

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

Topic agenda

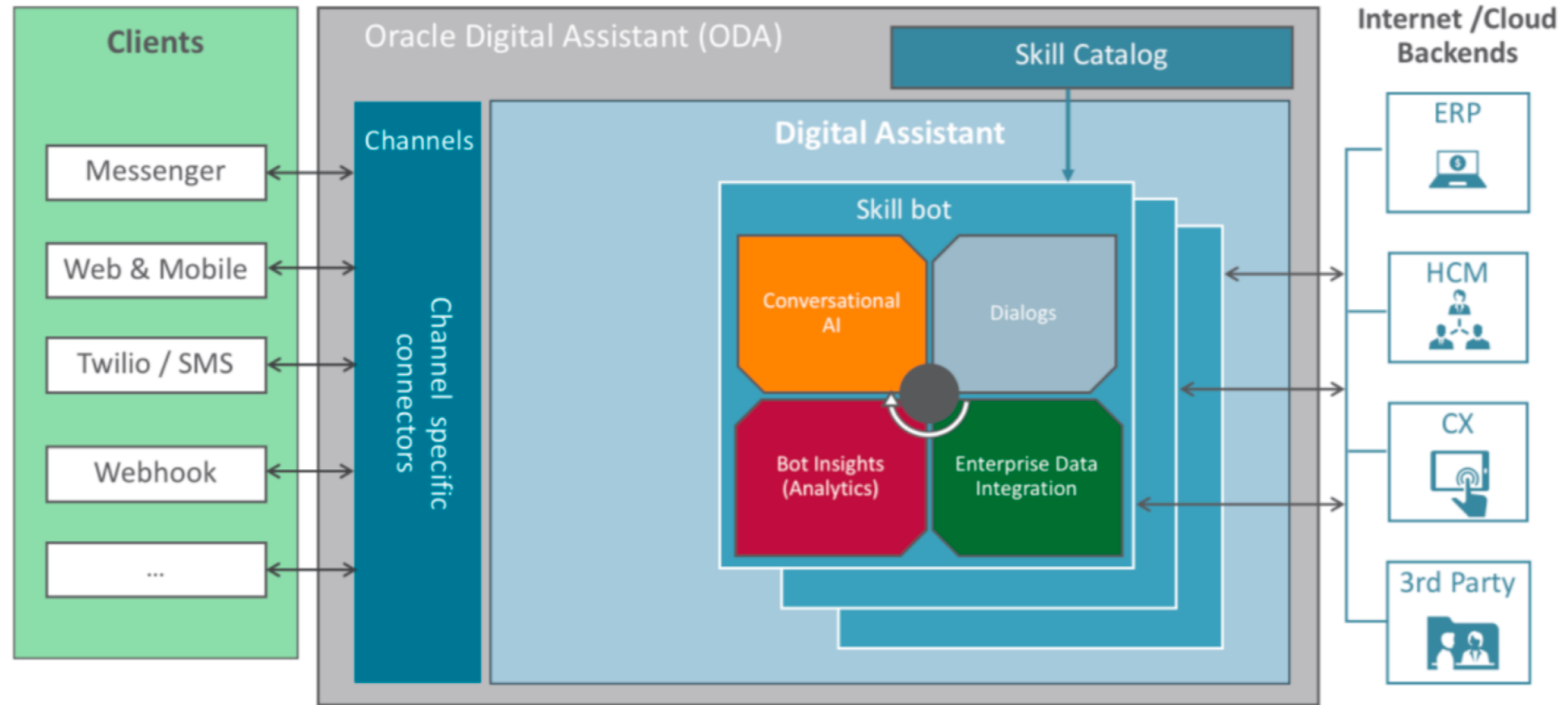
- 1 Channel overview
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Supporting users with multiple messaging platforms

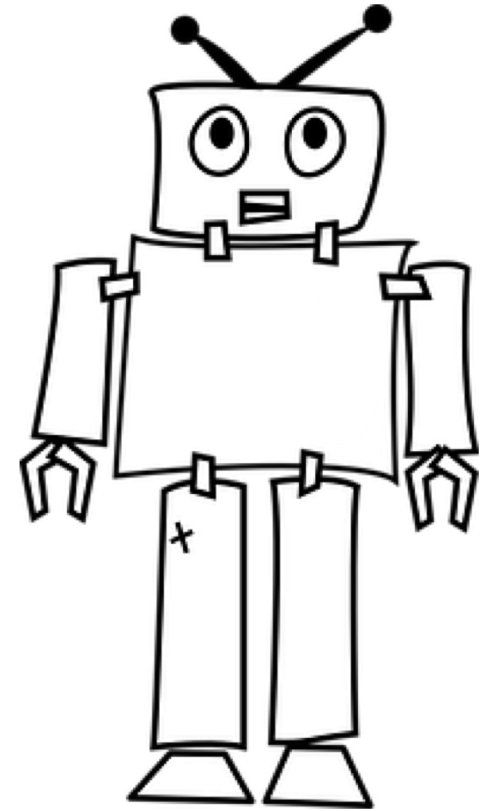
- The more messaging services you need to support the more infrastructure you need to put in place
- Every messaging service has a unique set of features
 - Text-only
 - Images
 - Carousel



User channel configuration



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



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

The screenshot shows the 'Create Channel' dialog box in the Oracle Digital Assistant interface. The dialog has a title bar 'Create Channel' with a close button. It contains several fields: 'Name' (labeled '* Name') with a placeholder 'Channel name', 'Description' (labeled 'Description') with a placeholder 'Optional short description for this channel', 'Channel Type' (labeled '* Channel Type') with a dropdown menu showing 'Facebook Messenger' selected, 'Page Access Token' (labeled '* Page Access Token') with a text input field, 'App Secret' (labeled '* App Secret') with a text input field, and 'Session Expiration (minutes)' (labeled 'Session Expiration (minutes)') with a text input field. A green 'Create' button is at the bottom right. In the background, the 'Channels' page is visible with a sidebar containing a '+ Channel' button and a list of existing channels: 'aa', 'assistShoppingMSTeams', 'assistShoppingSkype', 'AssistShoppingSlack', and 'cortana'.

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User channel creation

The screenshot shows the Oracle Autonomous Digital Assistant interface. On the left is a dark sidebar with navigation options: Home, Development, Skills, Digital Assistants, Channels (highlighted with a red box), Store, Settings, Downloads..., and Documentation... The main panel has a top bar with 'ORACLE Autonomous Digital Assistant' and a 'Channels' header. Below this, there are tabs for 'Users' and 'Agent Int...', and a '+ Channel' button (highlighted with a red box). A 'Create Channel' modal dialog is open, containing the following fields:

- Name**: A text input field with placeholder text 'Channel name'.
- Description**: A text input field with placeholder text 'Optional short description for this channel'.
- Channel Type**: A dropdown menu (highlighted with a red box) currently showing 'Facebook Messenger'. The dropdown list is open, showing options: Facebook Messenger, Webhook, Web, iOS, Android, Twilio SMS, and WeChat.
- Page Access Token**: A text input field.
- App Secret**: A text input field.
- Session Expiration (minutes)**: A text input field.

A green 'Create' button (highlighted with a red box) is located at the bottom right of the modal dialog.

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

Filter

Channel Type

App Display Name

App Id

App Token

Session Expiration (minutes)

Stop Channel Routing

A_Tamer_Financial

1.0

Financial Virtual Assistant

A_Tamer_UI

1

A_WhatsApp

1.0

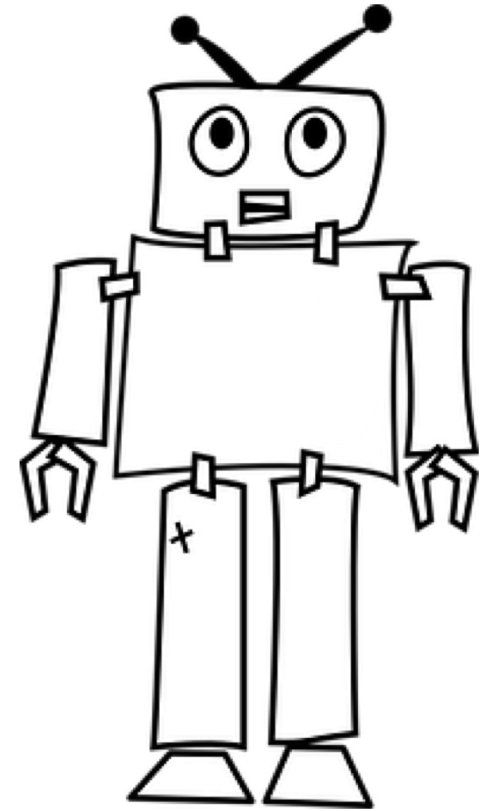
AB_DA_Fin-Pizza_Retail

1.0

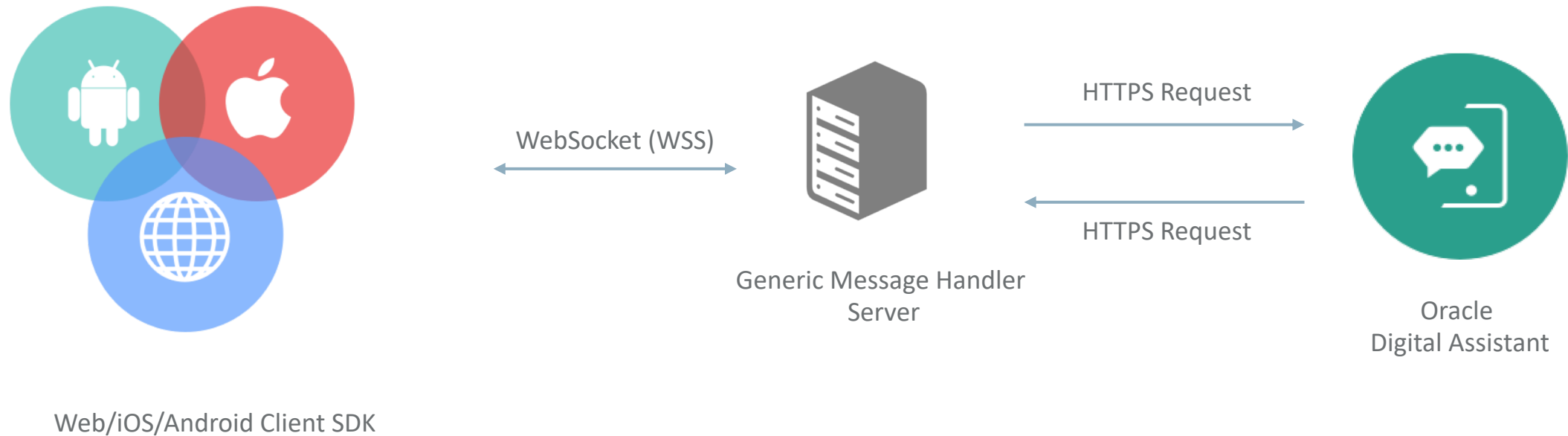
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Oracle provides client **SDKs** to
integrate Oracle Digital Assistant **with**
Android, iOS and Web applications

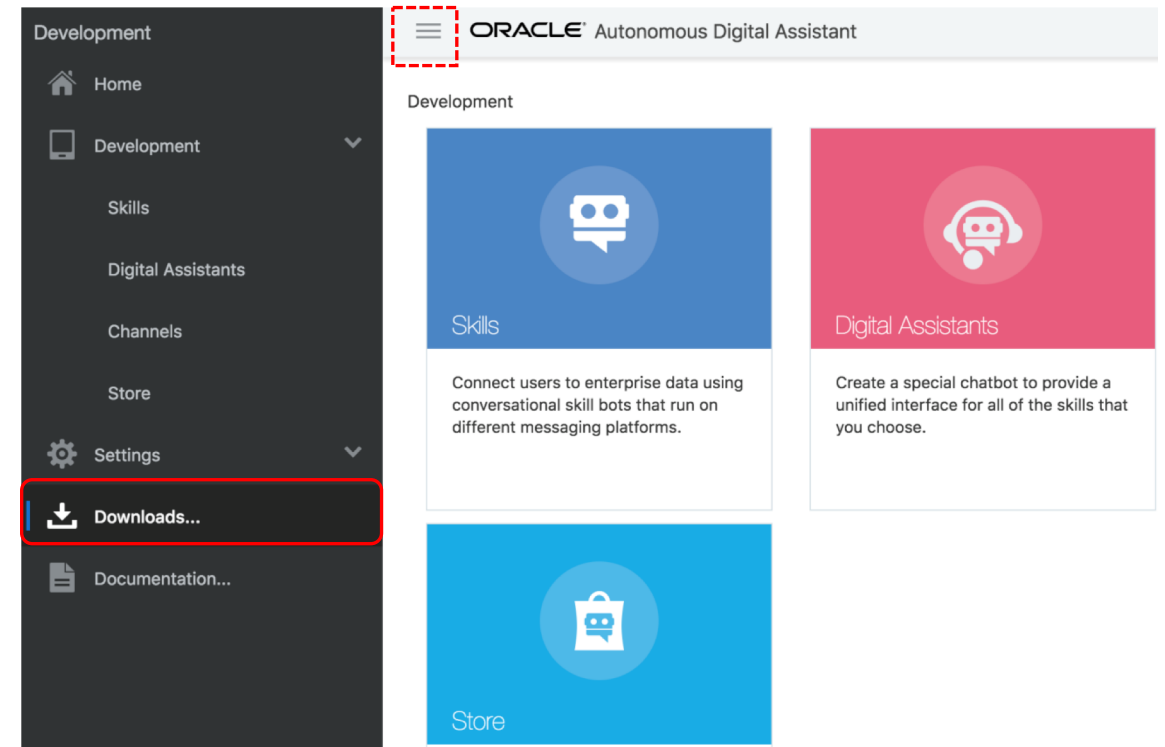


How the client SDK works



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 client SDK for JavaScript 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>
```



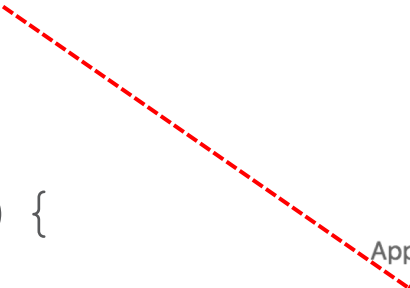
Replace <sdk-folder-url> with the URL where the SDK is hosted

Adding the client SDK for JavaScript 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>
```

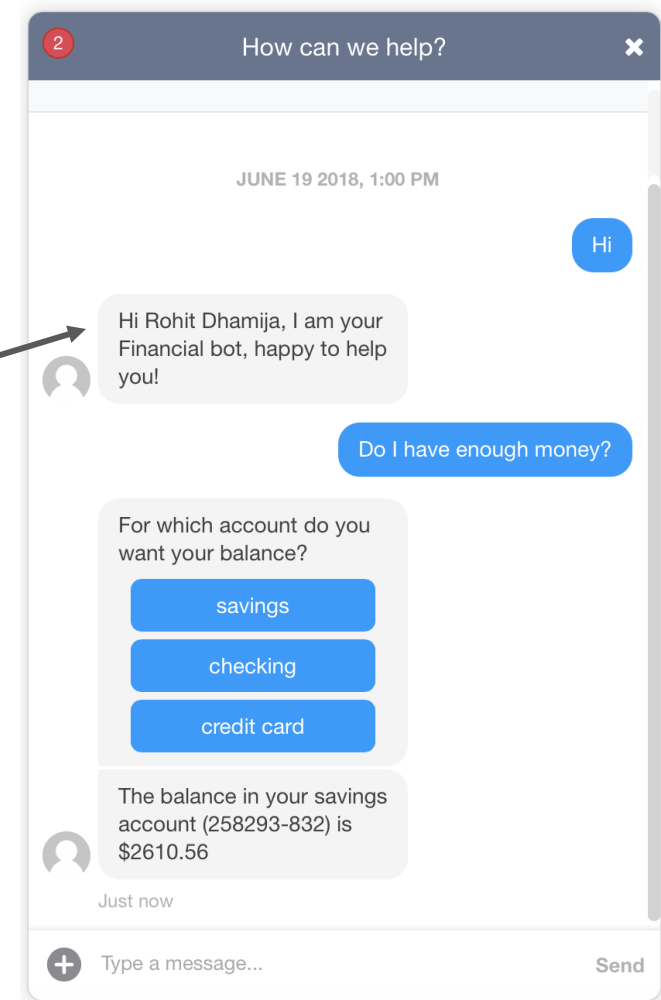


Route To	SearchPatentBot	DRAFT • 1.0	▼
Channel Enabled	<input checked="" type="checkbox"/>		
* Name	RD_WebChannel		
Description	<i>Optional short description for this channel</i>		
Channel Type	Web		
App Display Name	RD_WebChannel		
App Id	5c34a517d97e0e00221fca39		
App Token	8axb75r24n5w74jua8cn3cf00		
Session Expiration (minutes)	60	▼ ▲	Default

Adding the client SDK for JavaScript 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>
```



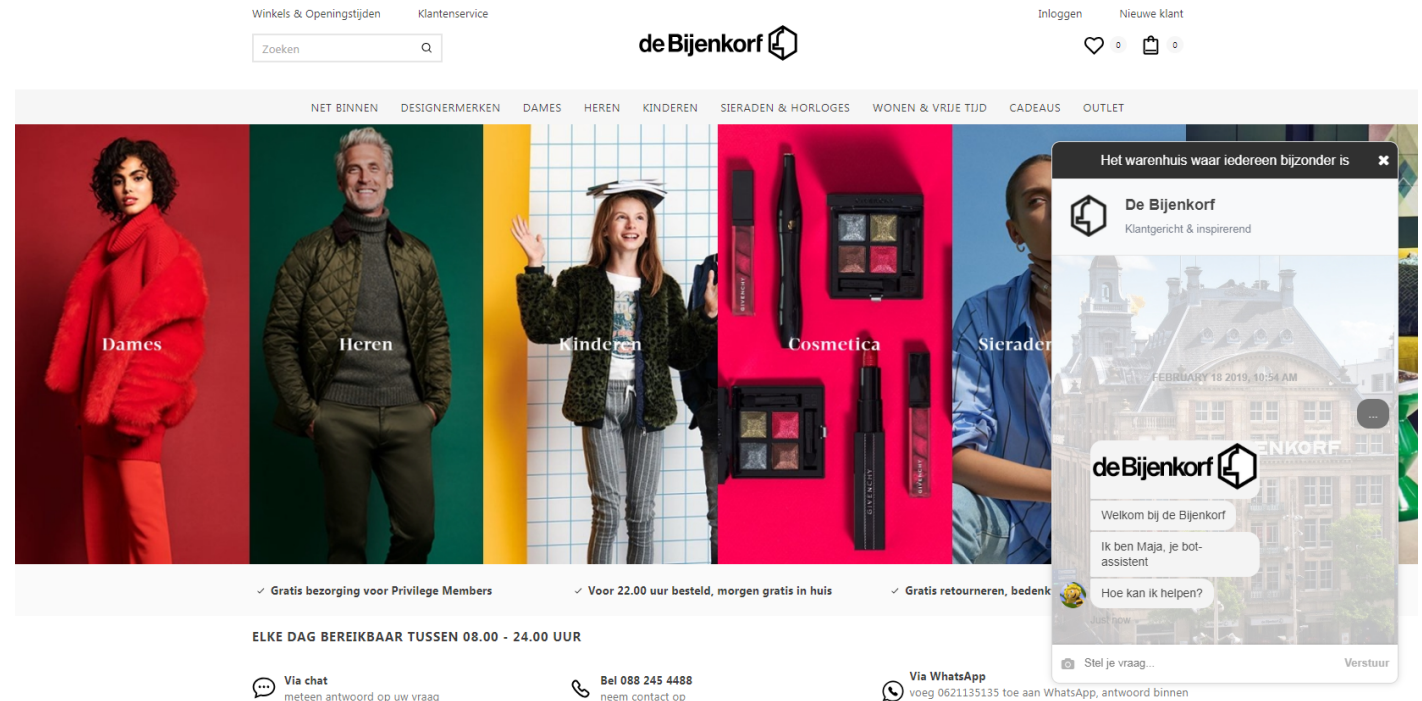
Adding the client SDK for JavaScript to your web site

- 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 client SDK for JavaScript messenger UI

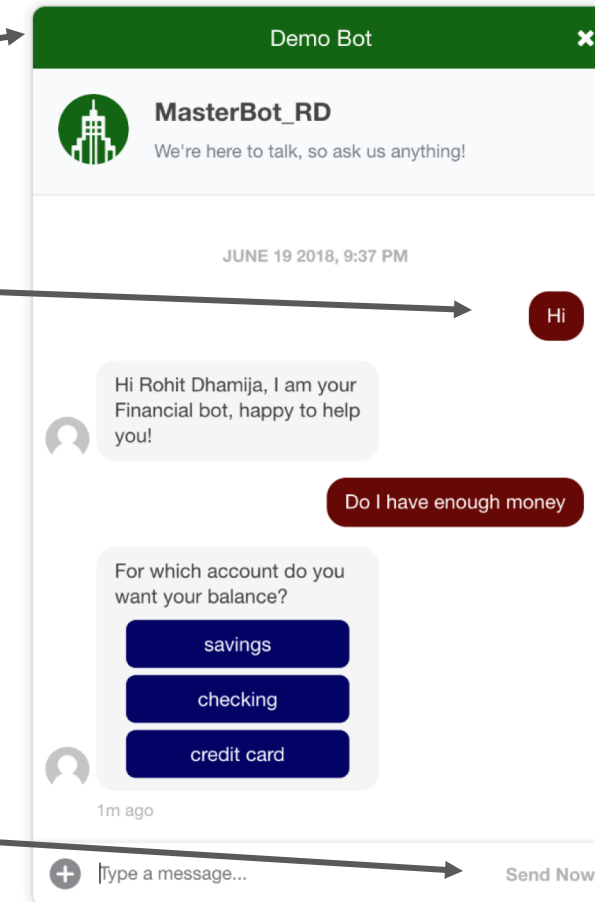
- Icons
- Sounds
- Colors
- Locale
- Text
- Style
- Date localization



Customization

```
<script>
  Bots.init({
    appld: "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>
```



Integrated Cloud

Applications & Platform Services

ORACLE®



Oracle Digital Assistant Hands-On
