

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 ➤ Channel configuration
- 3 ➤ Client SDK for JavaScript (deprecated)
- 4 ➤ Oracle Web SDK
- 5 ➤ Optimizing responses based on the channel

Topic agenda

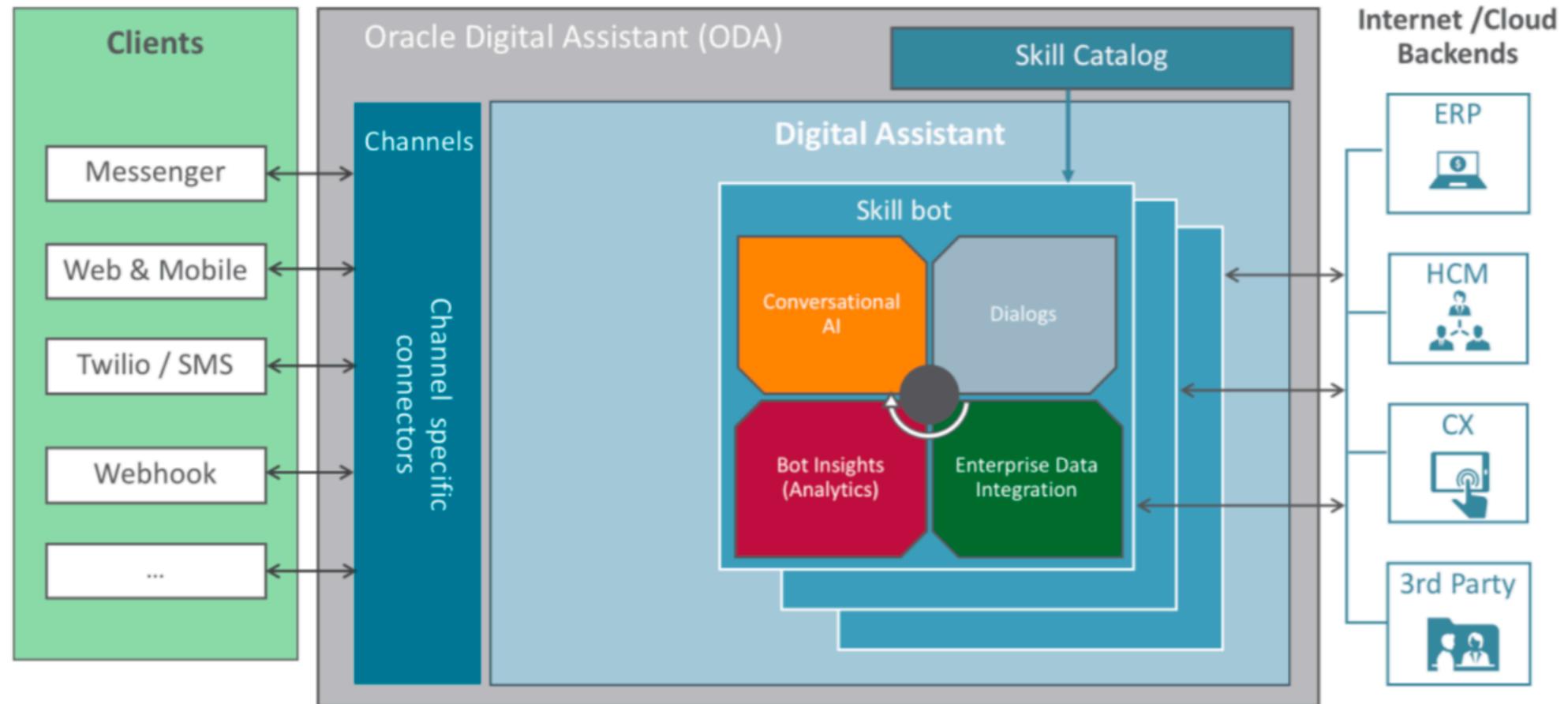
- 1 ➤ Channel overview
- 2 ➤ Channel configuration
- 3 ➤ Client SDK for JavaScript (deprecated)
- 4 ➤ Oracle Web SDK
- 5 ➤ Optimizing responses based on the channel

Supporting users with multiple messaging platforms

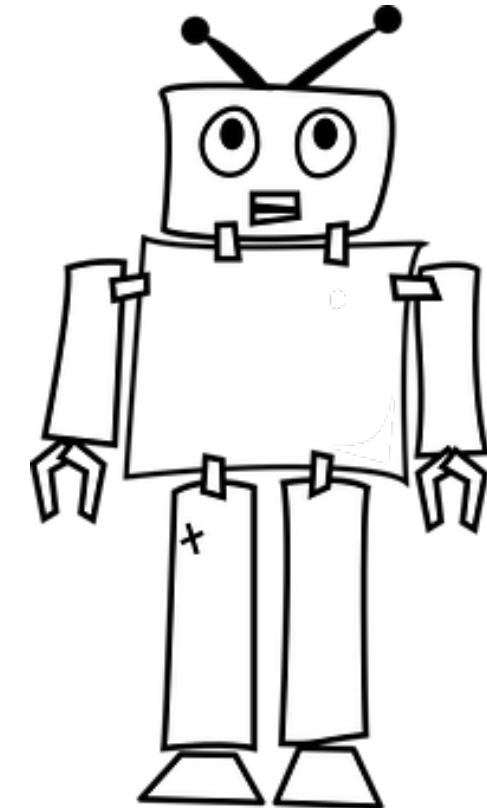
- The more messaging services you need to support the more infrastructure you need to put in place
 - Messages need to be queues
 - Each messaging service has a different payload
- Every messaging service has a unique set of features
 - Text-only
 - Images
 - Carousel



User channel configuration

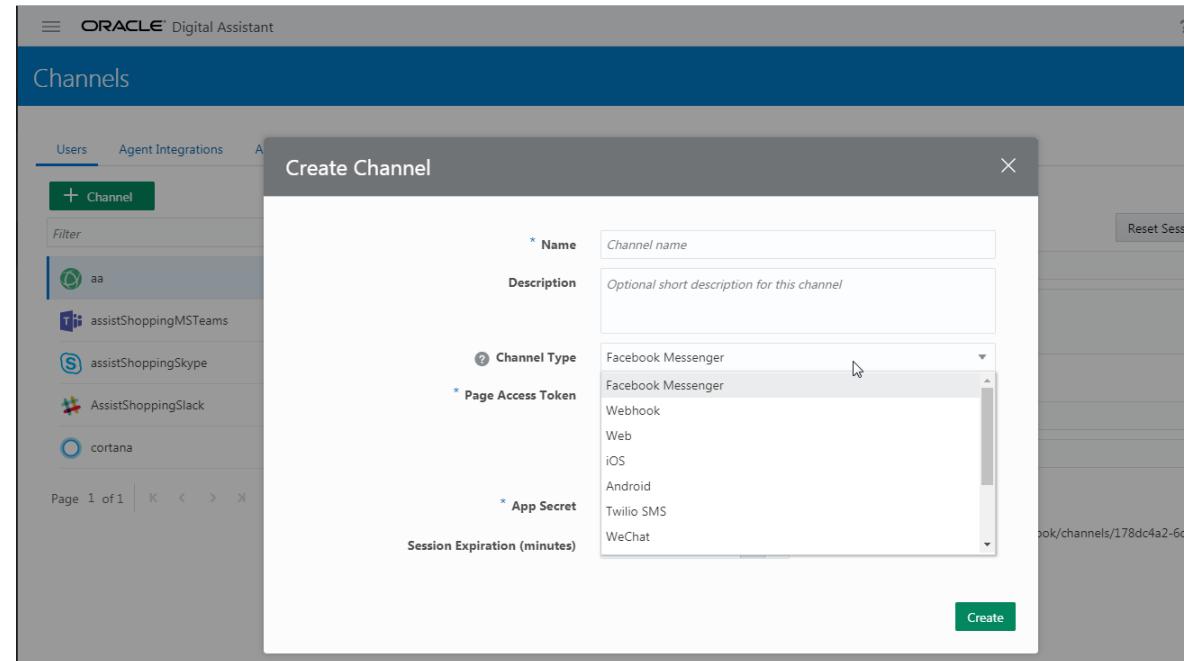


Channels are adapters that dispatch conversation between messengers and the bot. This includes message formatting.



Channel types

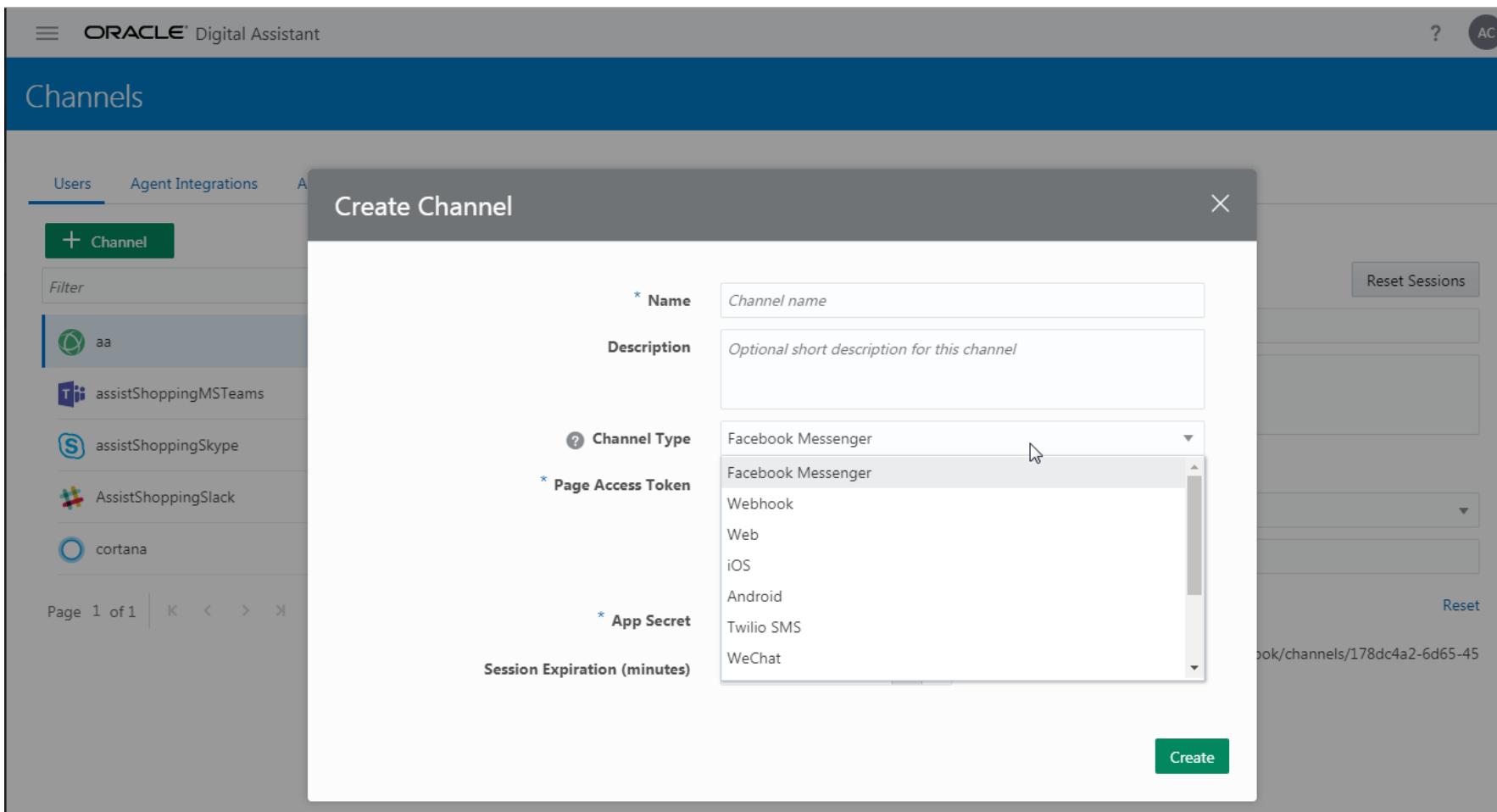
- Users
 - Facebook, Twilio SMS, WeChat, Slack, Cortana, MS Teams, Skype for Business
 - Android, iOS apps and Web page
 - Webhook
- Applications
 - Event-initiated conversations
- Agent Integrations
 - Service Cloud
- System (skill tester)



Topic agenda

- 1 ➤ Channel overview
- 2 ➤ Channel configuration
- 3 ➤ Client SDK for JavaScript (deprecated)
- 4 ➤ Oracle Web SDK
- 5 ➤ Optimizing responses based on the channel

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 5c30ac305a5b39002205e7f9

App Token 0q8ojrllk6aw98pbqkolo4l47

Session Expiration (minutes) 60  Default

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

Channel Enabled 

* Name 

Description 

Channel Type 

App Display Name 

App Id 

App Token 

Session Expiration (minutes) 

 Stop Channel Routing

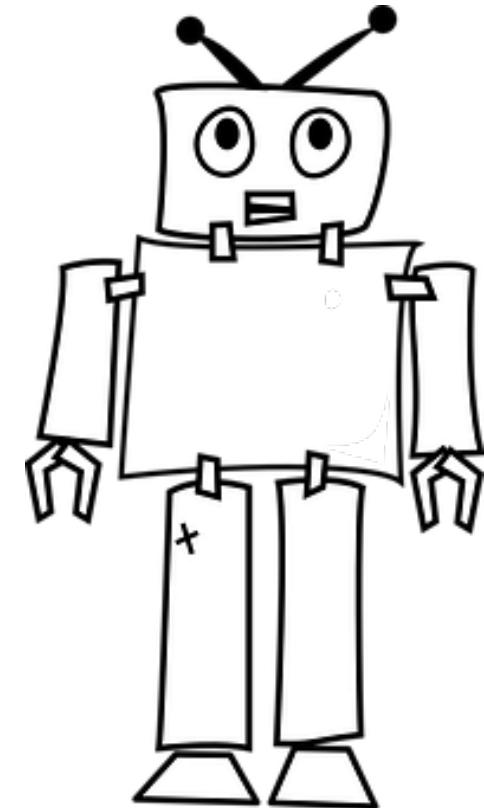
Filter 

 A_Tamer_Financial 1.0 Financial Virtual Assistant
 A_Tamer_UI 1
 AWhatsApp 1.0
 AB_DA_Fin-Pizza_Retail 1.0

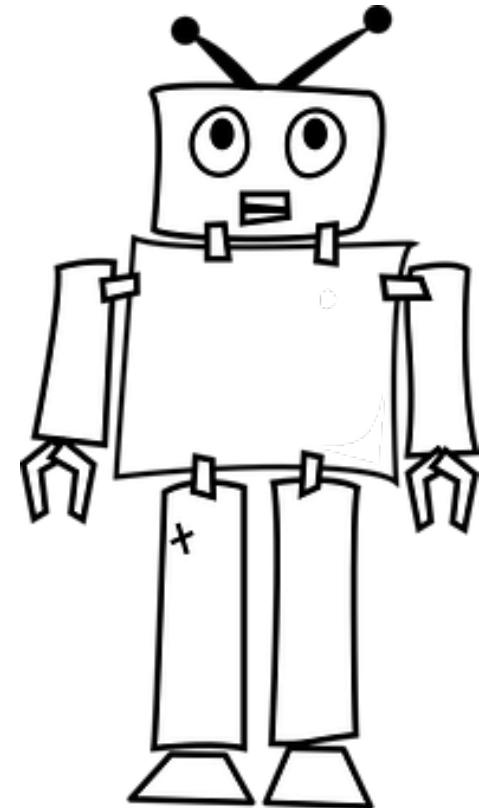
Topic agenda

- 1 ➤ Channel overview
- 2 ➤ Channel configuration
- 3 ➤ Client SDK for JavaScript (deprecated)
- 4 ➤ Oracle Web SDK
- 5 ➤ Optimizing responses based on the channel

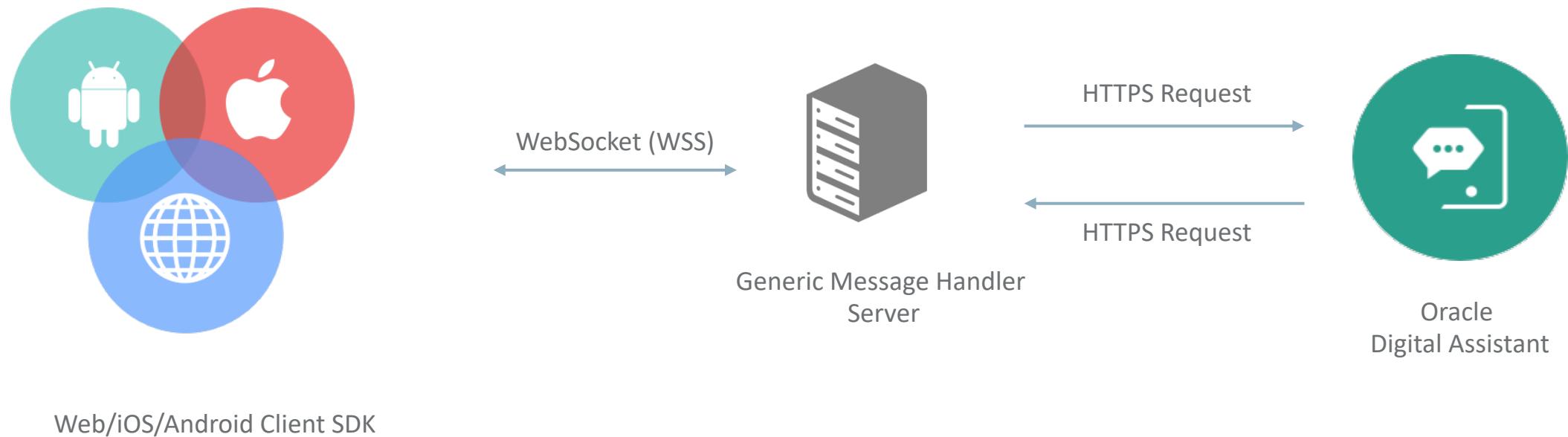
**Oracle provides client SDKs to
integrate Oracle Digital Assistant with
Android, iOS and Web applications
and also Voice**



This web client SDK is replaced by a new Oracle Web SDK in Oracle Digital Assistant version 19.10 and later



How the client SDK works

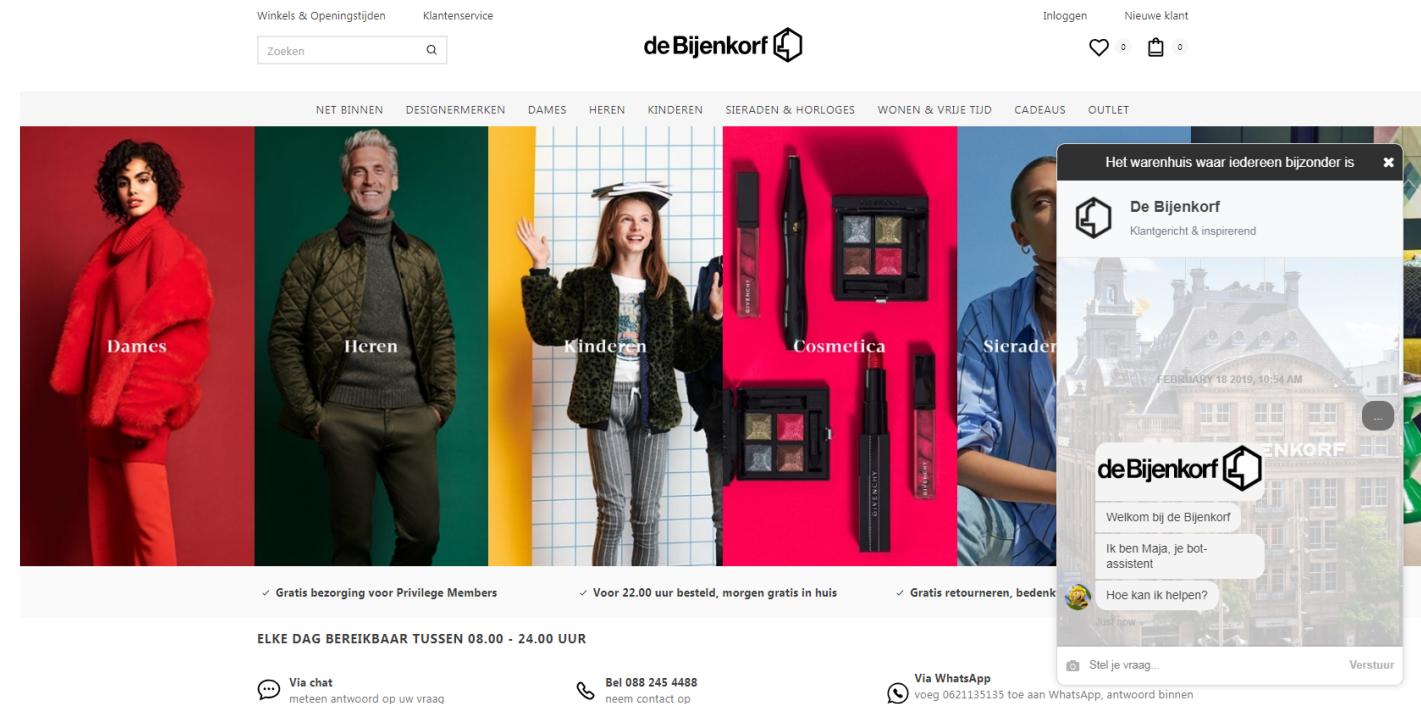


Oracle Digital Assistant client SDKs

- Oracle provides SDKs that can be added to Android, iOS, Web page or hybrid mobile app
- Download SDK from Oracle.com
 - See the download link in Oracle Digital Assistant
- Provides “chat widget”
- Provides ability to customize and augment how channel works
 - Customize to have corporate branding
 - Customize default behaviour of chat client
 - Pass information between chat client and ODA

Customizing the SDK for JavaScript client messenger

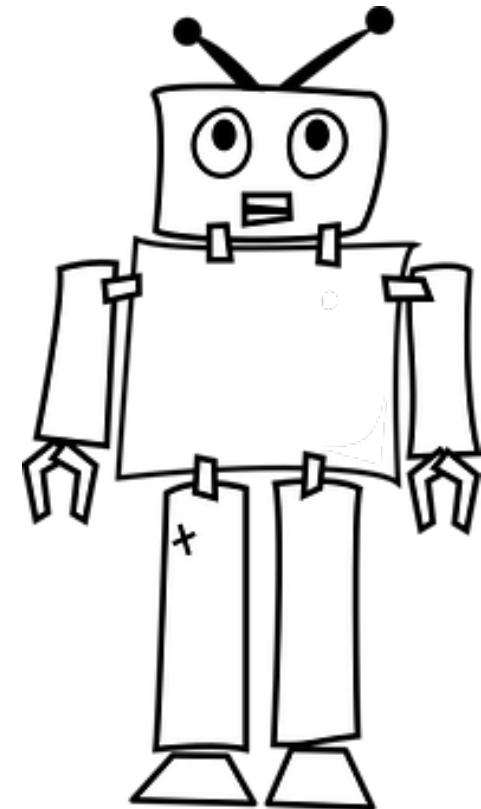
- Look and feel
 - Avatar
 - Icons, colours, style
 - Locale, date localization
- Default behaviour
 - Bot initiates conversation
 - Detect closing of the window
 - Formatting of text
- Additional functionality
 - Add button bar for common functions



Topic agenda

- 1 ➤ Channel overview
- 2 ➤ Channel configuration
- 3 ➤ Client SDK for JavaScript (deprecated)
- 4 ➤ Oracle Web SDK
- 5 ➤ Optimizing responses based on the channel

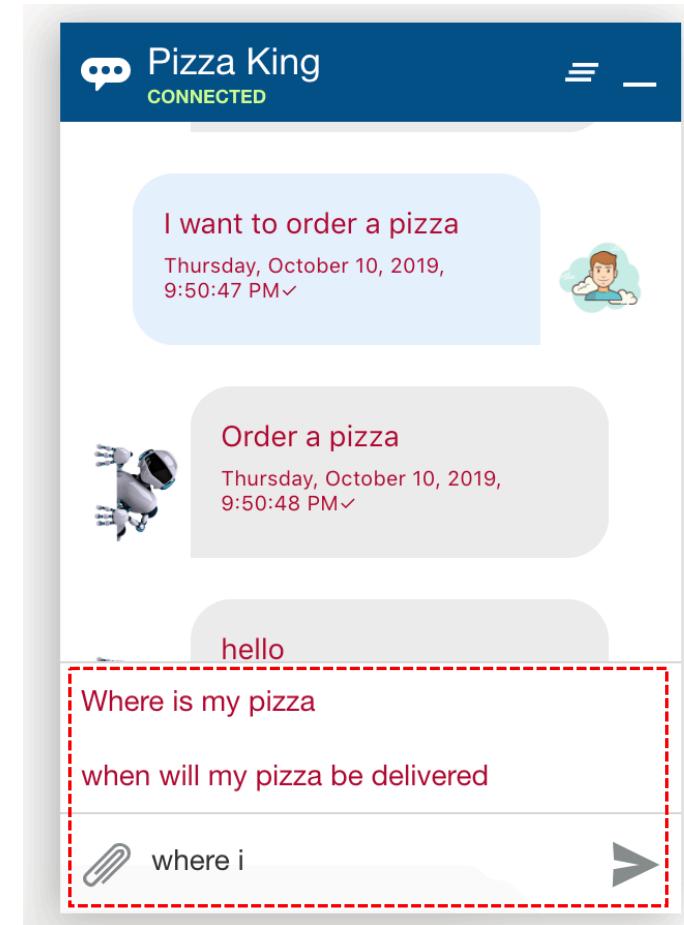
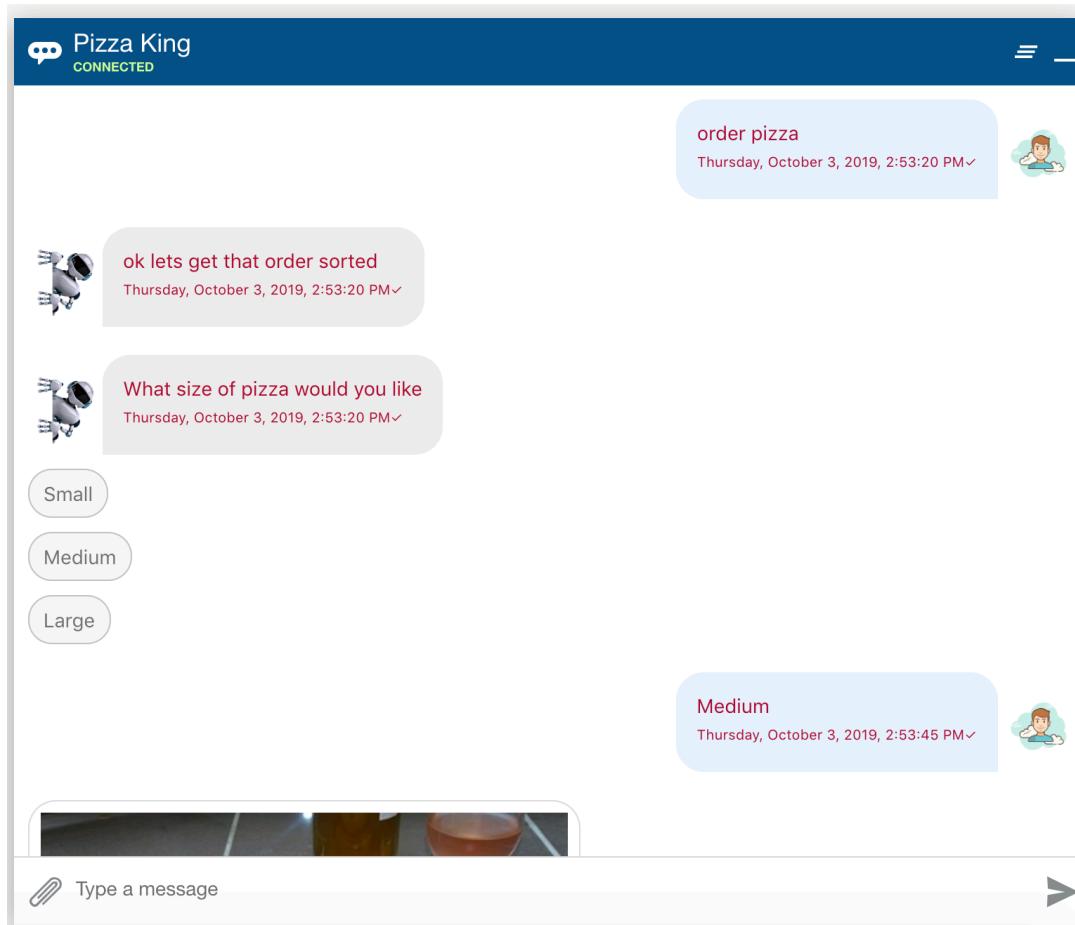
With Oracle Digital Assistant 19.10+,
Oracle offers a new Web SDK for
integrating Oracle Digital Assistant
with web applications and web sites



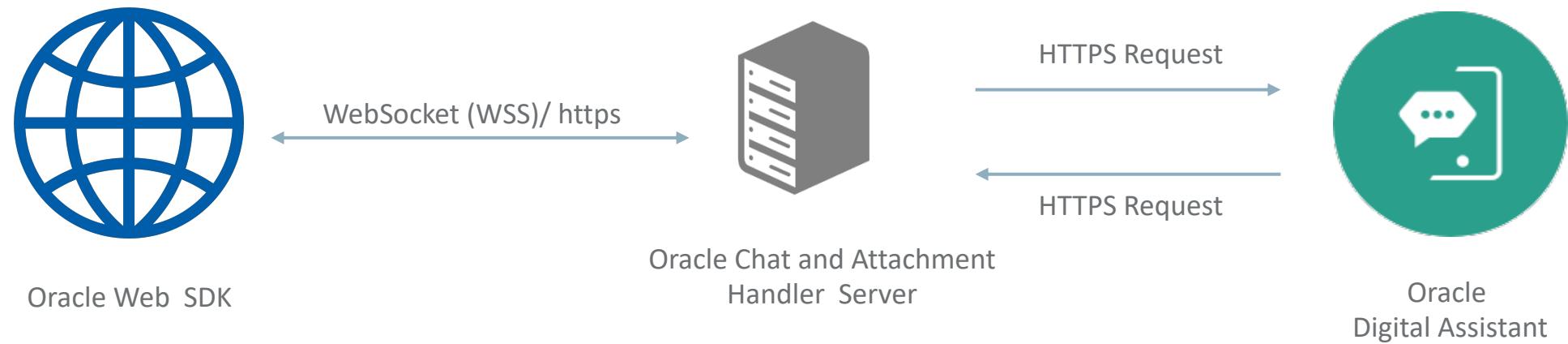
Some of the new features

- Ease of installation
- Support for JWT client authentication
- Configurable components support e.g. timestamp display, loading chat bubble size, font size, chat widget size, padding in message bubbles
- Enable autocomplete feature
- File/document attachment capabilities
- Embedded mode support and much more!!

Sample user interfaces

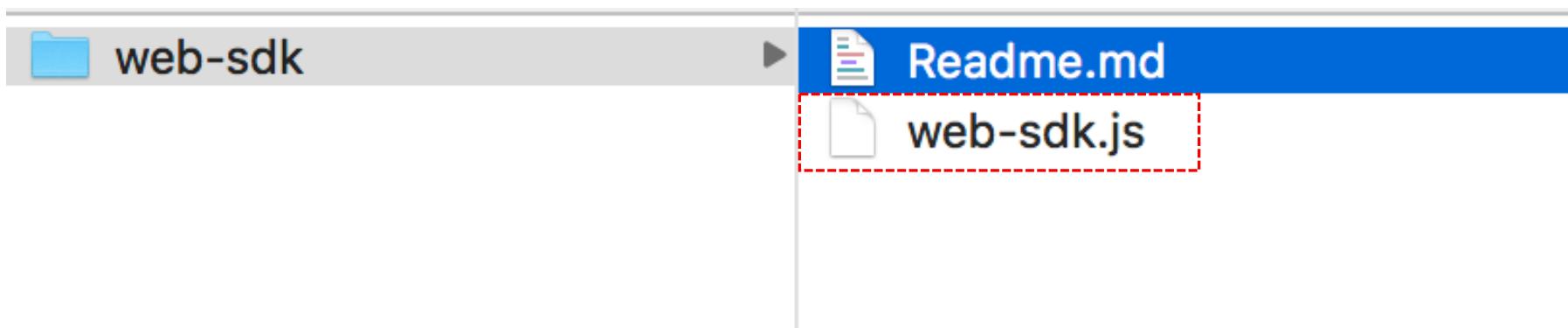


How the Oracle web SDK works



Oracle Web SDK download

- Download SDK
 - From downloads section link
 - Extract the SDK
 - Simple steps to add the client SDK to your app



Topic agenda

- 1 ➤ Channel overview
- 2 ➤ Channel configuration
- 3 ➤ Client SDK for JavaScript (deprecated)
- 4 ➤ Oracle Web SDK
- 5 ➤ Optimizing responses based on the channel

Optimizing responses based on channel

- Channels support different features
 - Rich media, images, card layout, quick replies
- Consider adaptive design for multi-channel digital assistants
- Channel type available in BotML
 - \${ system.message.channelConversation.channelName }

```
adaptiveBotMessage:  
  component: "System.Switch"  
  properties:  
    source: "${(system.message.channelConversation.channelType == 'test')?then('test','other')}"  
    values:  
    - "test"  
    - "other"  
  transitions:  
  actions:  
    other: "handleDestinationSelected"  
    test: "handleDestinationSelectedTesting"  
    NONE: "handleDestinationSelected"
```

Integrated Cloud Applications & Platform Services

ORACLE®



Oracle Digital Assistant Hands-On