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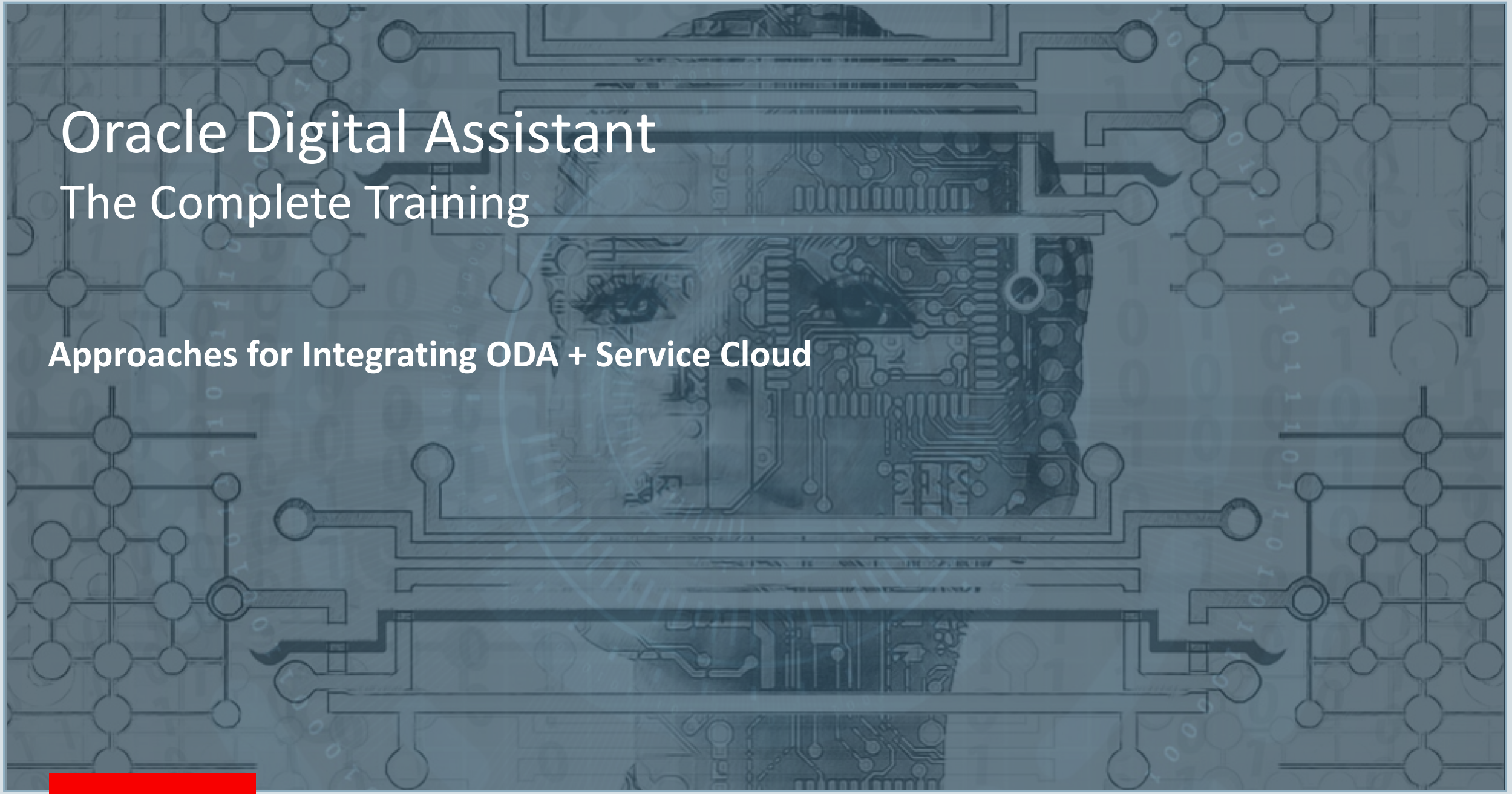
# Oracle Digital Assistant

## The Complete Training

**Approaches for Integrating ODA + Service Cloud**



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# Topic agenda

1. Types of ODA/Service Cloud integration
2. Key differences
3. ODA escalating to Service Cloud flow
4. ODA as an agent in Service Cloud flow

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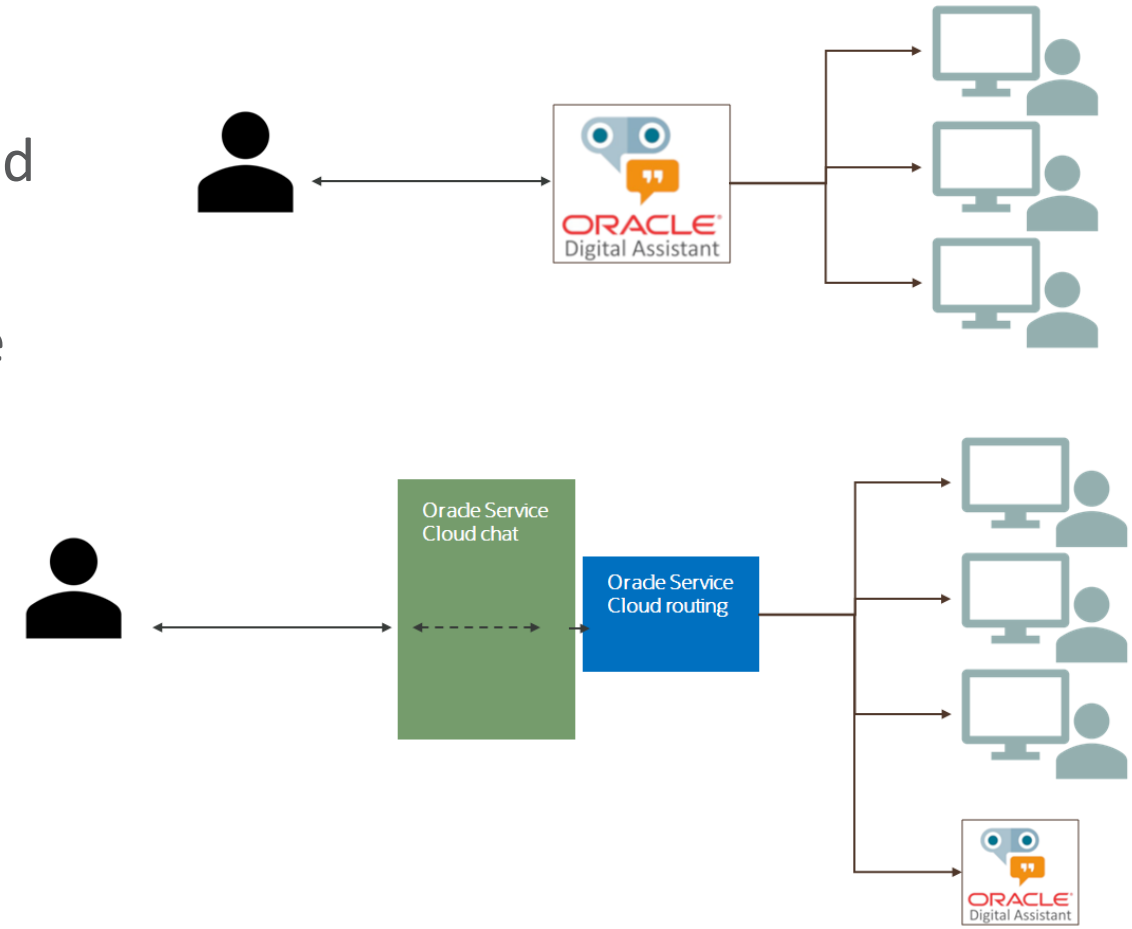
# Skills

## Human agent integration

- Integrate ODA with call center
  - Digital assistant can help with call center load
  - Agents focus
  - Introduce agent as and when it makes sense
    - Escalation, high value call, complex question
- Architecture options
  - Digital assistant fronts call center
  - Digital assistant as an agent

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# More about option 1 (escalation from DA chat)

- Agents only get calls when escalated so there will always be a conversation hand off.
- It’s best used when clients want to have a standalone digital assistant that can also escalate to humans, if needed.
- This approach uses the publicly-available Service Cloud API.
- Not all features of the Service Cloud chat client are available in the API (e.g., typing indicators).

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# More about option 2 (ODA as an agent)

- This approach is best used when a client has a “pre-chat form” and an established chat support implementation.
- There is no disruption to call center or agent workflow. Agents get calls using the same interface experience as before.
- All features of the Service Cloud chat client are available for the users and agents.
- This approach is only available to ODA (no other chat providers will have this level of integration).
- Clients must have Service Cloud 19c or later.

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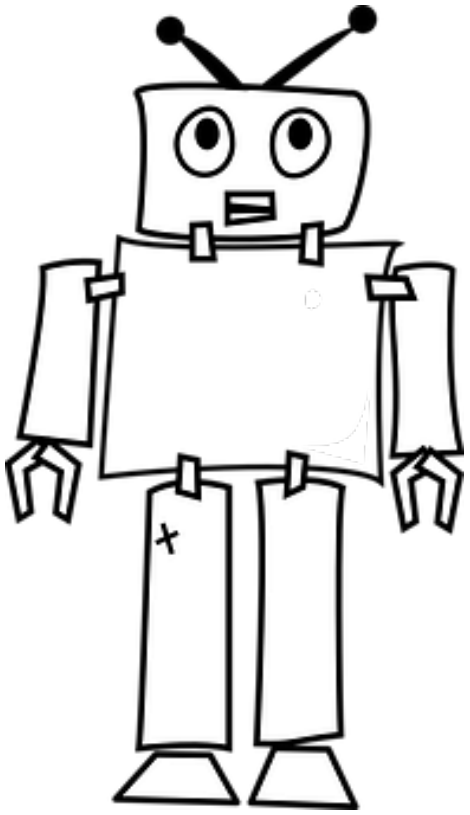
One way to think about the differences is by considering **where the conversation started** and **how the Digital Assistant was engaged by the user**



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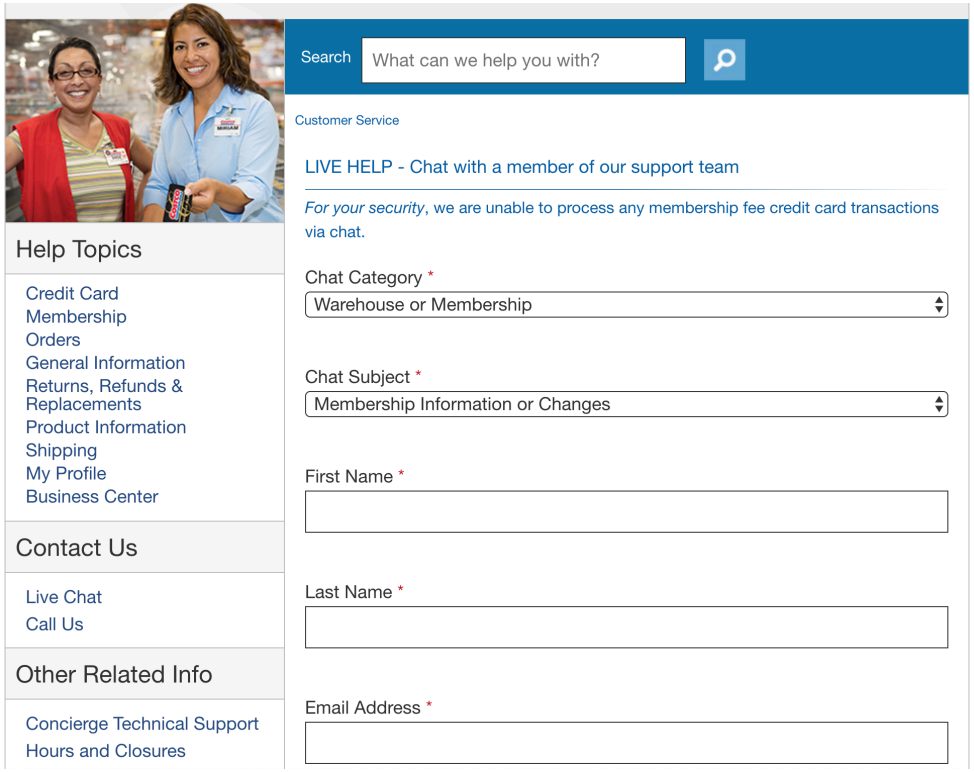
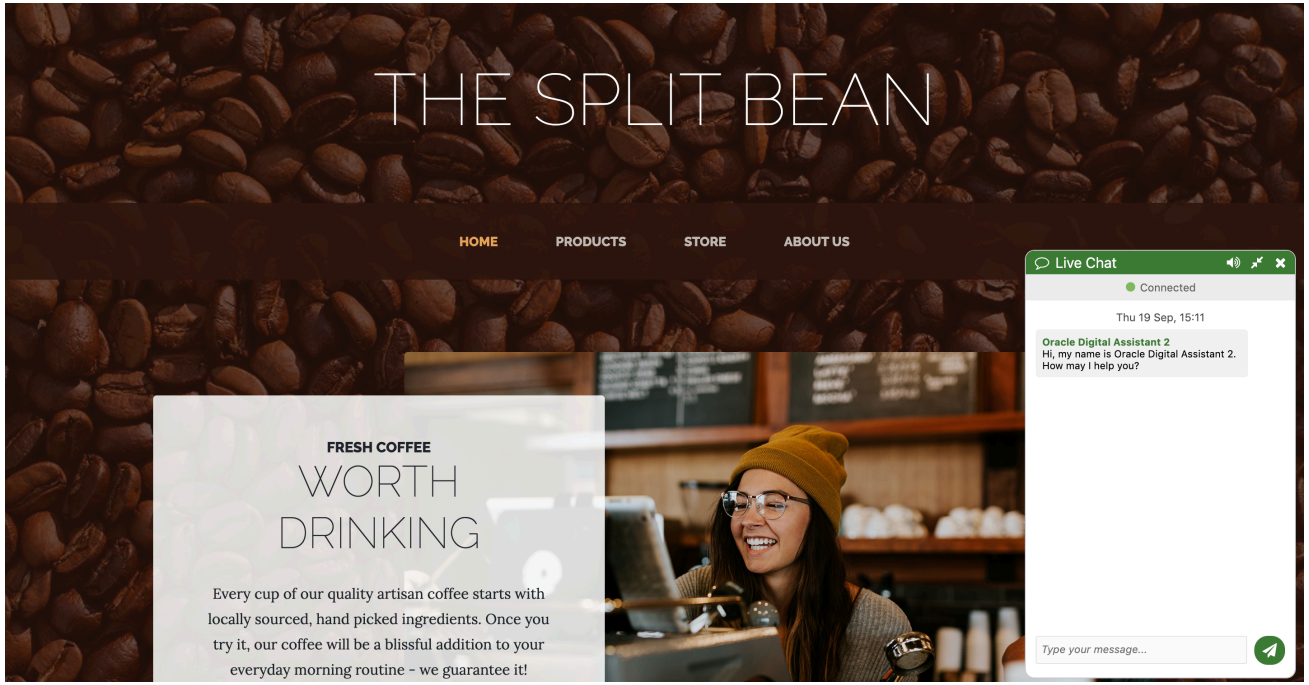
# Users interact through standard Service Cloud Live Chat or through inlay Live Chat

## ODA as an Agent (Pre-chat form)




## ODA Escalation

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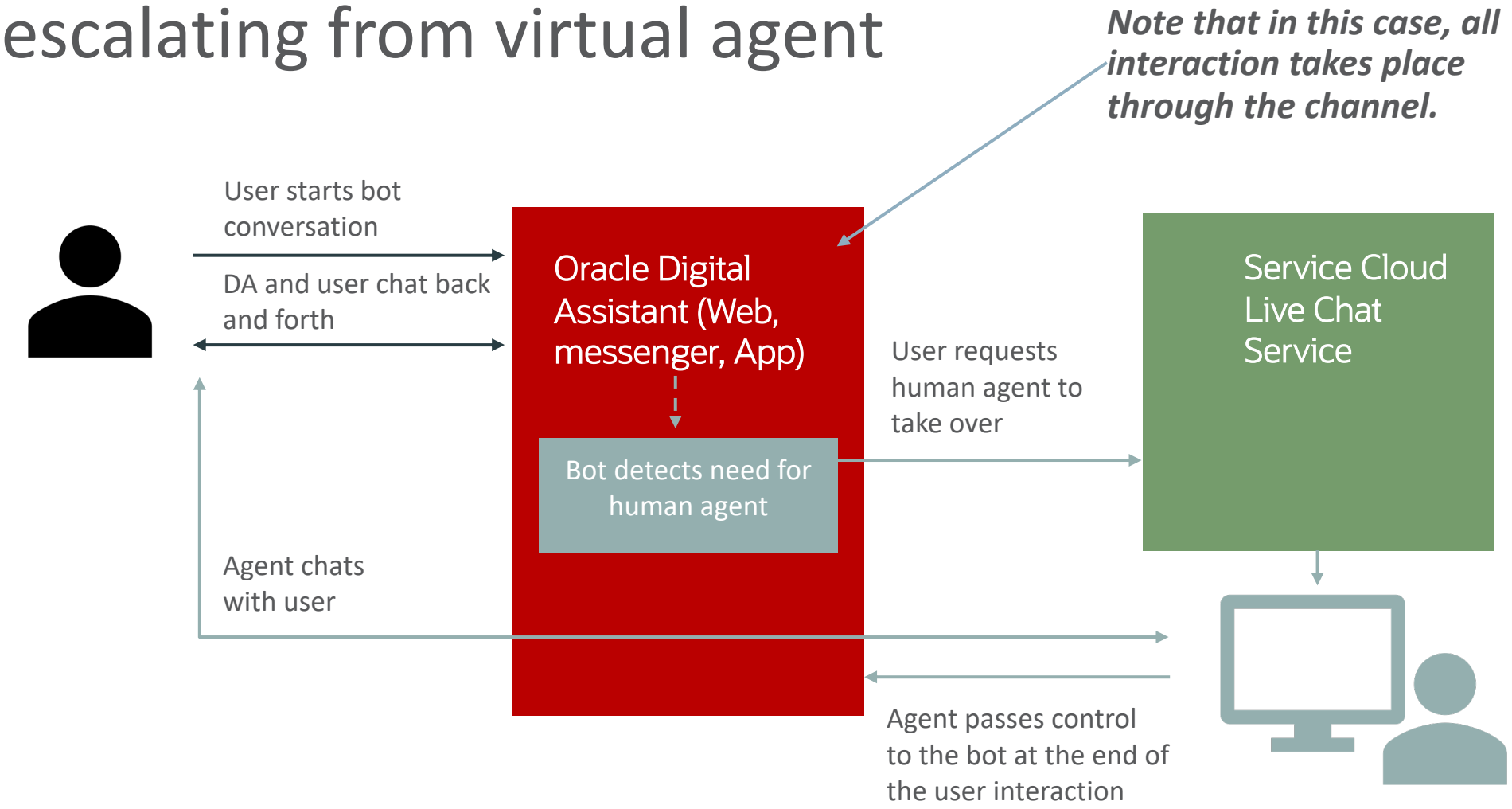
# ODA escalating from virtual agent

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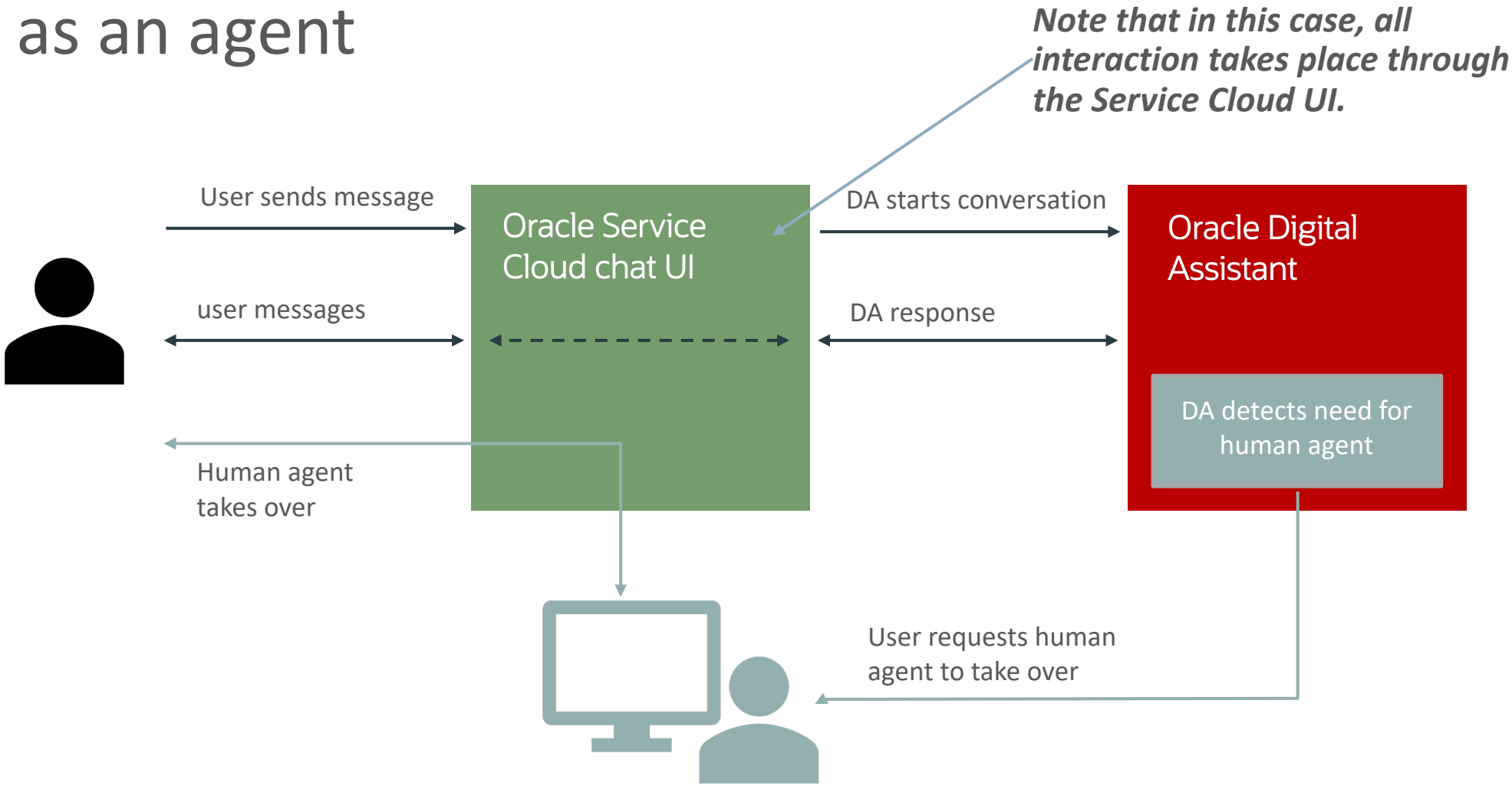
# ODA as an agent

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