

ORACLE®

Oracle Digital Assistant

The Complete Training

Built-in channels

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 ➤ Channel overview
- 2 ➤ How to configure with DA and skill bot
- 3 ➤ Web SDK (overview, integration, customization)

Topic agenda

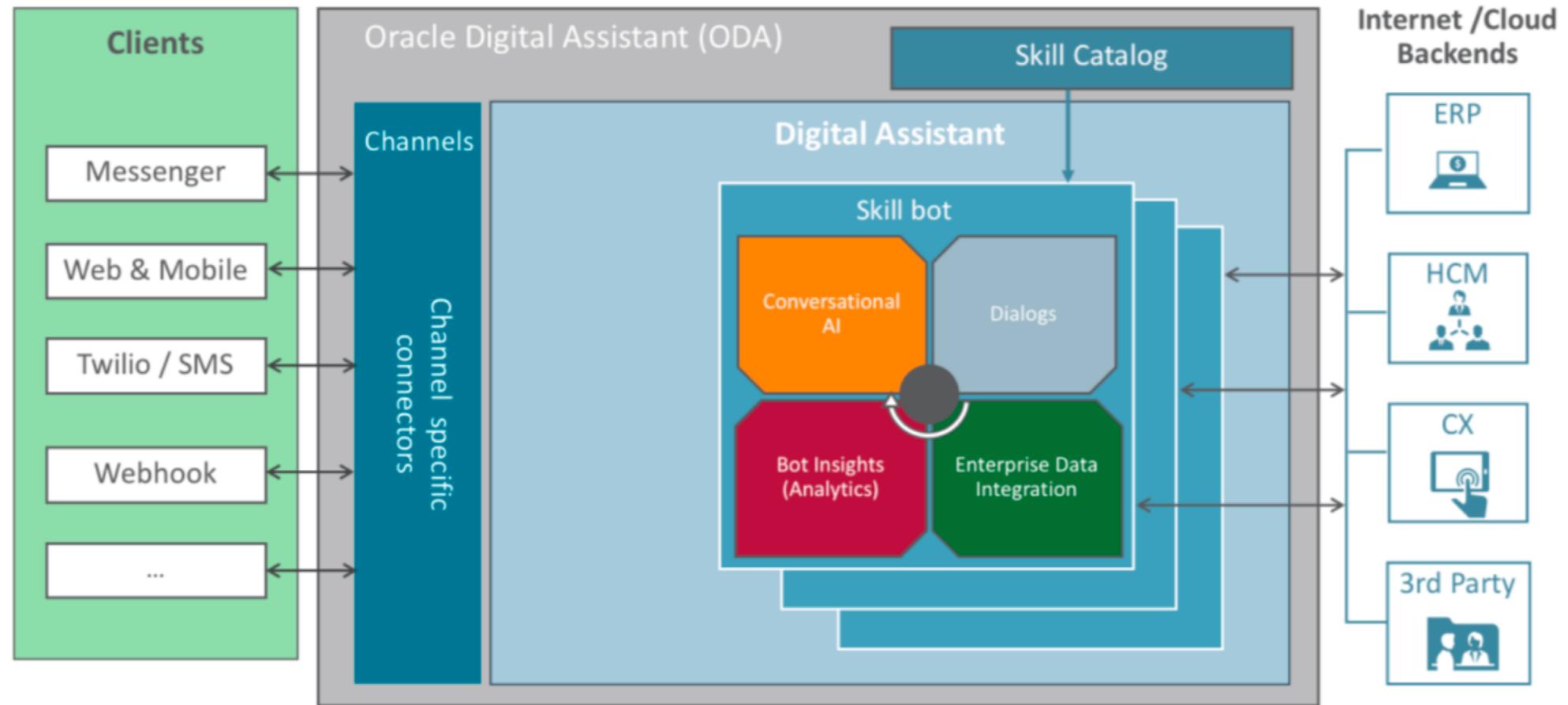
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Supporting users with multiple messaging platforms

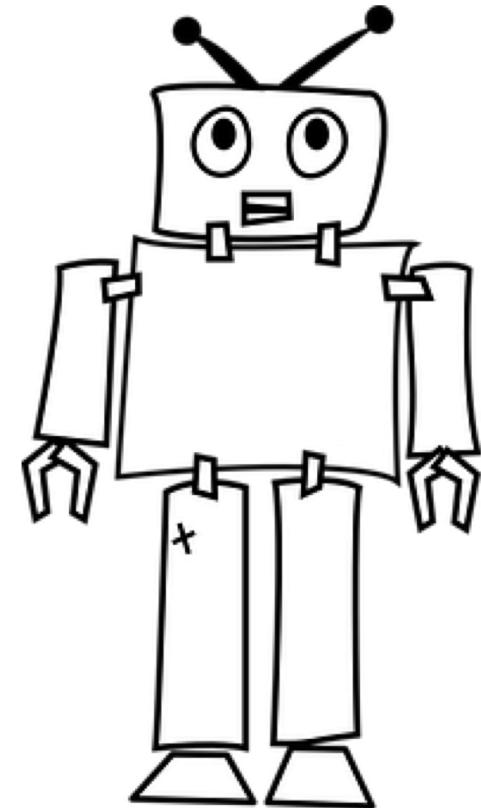
- The more messaging services you need to support the more infrastructure you need to put in place
- Every messaging service has a unique set of features
 - Text-only
 - Images
 - Carousel



User channel configuration

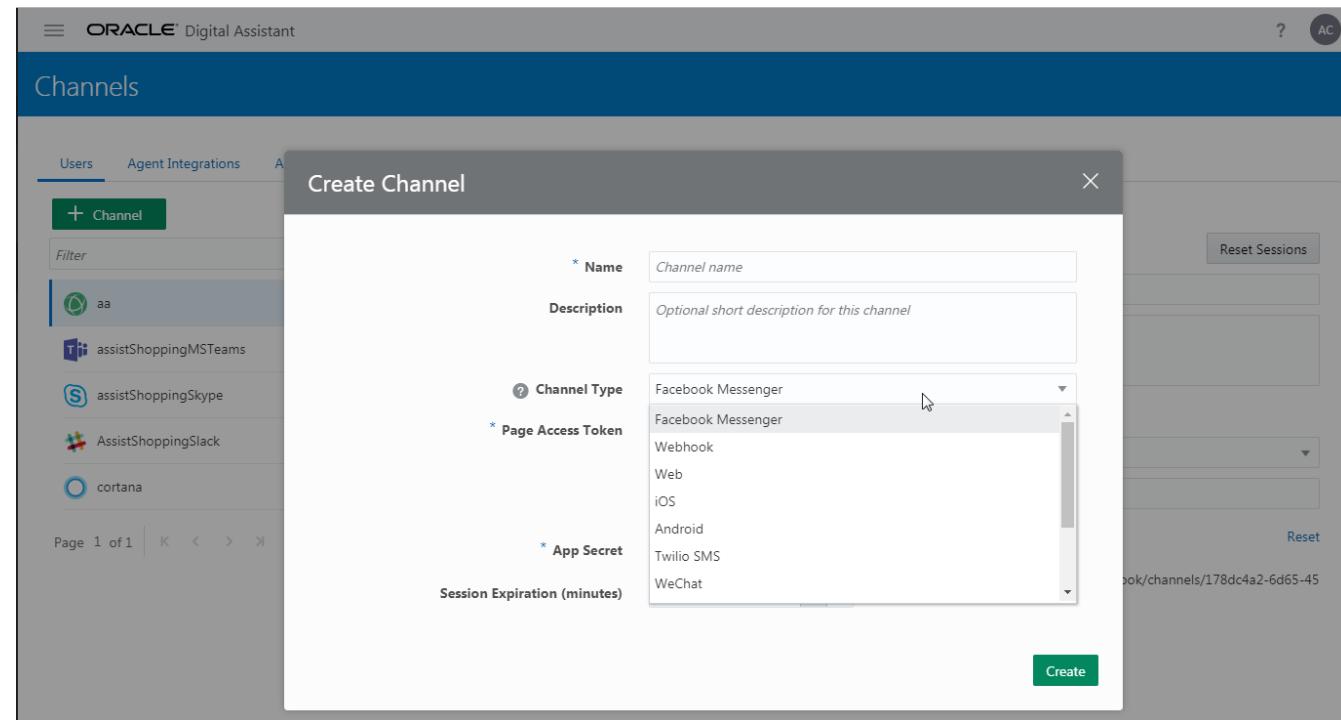


Channels carry the chat back and forth from users on various messaging platforms to the DA and its various skill bots.



Channel types

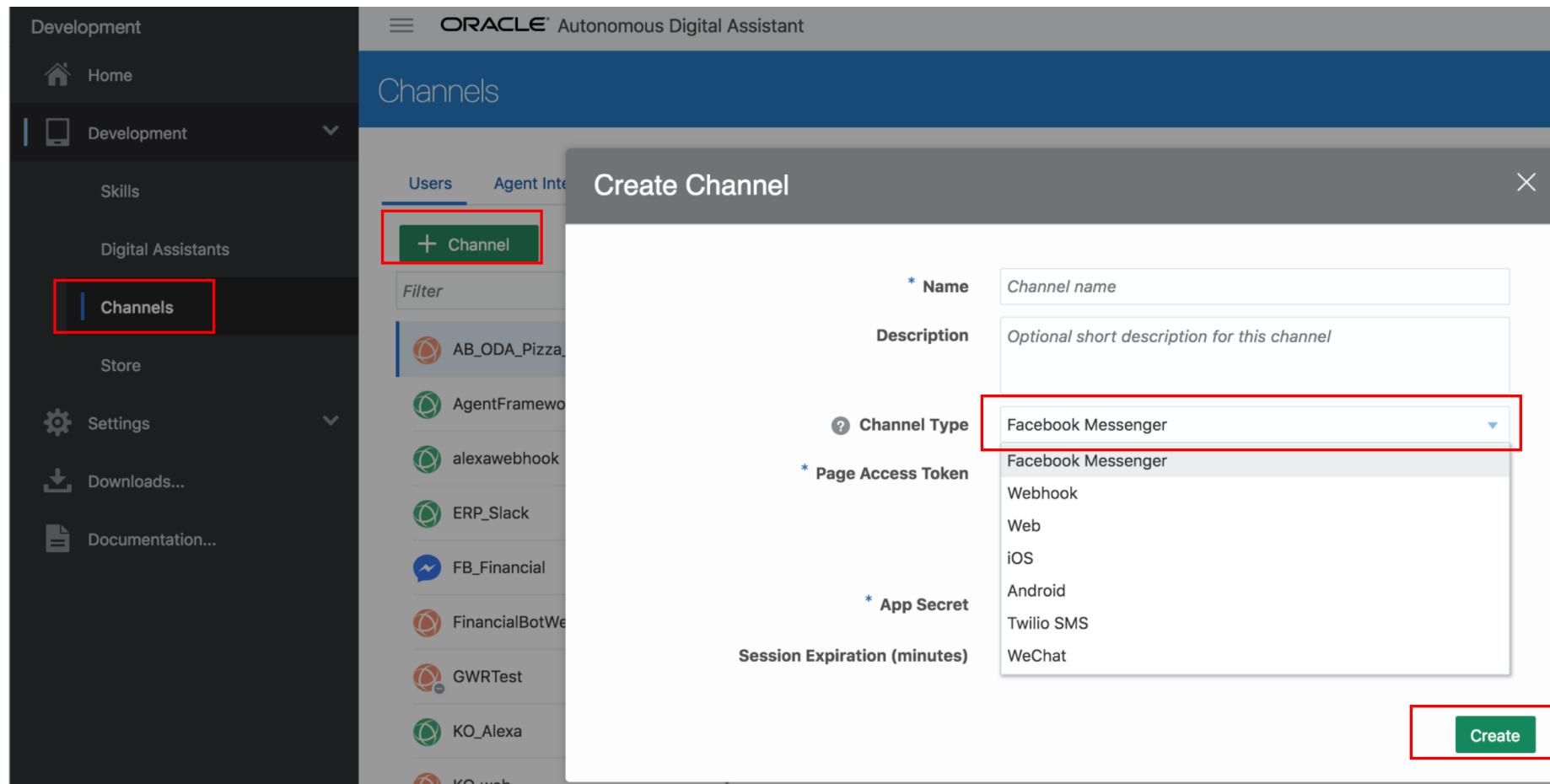
- Users
 - Facebook, Twilio SMS and WeChat
 - Android, iOS apps and Web page
 - Webhook
- Applications
 - Event-initiated conversations
- Agent Integrations
 - Service Cloud
- System
 - Skill Tester



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User channel creation



User channel routing

Route To **Select skill or digital assistant to route messages to** 

Channel Enabled 

* Name AB_ODA_Pizza_Web_Channel

Description AB_ODA_Pizza_Web_Channel

Channel Type Web

App Display Name AB_ODA_Pizza_Web_Channel

App Id 5e30ac305a5b30002205e7f9

App Token 0q8ejlllCaw98pbqkels447

Session Expiration (minutes) 60  Default

Route To **Select skill or digital assistant to route messages to** 

Channel Enabled 

* Name  Stop Channel Routing

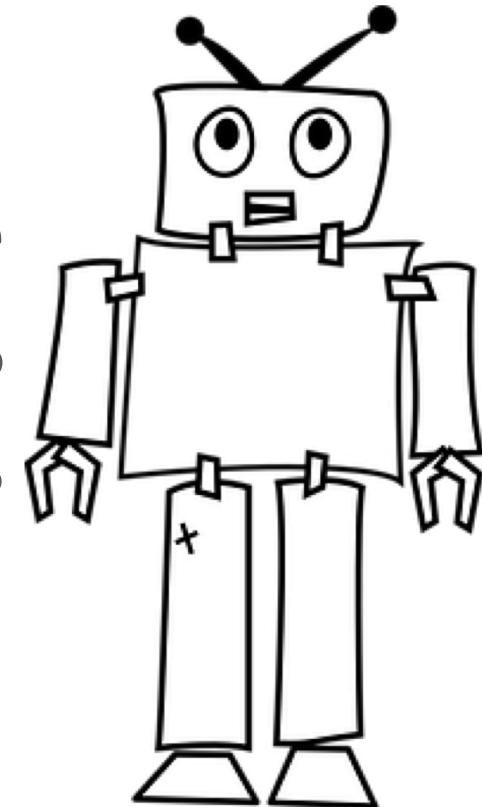
Filter 

Channel Type	App Display Name	App Id	App Token	Session Expiration (minutes)
Financial	A_Tamer_Financial	1.0		
UI	A_Tamer_UI	1		
WhatsApp	A_WhatsApp	1.0		
Retail	AB_DA_Fin-Pizza_Retail	1.0		

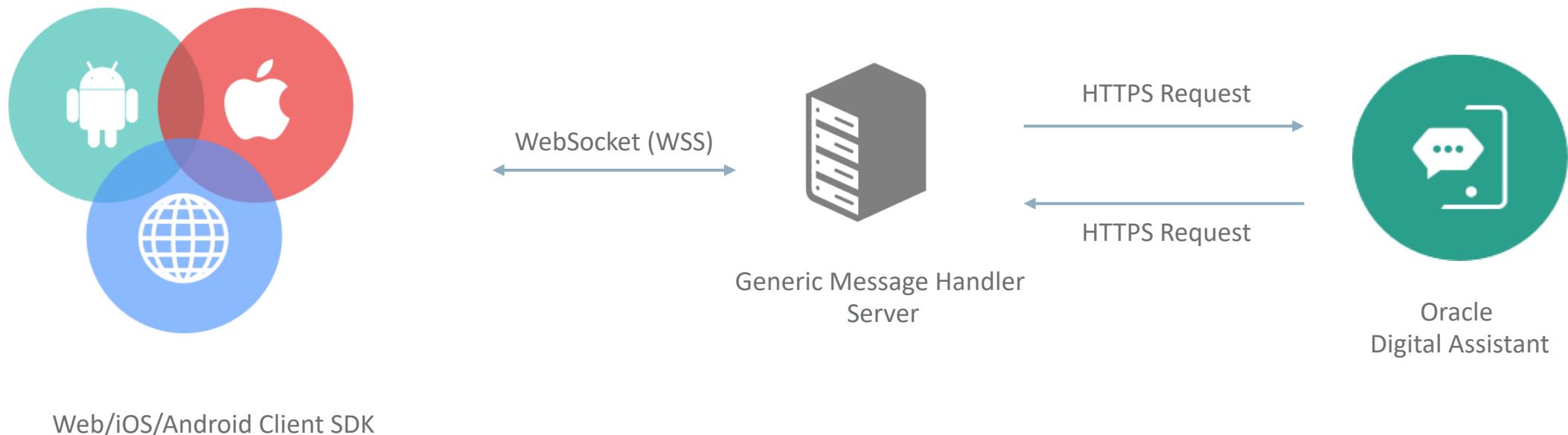
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**Oracle provides client SDKs to integrate
Oracle Digital Assistant with Android, iOS
and Web applications**

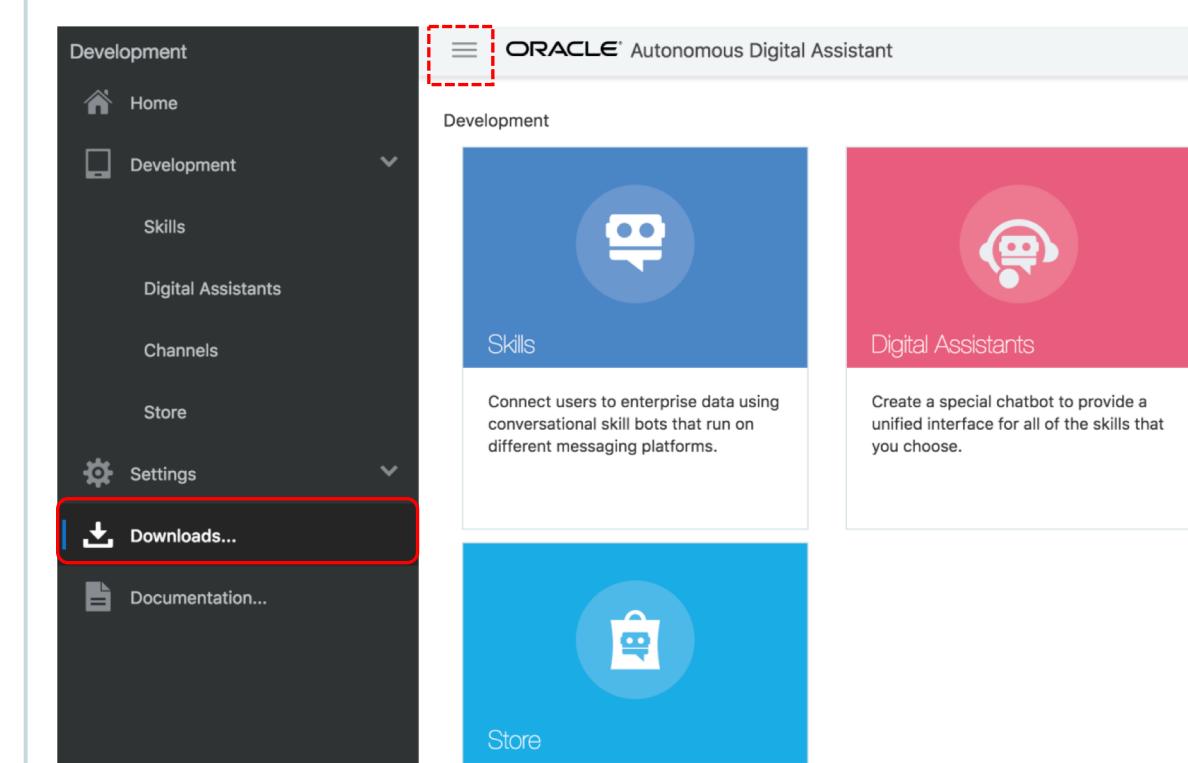


How the client SDK works



Oracle Digital Assistant client SDKs

- Customizable messenger SDKs that can be added to Android, iOS, Web page or hybrid mobile app
- Download SDK from
 - Downloads section link
 - Simple steps to add the client SDK to your app



Adding the web client SDK to your web site

- Include the web messenger on your web page
 - Add the following code towards the end of the <head> section

```
<script>
  !function(e,t,n,r) {
    function s () {
      //implementation : see client - sdk documentation
    } (window,document,"Bots", "<sdk-folder-url>")
</script>
```

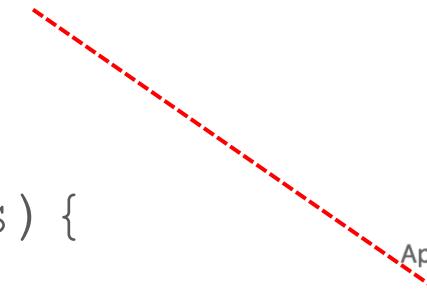


Replace <sdk-folder-url> with the URL where the SDK is hosted

Adding the web client SDK to your web site

- Initialize the web messenger where you want to enable chat capabilities

```
<script>
  Bots.init({
    appId: "your_app_id"
  }).then(function (res) {
  });
</script>
```



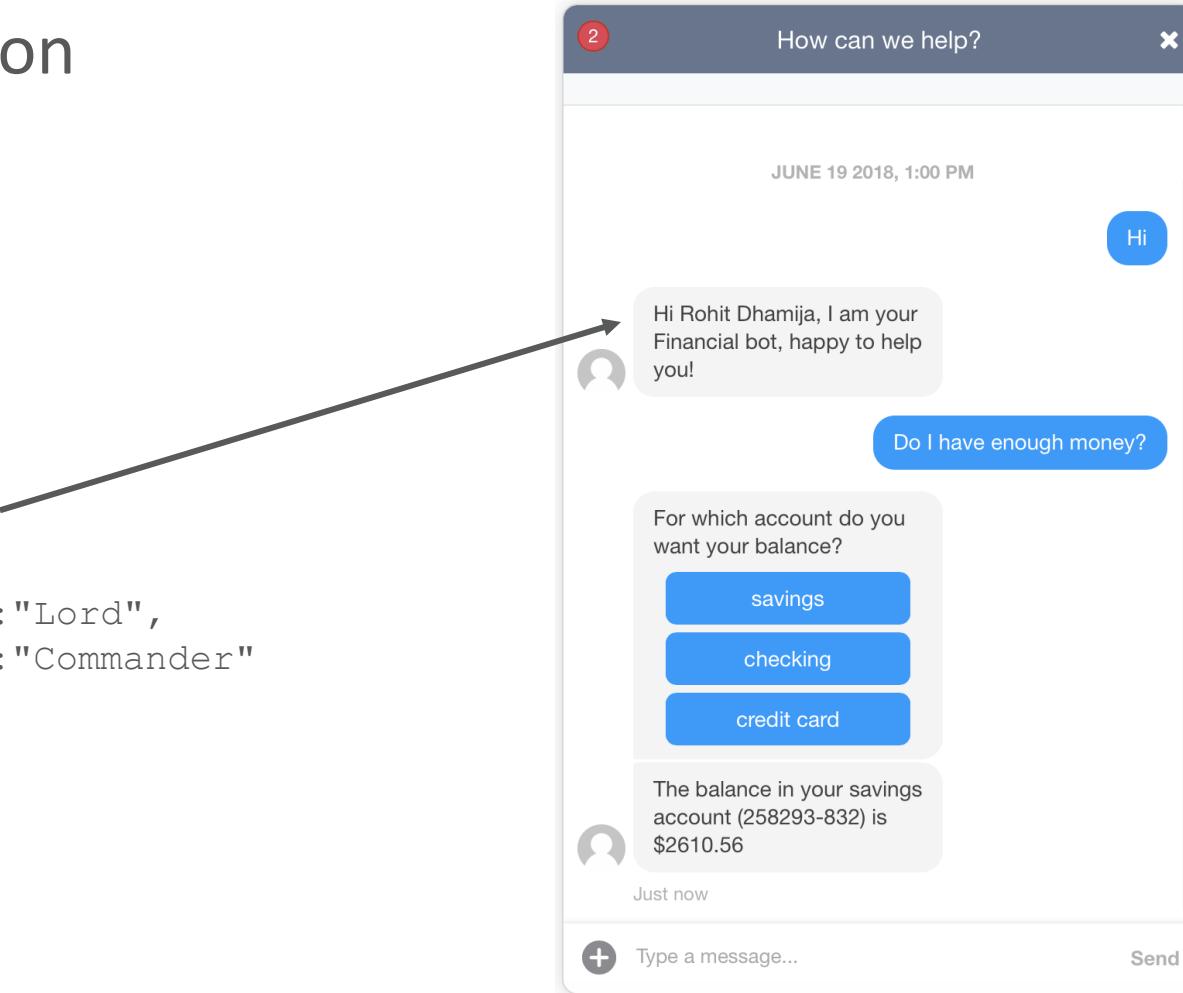
The screenshot shows a configuration interface for a channel. The 'Route To' field is set to 'SearchPatentBot DRAFT • 1.0'. The 'Channel Enabled' toggle switch is turned on. The 'Name' field is set to 'RD_WebChannel'. The 'Description' field contains the placeholder text 'Optional short description for this channel'. The 'Channel Type' is set to 'Web'. The 'App Display Name' field is also set to 'RD_WebChannel'. The 'App Id' field is highlighted with a red dashed border and contains the value '5-24-517d07-0-00221f...-20'. The 'App Token' field contains the value '8ab75c2415w74jua8cm8cf00'. The 'Session Expiration (minutes)' field is set to '60'.

Route To	SearchPatentBot DRAFT • 1.0
Channel Enabled	<input checked="" type="checkbox"/>
* Name	RD_WebChannel
Description	Optional short description for this channel
Channel Type	Web
App Display Name	RD_WebChannel
App Id	5-24-517d07-0-00221f...-20
App Token	8ab75c2415w74jua8cm8cf00
Session Expiration (minutes)	60

Adding the web client SDK to your web site

- Update user profile information

```
<script>
  Bots.init({
    appId: "your_app_id"
  }).then(function (res) {
    Bots.updateUser(
      {
        "givenName": "Rohit",
        "surname": "Dhamija",
        "properties": {
          "userCustomVariable1": "Lord",
          "userCustomVariable2": "Commander"
        }
      }
    ).catch(function (err) {
      console.error(err);
    });
  });
</script>
```



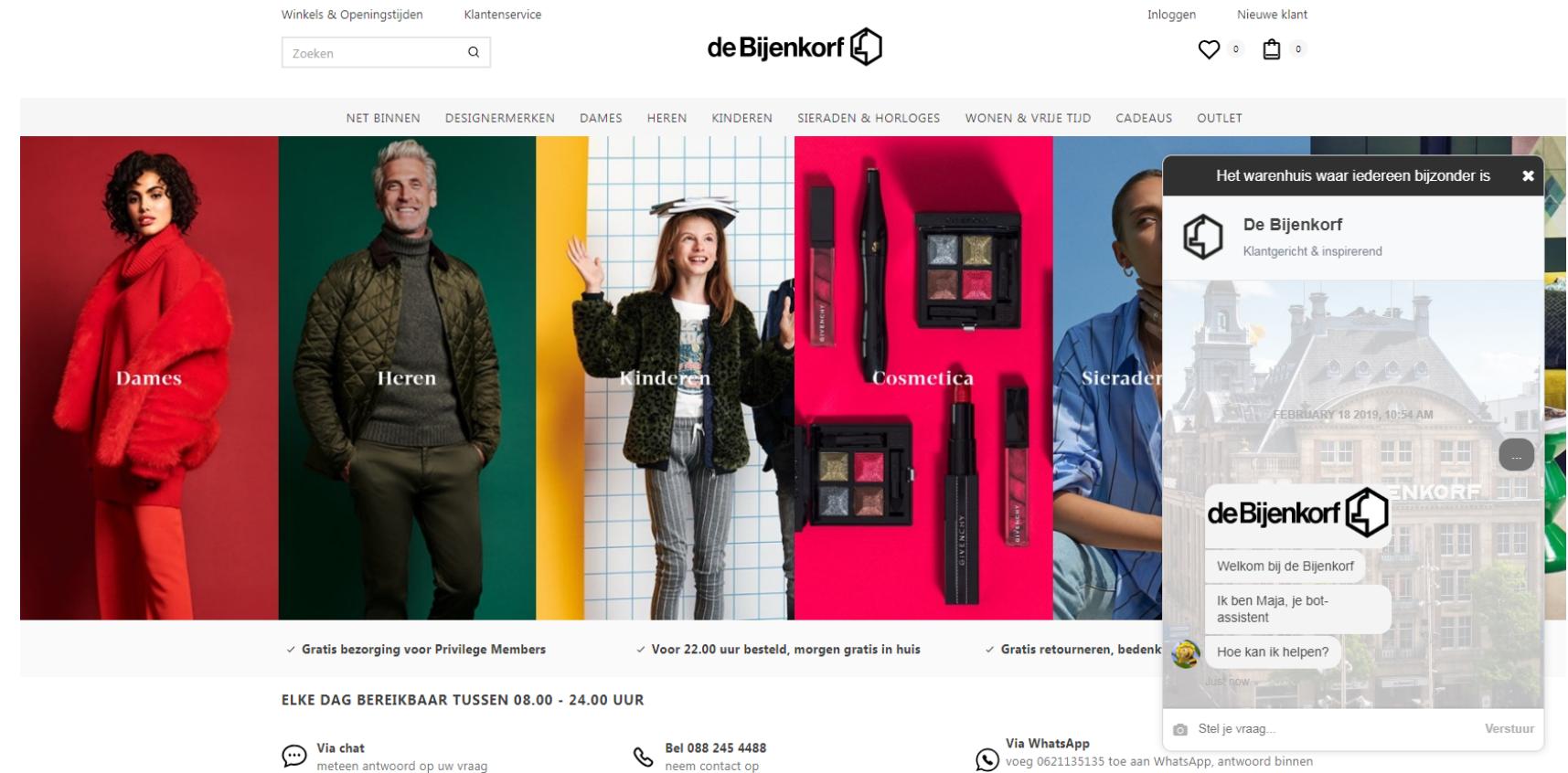
Adding the web client SDK to your web site

- Accessing user profile information in the dialog flow

```
states:
  -
    outputGenericProfileVariables:
      component: "System.Output"
      properties:
        keepTurn: true
        text: "Generic profile variables \n\n
              First name: ${profile.firstName.value} \n
              Last name: ${profile.lastName.value}"
    transitions: {}
  |
outputCustomProfileVariables:
  component: "System.Output"
  properties:
    keepTurn: true
    text: "Custom variables \n\n
          userCustomVariable1: ${profile.userCustomVariable1.value} \n
          userCustomVariable2: ${profile.userCustomVariable2.value}"
  transitions:
    return: "done"
```

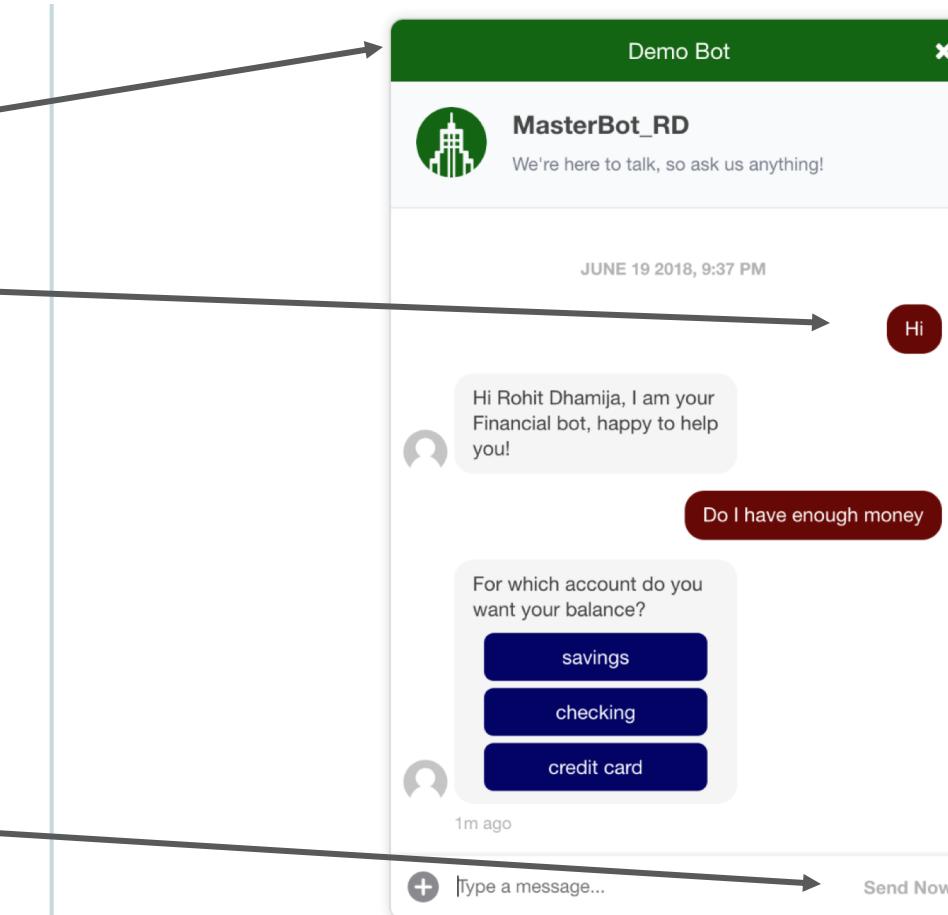
Customizing the web messenger SDK

- Icons
- Sounds
- Colors
- Locale
- Text
- Style
- Date localization



Customize web messenger demo

```
<script>  
Bots.init({  
    appId: "5b2253aa1f0cd100221d3974",  
    customColors: {  
        brandColor: '006600',  
        conversationColor: '660000',  
        actionColor: '000066',  
    },  
  
    customText: {  
        headerText: 'Demo Bot',  
        inputPlaceholder: 'Type a message...',  
        introductionText: 'We\'re here to talk, so ask us anything!',  
        messageSending: 'Sending...',  
        messageDelivered: 'Delivered!',  
        sendButtonText: 'Send Now',  
    }  
}).then(function (res){  
}); </script>
```





Oracle Digital Assistant Hands-On

TBD

Integrated Cloud Applications & Platform Services

ORACLE®