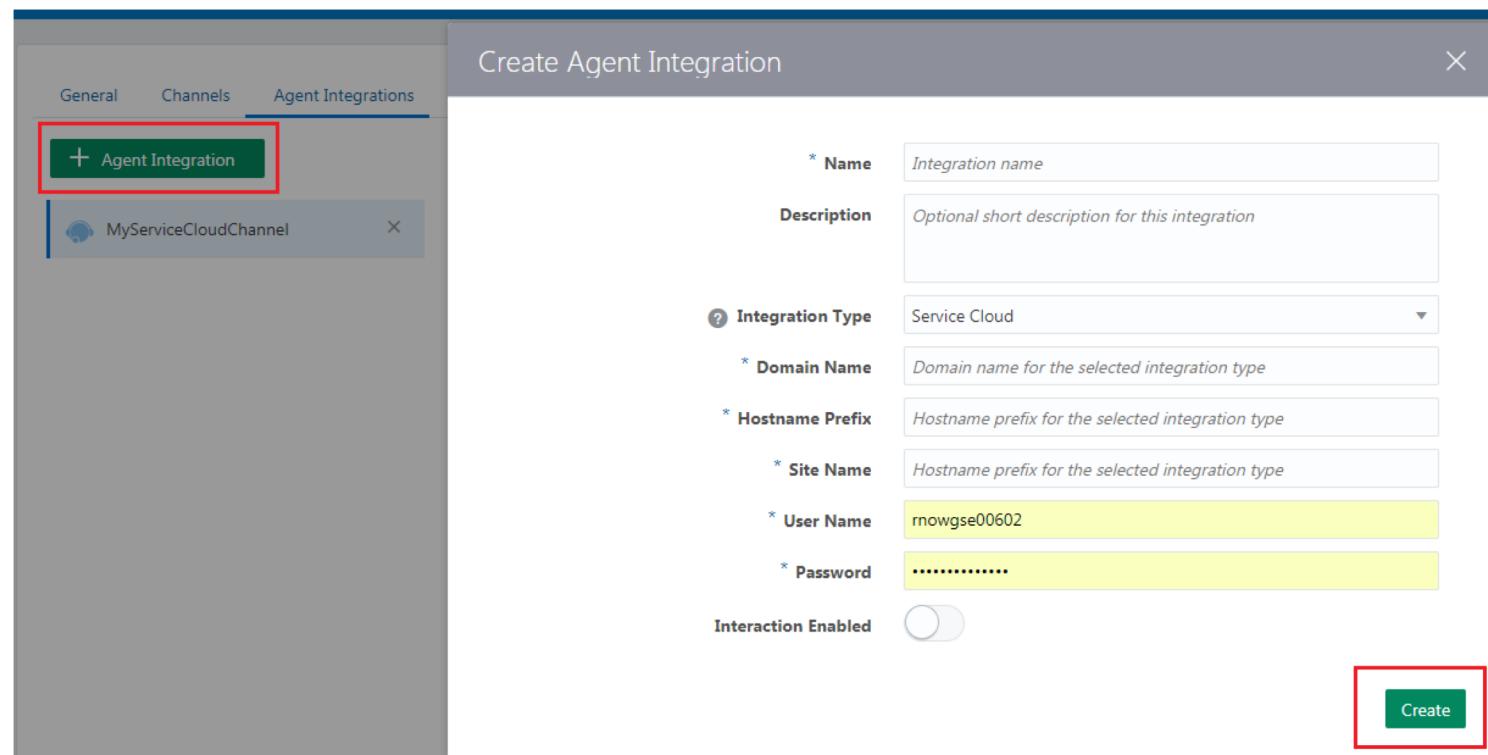
Configure Agent Integration

- A new Agent Integrations tab has been added to the Oracle Intelligent Bots UI and it's used to setup the connectivity between the Bot and the agent system.



Configure Agent Integration

- To create a new Agent Integration, click on the + Agent Integration button and fill up the details of your Oracle Service Cloud instance.



Configure Agent Integration

- You need to refer your service cloud instance to get details for hostname and site name prefix.

* Name	MyServiceCloudChannel
Description	Channel to connect to Agent System (Service Cloud in this case).
Integration Type	Service Cloud
* Domain Name	rightnowdemo.com
* Hostname Prefix	allegia[REDACTED]
* Site Name	allegiance[REDACTED]
* User Name	Admin1
? * Password	[REDACTED]
Interaction Enabled	<input checked="" type="checkbox"/>

Enable Bot-Human interaction from BotML

- There are two new System components that can be leveraged at design time to enable the Bot-Human hybrid interactions from within the Dialog Flow specification (BotML).
 - **System.AgentInitiation**
 - **System.AgentConversation**
- Through BotML you decide when you allow the user to be passed to agent
 - User specifically requests to speak to agent
 - Use case is handled only by an agent
 - Sentiment analysis - user is angry/upset?

Add Agent Initiation component to Dialog Flow

```
agentInitiation:  
  component: "System.AgentInitiation" → Initiates the handshake with external  
properties:  
  agentChannel: "MyServiceCloudChannel" → Agent system  
  agentActions: "OrderPizza,ShowMenu" → Name of the channel  
  nlpResult: "iResult" → List of actions that will be available for human  
transitions:  
  actions:  
    accepted: "agentConversation" → Agent that can be directly fired  
    rejected: "reject" → Action to be taken once ticket is accepted in  
                           External agent system  
                           Action to be taken if no agent is available
```

Add Agent Conversation component to Dialog Flow

```
agentConversation:  
  component: "System.AgentConversation"  
  properties:  
    agentChannel: "MyServiceCloudChannel"  
    nlpResult: "iResult"  
transitions:  
actions:  
  ShowMenu: "ShowMenu"  
  OrderPizza: "OrderPizza"
```

→ Manages message processing between the user and the agent

→ Name of the channel

FoodBot Dialog Flow with Agent Integration

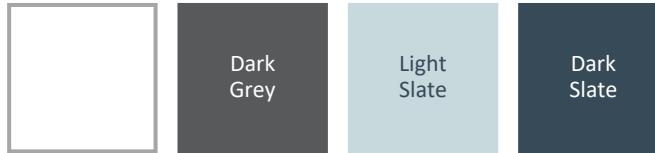
```
OrderPasta:
  component: "System.Output"
  properties:
    text: "We only make the freshest, made to order Pastas around here - Let me connect you with our Customer Service Agents who can take your order!"
    keepTurn: true
  transitions: {}
updateEmail:
  component: "System.SetVariable"
  properties:
    value: "KingK@UpTheIrons.com"
    variable: "profile.email"
  transitions: {}
agentInitiation:
  component: "System.AgentInitiation"
  properties:
    agentChannel: "MyServiceCloudChannel"
    agentActions: "OrderPizza,ShowMenu"
    nlpResult: "iResult"
  transitions:
    actions:
      accepted: "agentConversation"
      rejected: "reject"
agentConversation:
  component: "System.AgentConversation"
  properties:
    agentChannel: "MyServiceCloudChannel"
    nlpResult: "iResult"
  transitions:
    actions:
      ShowMenu: "ShowMenu"
      OrderPizza: "OrderPizza"
      ...
```

System.AgentInitiation and System. AgentConversation system components enable the Bot-Human hybrid interactions from within the Dialog Flow specification (BotML).

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Oracle Color Palette

Lights/Darks



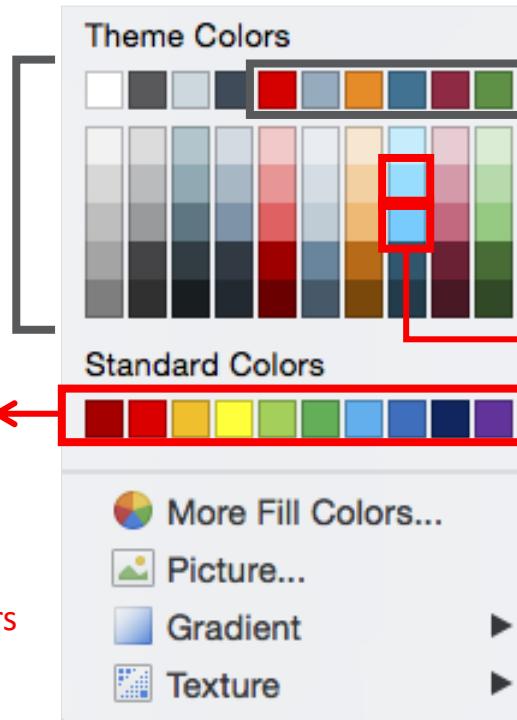
Accents and default chart color order



Note: Colors used in this PPT template have been optimized specifically for use in PowerPoint, and they intentionally vary from the master brand RGB color values. For further RGB color guidance for use beyond PowerPoint, please reference the [Oracle Brand Guidelines](#).

Theme Colors

Theme Colors are approved Oracle primary colors

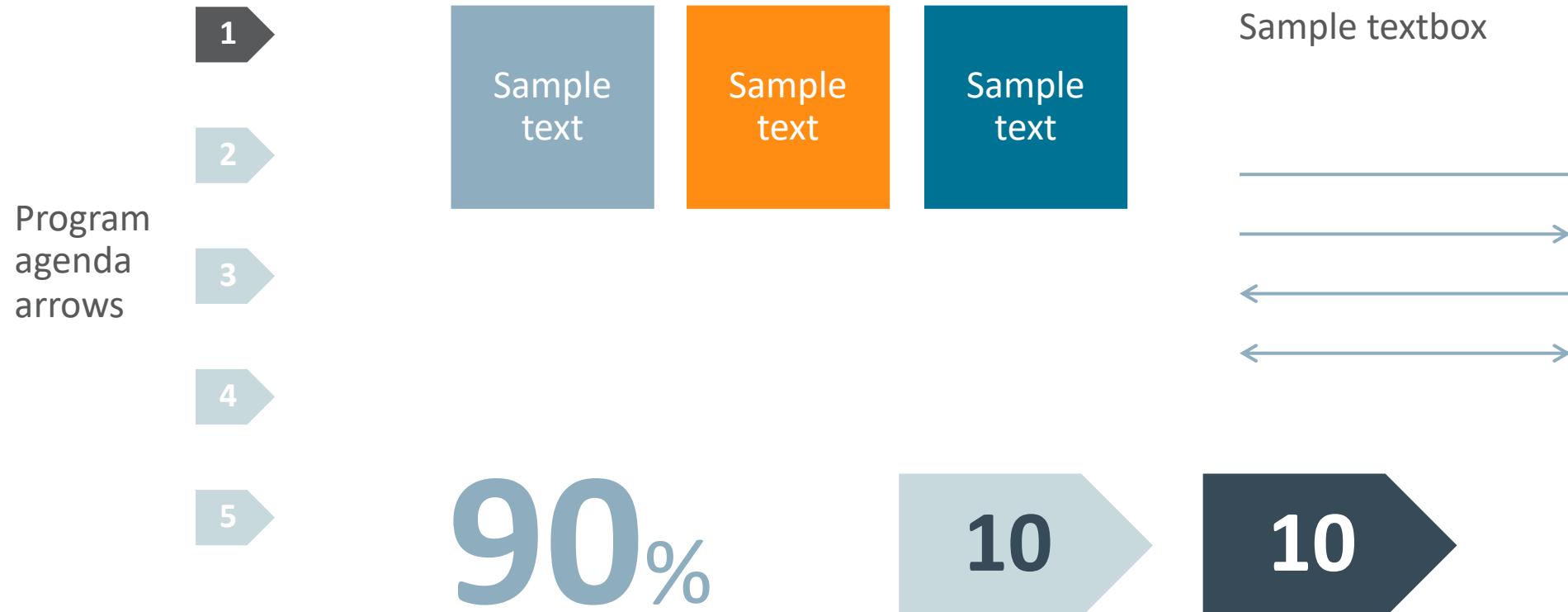


Use these Accent colors **first**

Note: Do not use
Standard Colors or
Recent Colors as they
are generic Microsoft
colors and are not
approved Oracle colors

Graphic Shapes: Premade sample shapes to copy and paste for greater ease of use

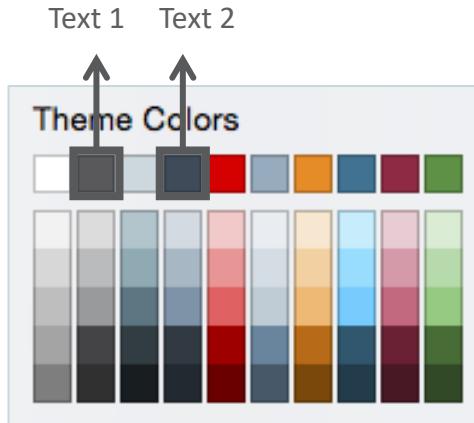
Sample subtitle—copy and paste as needed



Text and Background Contrast

Use **White** text over dark backgrounds and **Text 1** or **Text 2** over light backgrounds.

Oracle Color Palette



	Background 2	Accent 2	Accent 3	Accent 4	Accent 5	Accent 6
Text 1	Text 1 Text 2	White	White	White	White	White
Text 2	Text 2	Text 1 Text 2	Text 1 Text 2	Text 1 Text 2	Text 1 Text 2	Text 1 Text 2
White	Text 2	Text 1 Text 2	Text 1 Text 2	N/A	Text 2	Text 2
White	White	Text 1 Text 2	Text 1 Text 2	N/A	White	Text 2
White	White	White	White	White	White	White