

ORACLE®

# Oracle Digital Assistant The Complete Training

**Skills and Digital Assistant insights**

# Safe Harbor Statement

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# Topic agenda

- 1 Overview
- 2 High level analysis
- 3 Complete & incomplete paths
- 4 Drill down to conversations
- 5 Find root cause of failures
- 6 Insights Data Management & Export API

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- 1 Overview
- 2 High level analysis
- 3 Complete & incomplete paths
- 4 Drill down to conversations
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# Overview

- What are the problems and how do I fix them?
  - Is my skill performing well?
  - In which cases can't the skill continue?
  - How do I find root cause of why my skill fails?
- Developer oriented analytics
  - Track conversation trends, intent resolution accuracy
  - Identify most/least popular execution paths
  - Conversation debugger with transcripts
- Moderated self learning
  - Augment intent resolution using insights data

# Overview

- Disabled by default
- Available at instance level, digital assistant & skill level
- No instrumentation required
- Conversation completion status
  - Incomplete conversation : one that resulted into an error or abandoned by the user
  - A complete conversation : typically represented by execution of a state that has a return transition

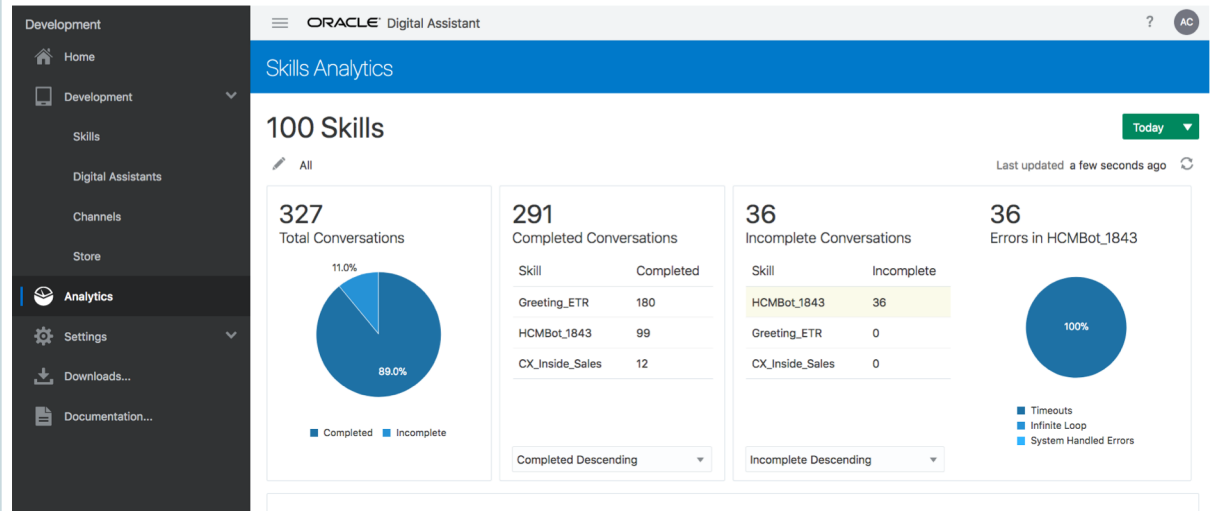
The screenshot shows the Oracle Digital Assistant interface for configuring a skill named 'FinancialBot'. The page is titled 'Skills • FinancialBot' and is in 'DRAFT • 1.0' status. The 'General' tab is selected, showing the following configuration details:

- Display Name: FinancialBot
- Name: FinancialBot
- Version: 1.0
- Category: *Category your Skill bot falls under*
- One-Sentence Description: PLEASE DO NOT TOUCH THIS \_ USED FOR DEMOS & TIED TO BIGO
- Detailed Description: *This description appears on the skill's Details page in the skills catalog*
- Training Model: Trainer Ht
- Translation Service: None
- Enable Insights:

The 'Enable Insights' toggle is highlighted with a red box.

# LOB level insights

- Developer analytics are in the context of a single skill,
- LOB-oriented analytics provide an operational view across all the skills in an ODA.
- Goals: Identify usage patterns/popular channels, key problems, common reasons for failures
- [Reference Documentation](#)





# Skills Analytics

## 100 Skills

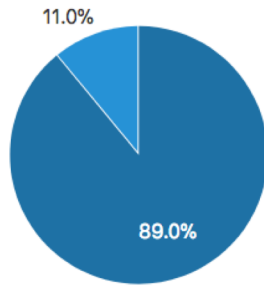
Today

All

Last updated a few seconds ago

### 327

#### Total Conversations



Completed Incomplete

Total conversations at the Oracle Digital Assistant Level

### 291

#### Completed Conversations

Skill	Completed
Greeting_ETR	180
HCMBot_1843	99
CX_Inside_Sales	12

Completed Descending

### 36

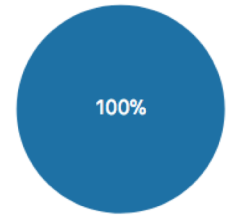
#### Incomplete Conversations

Skill	Incomplete
HCMBot_1843	36
Greeting_ETR	0
CX_Inside_Sales	0

Incomplete Descending

### 36

#### Errors in HCMBot\_1843



- Timeouts
- Infinite Loop
- System Handled Errors

# Digital Assistant insights

ORACLE Digital Assistant

Digital Assistant • ODA\_CX\_HCM\_ERP\_SCM

+ Add Skill

- SupplyChainBot\_1843\_ETR • 2.1
- Greeting\_ETR • 1.2.4
- HCMBot\_1843 • 4.6
- ProcurementBot\_1843 • 4.3
- SalesBot\_1843\_ETR • 2.1
- ExpenseBot • 1.2

Digital Assistant • ODA\_CX\_HCM\_ERP\_SCM

Train

All Last updated a few seconds ago

Overview Last 90 Days

267 Total Conversations

Status	Count
Completed	267
Errors	0
Unresolved	0

Completed Errors Unresolved

Top level routing analytics (conversation metrics, completion/error rates for constituent skills), popular skills by invocation

The graph shows total completed conversations across all the skills and also shows conversations that were marked as unresolved.

The indicated skills have a 100% completion rate showing very well designed skills.

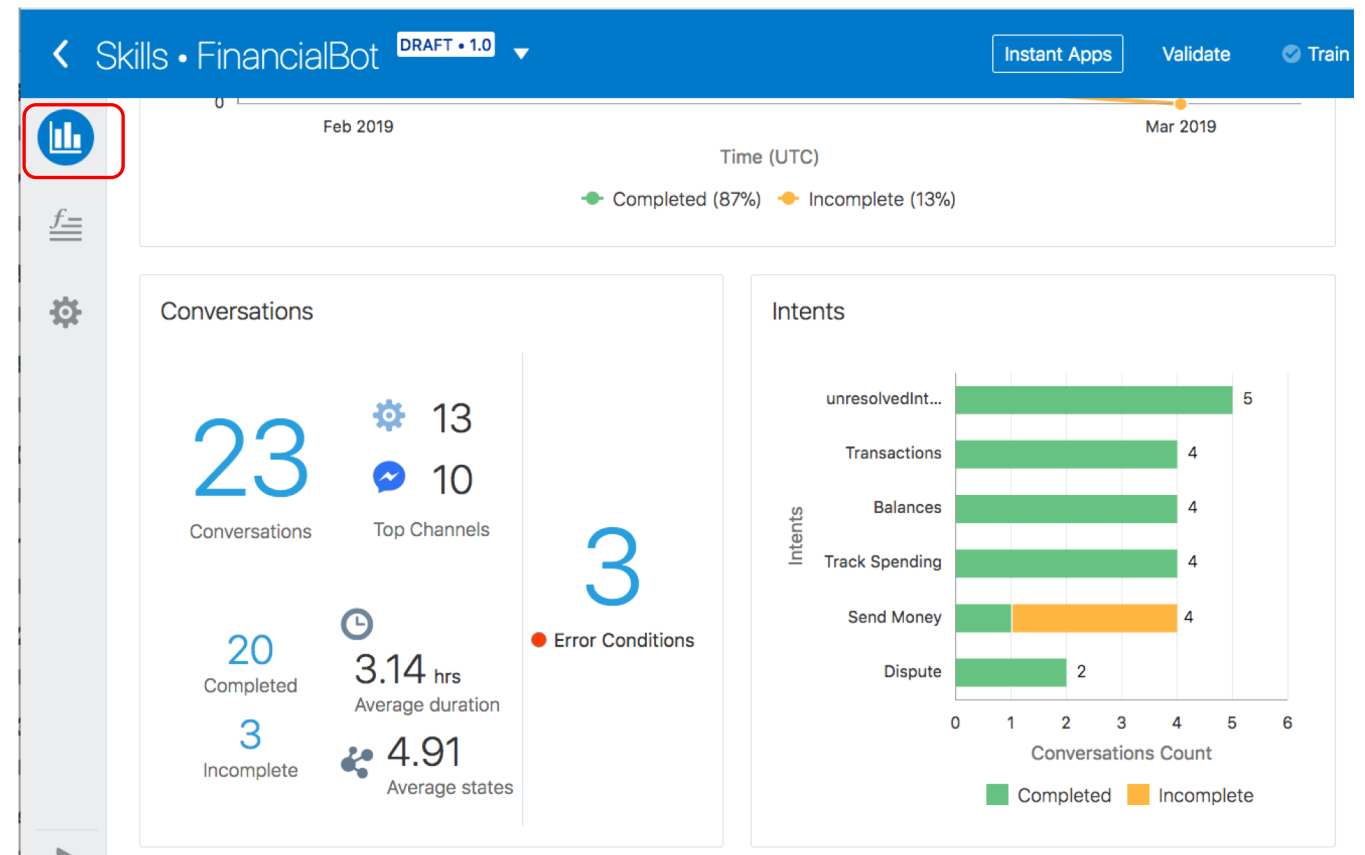
[Reference Documentation](#)

How are my skills performing? Trend Summary Total Ascending

Skill	Completion Rate	Errors	Unresol...	Performance History
HCMBot_1843	100%	0	0	
Greeting_ETR	100%	0	0	

# Skill insights

- Skill insights give detailed analysis of a skill in its operational state.
- You can see
  - Number of total conversations
  - Number of completed and incomplete conversations
  - Error conditions
  - Completed and incomplete conversations across intents
- [Reference Documentation](#)

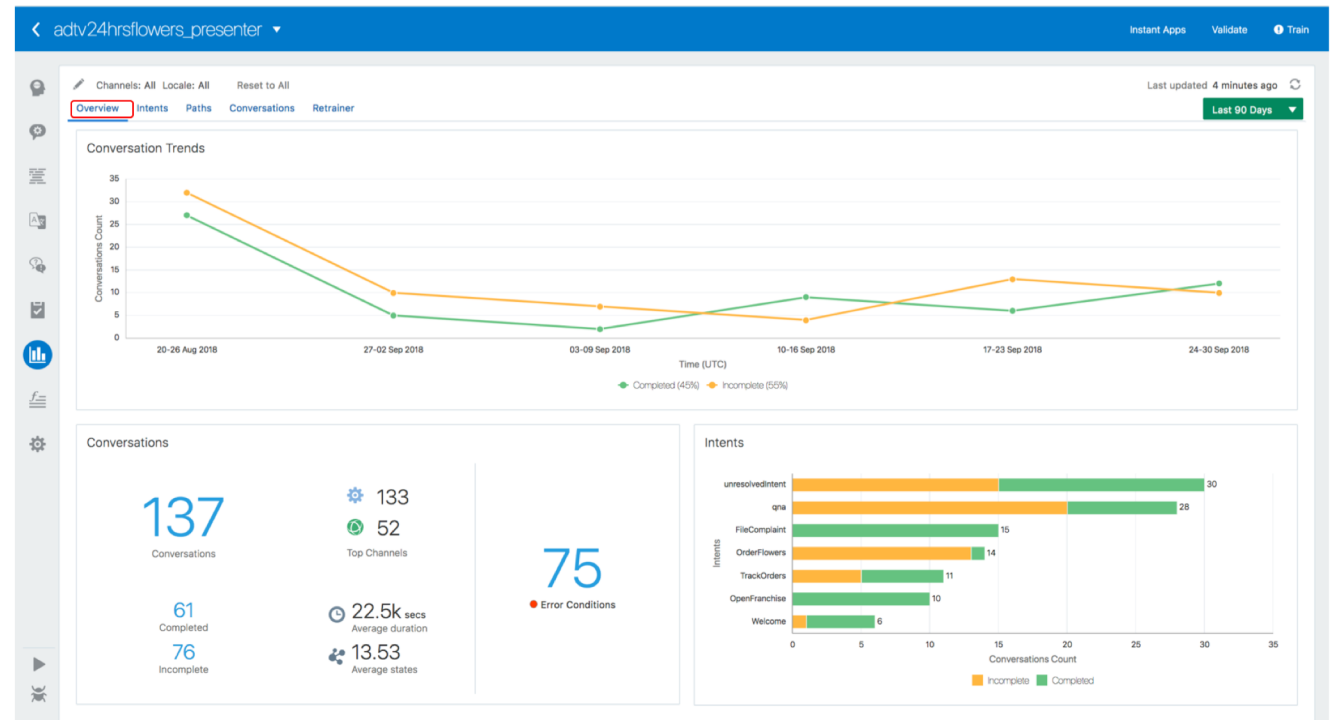


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# Conversation trends, success indicators

- Overview of number of conversation
  - 61 completed
  - 76 incomplete
- Number of error conditions
  - Could indicate user or system failure
- Completion based on intents
  - High number of unresolved
  - File complaint 100% successful
  - Order flowers high incomplete



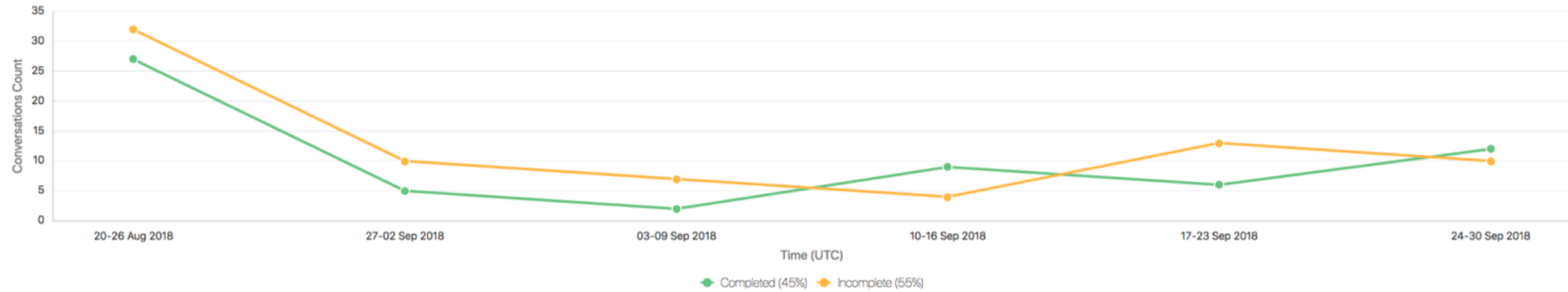
Channels: All Locale: All Reset to All

Last updated 4 minutes ago ↻

Overview Intents Paths Conversations Retrainer

Last 90 Days ▾

### Conversation Trends



### Conversations

137

Conversations

133

52

Top Channels

75

Error Conditions

61

Completed

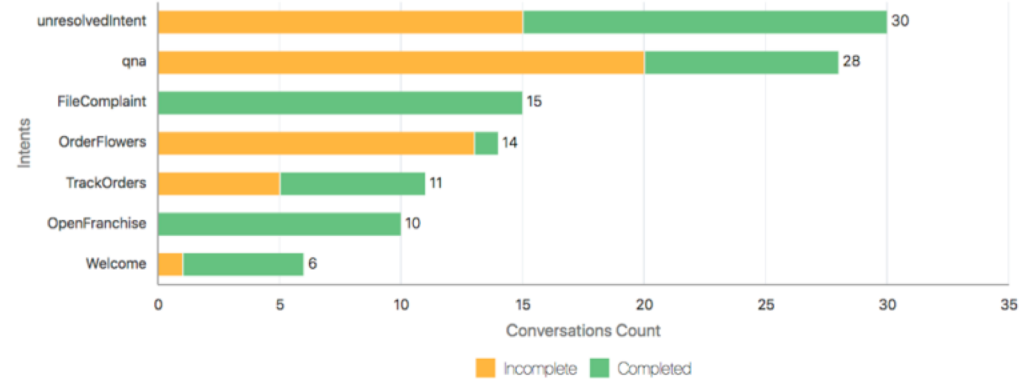
76

Incomplete

22.5k secs  
Average duration

13.53  
Average states

### Intents

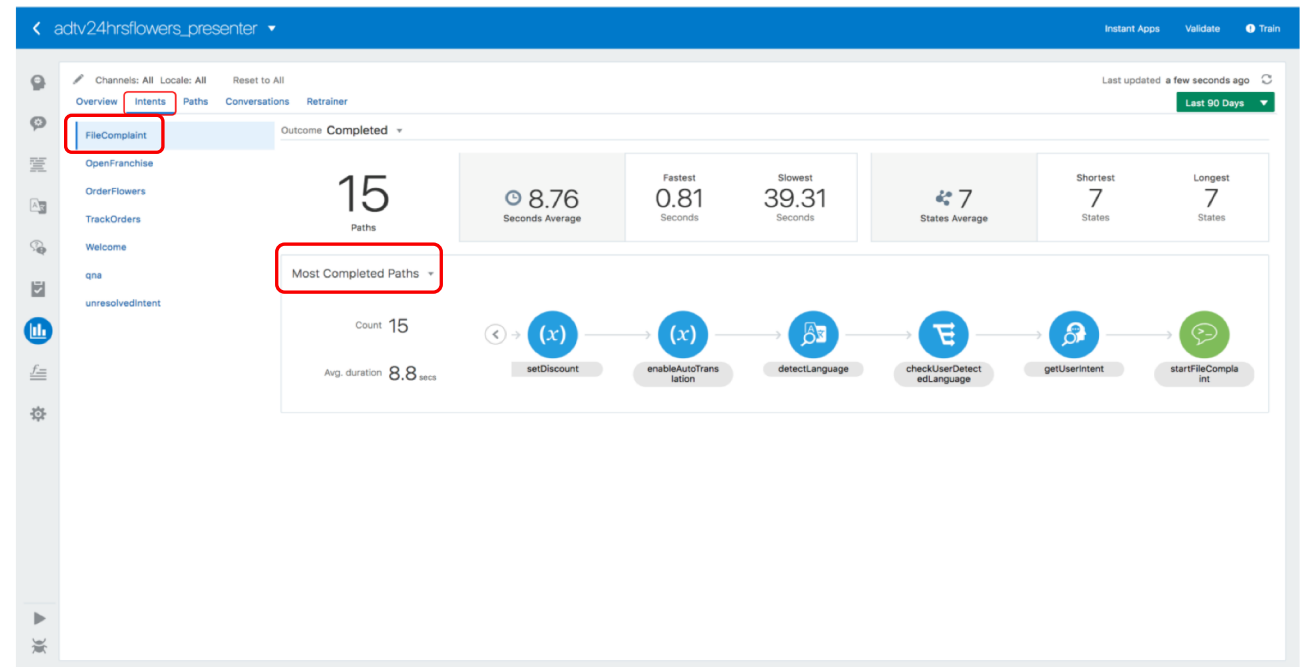


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# Completed paths – tune intents for shorter, faster paths

- For each intent, view the completed path
  - States conversation passed through
  - Completed path defined by a return transition
- You might be interested why some conversations for the same intent are longer than others
  - Either numbers of steps
  - Average time to complete





Channels: All Locale: All Reset to All

Last updated a few seconds ago

Overview Intents Paths Conversations Retrainer

Last 90 Days

FileComplaint

Outcome Completed

- OpenFranchise
- OrderFlowers
- TrackOrders
- Welcome
- qna
- unresolvedIntent

15  
Paths

8.76  
Seconds Average

Fastest  
0.81  
Seconds

Slowest  
39.31  
Seconds

7  
States Average

Shortest  
7  
States

Longest  
7  
States

Most Completed Paths

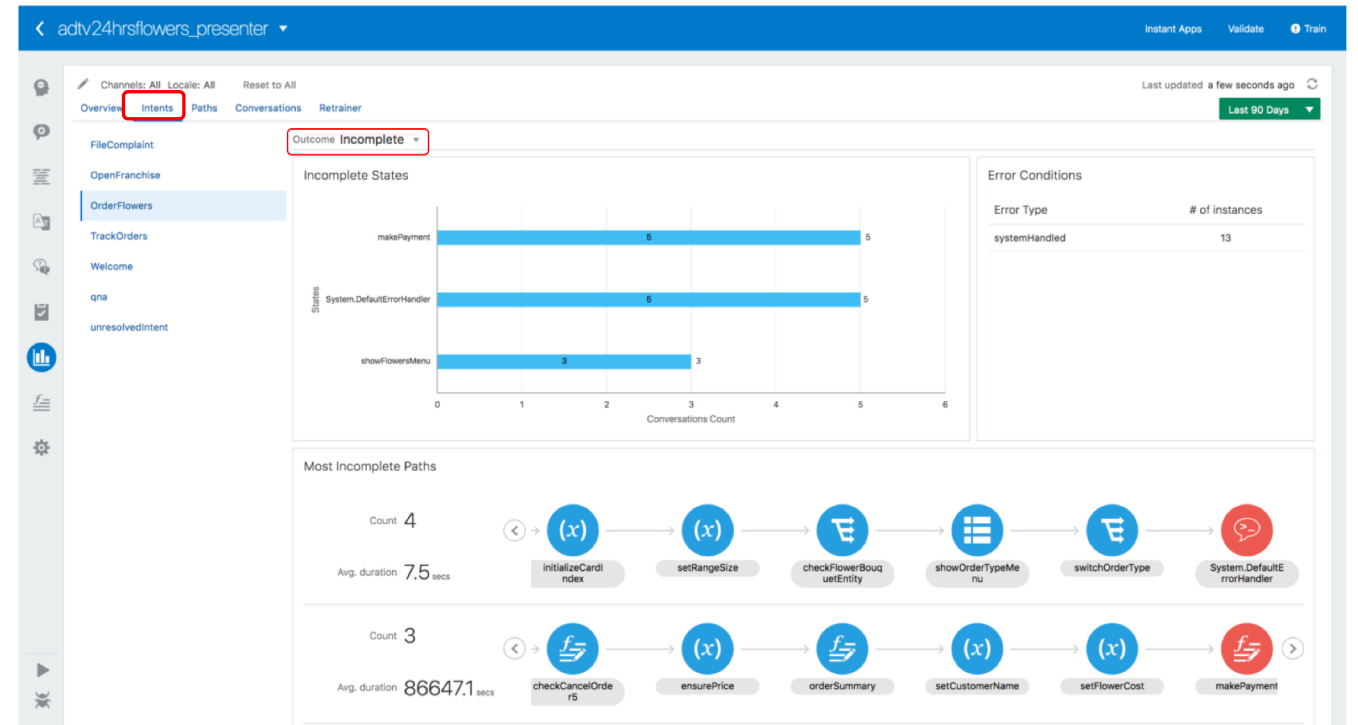
Count 15

Avg. duration 8.8 secs



# Incomplete paths – why didn't the conversation complete?

- For each intent, view the incomplete path
  - Incomplete is a timeout or error
- Understand at what state the conversation fails
  - For OrderFlowers intent
    - makePayment
      - Timeout?
    - switchOrderType
      - User error??



Last updated a few seconds ago ↻

Last 90 Days ▾

Channels: All Locale: All Reset to All

Overview **Intents** Paths Conversations Retrainer

FileComplaint

OpenFranchise

**OrderFlowers**

TrackOrders

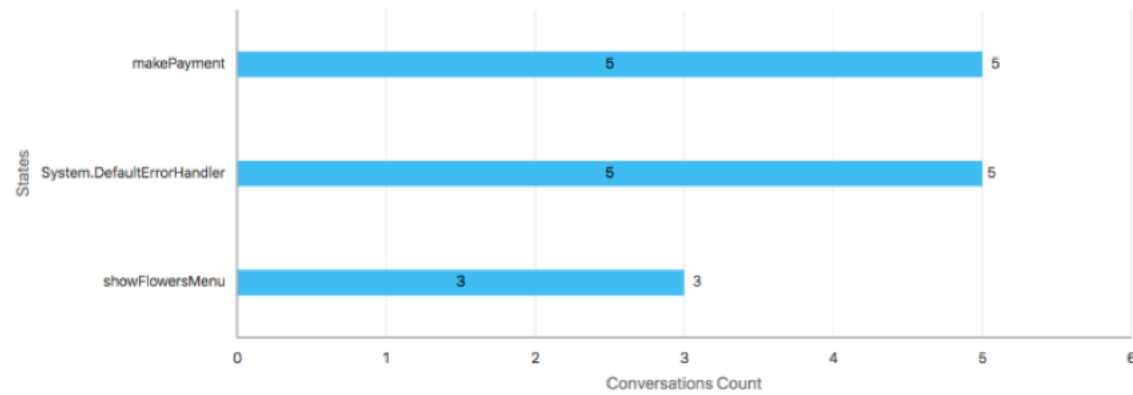
Welcome

qna

unresolvedIntent

Outcome **Incomplete** ▾

### Incomplete States



### Error Conditions

Error Type	# of instances
systemHandled	13

### Most Incomplete Paths



# Root Cause - SwitchOrderType

adtv24hrsflowers\_presenter Instant Apps Validate Train

Channels: All Locale: All Reset to All Last updated a few seconds ago

Overview Intents Paths **Conversations** Retrainer Last 90 Days

Intent: OrderFlowers Outcome: Incomplete Sort By: Latest Errors:

Selected state path: setImageHost, setDiscount, enableAutoTranslation, detectLanguage, checkUserDetectedLanguage, getUserIntent, startOrderFlowers, initializeCardIndex, setRangeSize, checkFlowerBouquetEntity, showOrderTypeMenu, switchOrderType, System.DefaultErrorHandler Remove

Intent	Outcome	Time	User	Bot
OrderFlowers	Incomplete	a month ago	<span>orderflowers</span> <span>orderType: Flowers</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>
OrderFlowers	Incomplete	a month ago	<span>orderflowers</span> <span>orderType: Bouquet</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>
OrderFlowers	Incomplete	a month ago	<span>orderflowers</span> <span>orderType: Flowers</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>
OrderFlowers	Incomplete	a month ago	<span>Orderflowers</span> <span>orderType: Bouquet</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>

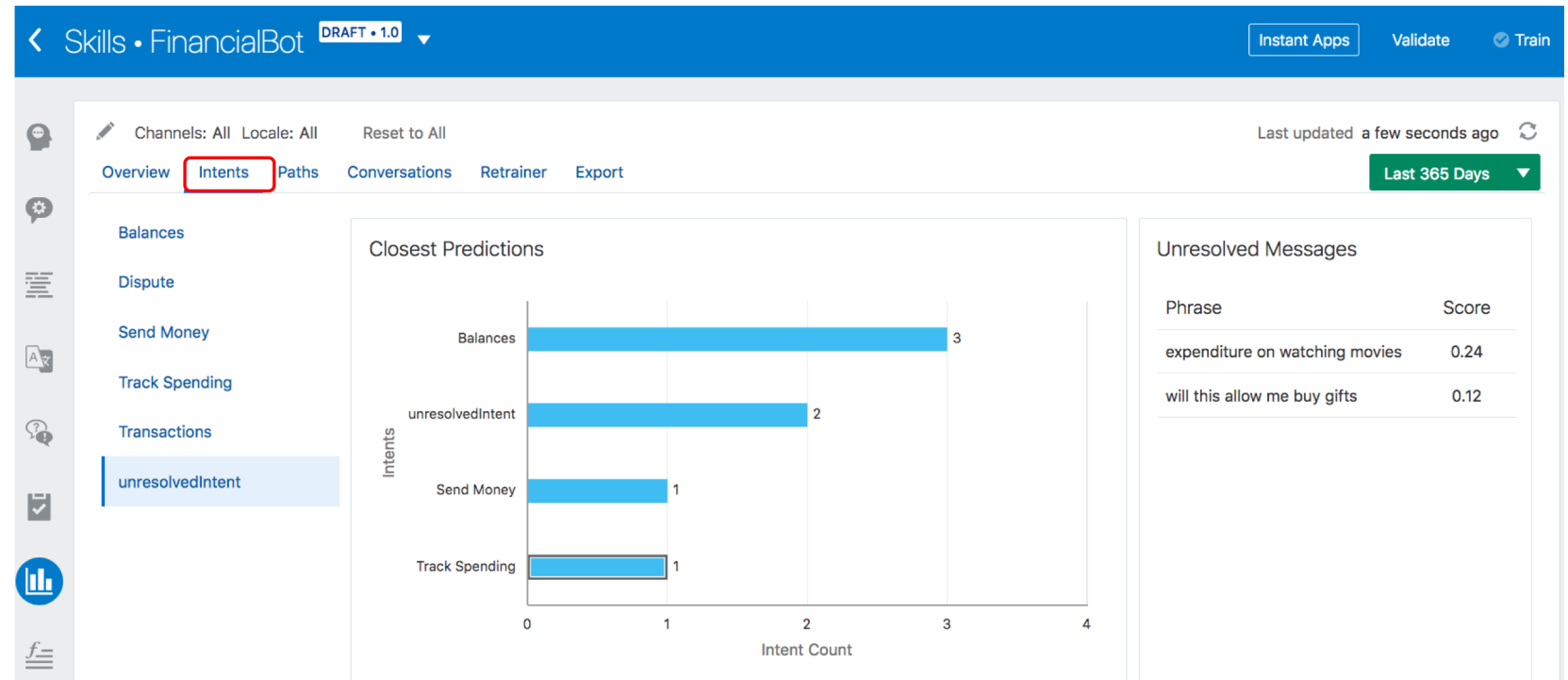
Page 1 (0 of 0 items) 1

Select a conversation



# Unresolved intents

- What phrases were unresolved
  - Where the skill has not understood
- Shows the closest possible intent





Channels: All Locale: All Reset to All

Last updated a few seconds ago ↻

Overview **Intents** Paths Conversations Retrainer Export

Last 365 Days ▾

Balances

Dispute

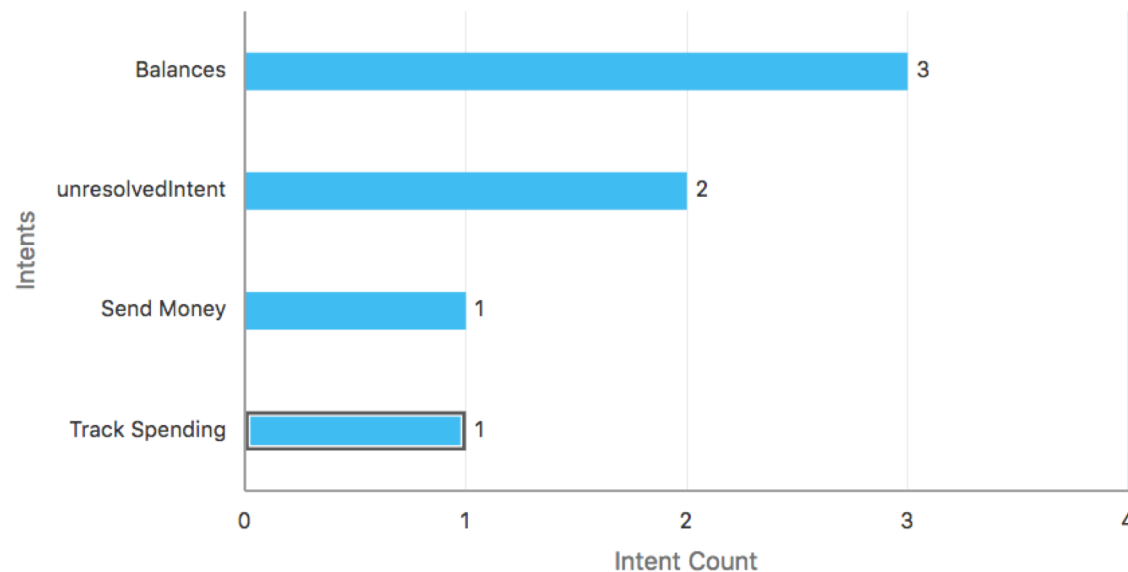
Send Money

Track Spending

Transactions

unresolvedIntent

### Closest Predictions



### Unresolved Messages

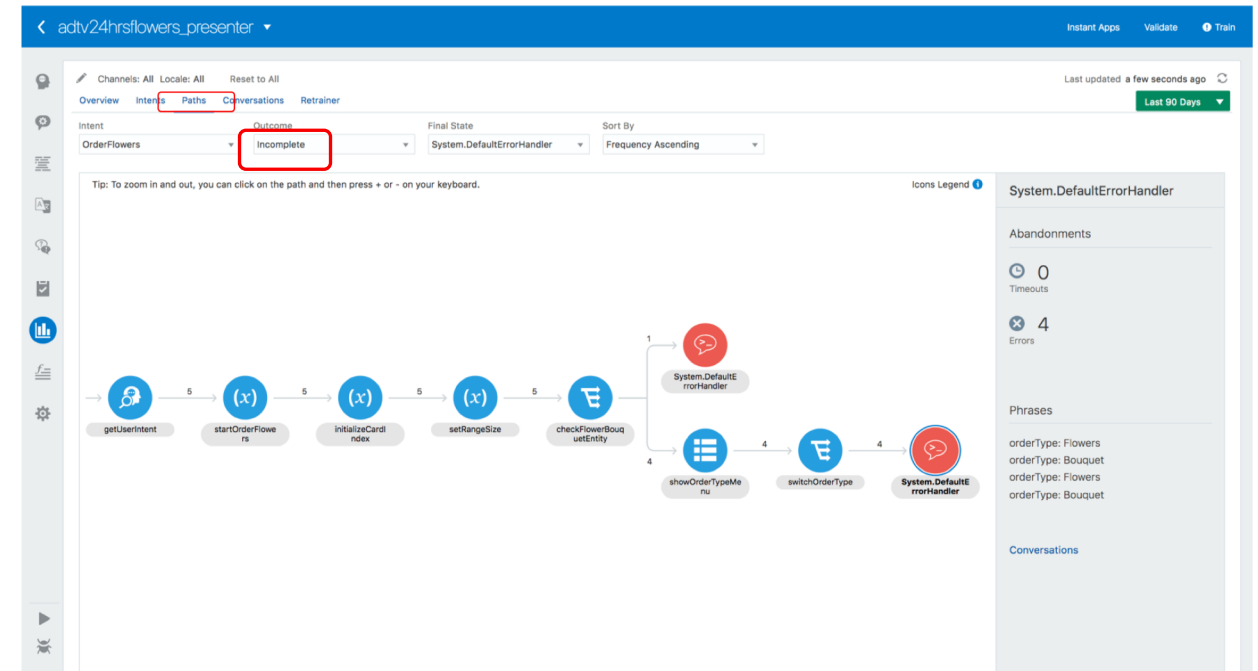
Phrase	Score
expenditure on watching movies	0.24
will this allow me buy gifts	0.12

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# Review paths – Why users are not able to complete

- Insights into conversation path based on
  - Intent
  - Outcome
  - Final state
- View all or focus on specific intents
  - View conversation information
    - Average states
    - Average time
    - Conversations





Channels: All Locale: All Reset to All  
Overview Intents **Paths** Conversations Retrainer

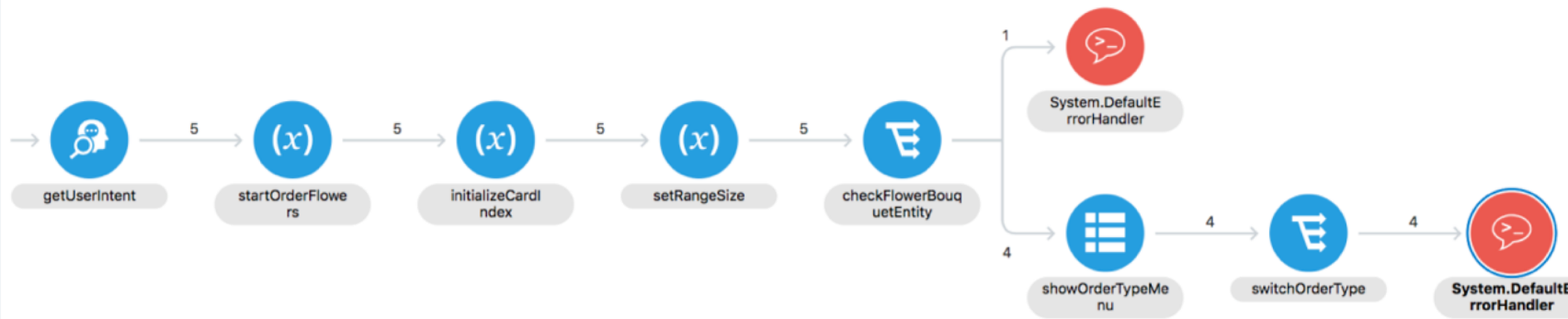
Last updated a few seconds ago

Last 90 Days

Intent: OrderFlowers Outcome: **Incomplete** Final State: System.DefaultErrorHandler Sort By: Frequency Ascending

Tip: To zoom in and out, you can click on the path and then press + or - on your keyboard.

Icons Legend



### System.DefaultErrorHandler

Abandonments

0 Timeouts

4 Errors

Phrases

- orderType: Flowers
- orderType: Bouquet
- orderType: Flowers
- orderType: Bouquet

Conversations

# Root Cause - SwitchOrderType

adtv24hrsflowers\_presenter Instant Apps Validate Train

Channels: All Locale: All Reset to All Last updated a few seconds ago

Overview Intents Paths **Conversations** Retrainer Last 90 Days

Intent: OrderFlowers Outcome: Incomplete Sort By: Latest Errors:

Selected state path: setImageHost, setDiscount, enableAutoTranslation, detectLanguage, checkUserDetectedLanguage, getUserIntent, startOrderFlowers, initializeCardIndex, setRangeSize, checkFlowerBouquetEntity, showOrderTypeMenu, switchOrderType, System.DefaultErrorHandler Remove

Intent	Outcome	Time	User	Bot
OrderFlowers	Incomplete	a month ago	<span>orderflowers</span> <span>orderType: Flowers</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>
OrderFlowers	Incomplete	a month ago	<span>orderflowers</span> <span>orderType: Bouquet</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>
OrderFlowers	Incomplete	a month ago	<span>orderflowers</span> <span>orderType: Flowers</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>
OrderFlowers	Incomplete	a month ago	<span>Orderflowers</span> <span>orderType: Bouquet</span>	<span>Do you want to send flowers or a bouquet?</span> <span>Oops I'm encountering a spot of trouble. Please try again I...</span>

Page 1 (0 of 0 items) 1

Select a conversation



Channel: All Locale: All Reset to All

Last updated a few seconds ago

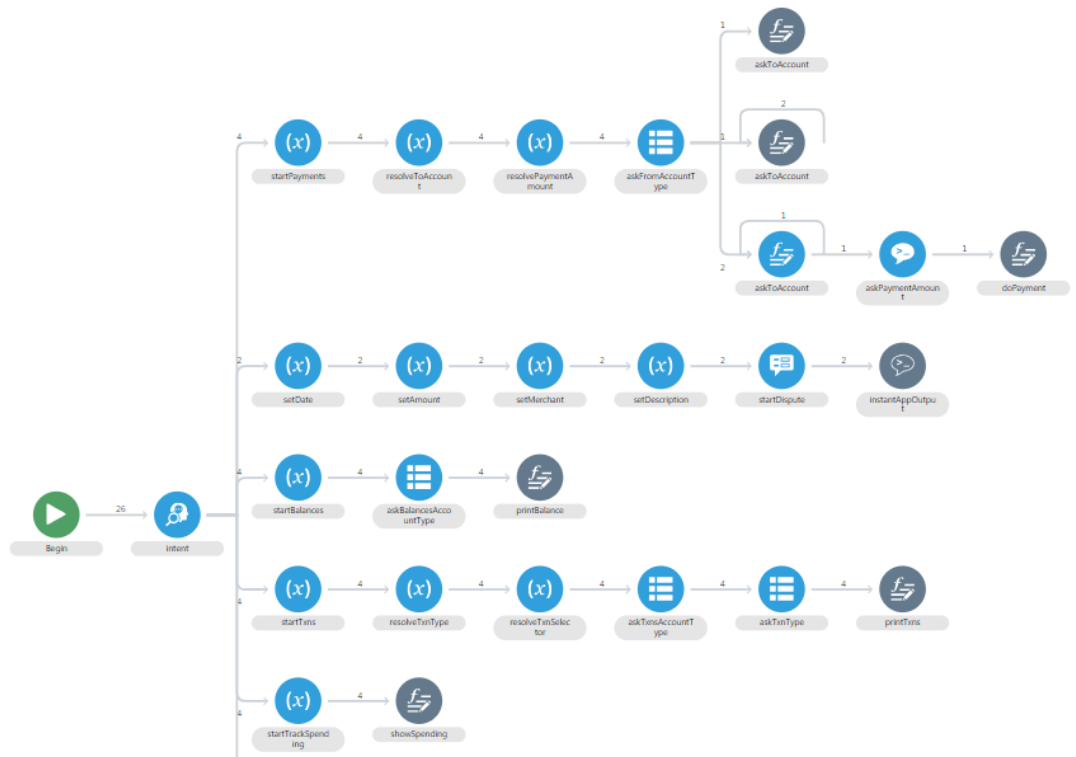
Overview Intents **Paths** Conversations Retrainer Export

Last 90 Days

Intent: All Intents Outcome: Select Intent Status Final State: Select end state Sort By: Frequency Ascending

Tip: To zoom in and out, you can click on the path and then press + or - on your keyboard.

Icons Legend



# Conversations summary view

- Skill designer or business can query a conversation
  - Intent
  - Outcome
  - Date
  - Error condition
- Enables the business user or developer to locate conversation reported by an end user
  - Can view the conversation states
  - Can view the full conversation

The screenshot shows the Oracle FinancialBot interface for the 'Skills • FinancialBot' skill. The 'Conversations' tab is selected and highlighted with a red box. The interface displays a table of conversation records with columns for Intent, Outcome, Time, User, and Skill. Below the table, there is a 'Details for selected conversation' section showing a flow diagram with four steps: 'intent', 'startBalances', 'askBalancesAccountType', and 'printBalance'.

Intent	Outcome	Time	User	Skill
Balances	Completed	2 days ago	prey tell me my bank balance accountType: checking	For which account do you want your balance? The balance in your checking account (**.*) is \$**.** <a href="#">View Conversation</a>
Balances	Completed	23 days ago	What's my balance accountType: checking	For which account do you want your balance? The balance in your checking account (**.*) is \$**.** <a href="#">View Conversation</a>
Balances	Completed	23 days ago	What's my balance? accountType: credit card	For which account do you want your balance? The balance in your credit card account (**.**.*) is \$-**.**. Your remaining credit is \$**.** <a href="#">View Conversation</a>
Balances	Completed	23 days ago	what's my balance? accountType: credit card	For which account do you want your balance? The balance in your credit card account (**.**.*) is \$-**.**. Your remaining credit is \$**.** <a href="#">View Conversation</a>

Details for selected conversation

```
graph LR; intent((intent)) --> startBalances((startBalances)); startBalances --> askBalancesAccountType((askBalancesAccountType)); askBalancesAccountType --> printBalance((printBalance));
```

Overview Intents Paths Conversations Retrainer Export

Last 30 Days ▾

Intent Outcome Sort By Errors

Balances Select Intent Status Latest

Intent	Outcome	Time	User	Skill
Balances	Completed	2 days ago	<ul style="list-style-type: none"> <li>prey tell me my bank balance</li> <li>accountType: checking</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your checking account (**-**) is \$**-**</li> </ul> <a href="#">View Conversation</a>
Balances	Completed	23 days ago	<ul style="list-style-type: none"> <li>What?s my balance</li> <li>accountType: checking</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your checking account (**-**) is \$**-**</li> </ul> <a href="#">View Conversation</a>
Balances	Completed	23 days ago	<ul style="list-style-type: none"> <li>What's my balance?</li> <li>accountType: credit card</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your credit card account (**-**-**-**) is \$-**-**</li> <li>Your remaining credit is \$**-**</li> </ul> <a href="#">View Conversation</a>
Balances	Completed	23 days ago	<ul style="list-style-type: none"> <li>what's my balance?</li> <li>accountType: credit card</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your credit card account (**-**-**-**) is \$-**-**</li> <li>Your remaining credit is \$**-**</li> </ul> <a href="#">View Conversation</a>

Page 1 of 1 (1-4 of 4 items) | < 1 >

Details for selected conversation



# Drilldown – individual messages

Skills • FinancialBot **DRAFT • 1.0** Instant Apps Validate Train

Overview Intents Paths **Conversations** Retraîner Export Last 30 Days

Intent Balances Outcome *Select Intent Status* Sort By Latest Errors

Intent	Outcome	Time	User	Skill	
Balances	Completed	2 days ago	<ul style="list-style-type: none"> <li>prey tell me my bank balance</li> <li>accountType: checking</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your checking account (**-**) is \$**.**</li> </ul>	<a href="#">View Conversation</a>
Balances	Completed	23 days ago	<ul style="list-style-type: none"> <li>What's my balance</li> <li>accountType: checking</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your checking account (**-**) is \$**.**</li> </ul>	<a href="#">View Conversation</a>
Balances	Completed	23 days ago	<ul style="list-style-type: none"> <li>What's my balance?</li> <li>accountType: credit card</li> </ul>	<ul style="list-style-type: none"> <li>For which account do you want your balance?</li> <li>The balance in your credit card account (**-**-**-**) is \$.-**.**</li> <li>Your remaining credit is \$**.**</li> </ul>	<a href="#">View Conversation</a>
Balances	Completed	23 days ago	<ul style="list-style-type: none"> <li>what's my balance?</li> <li>accountType: credit card</li> </ul>	<ul style="list-style-type: none"> <li>For which ac</li> <li>The balance</li> <li>Your remain</li> </ul>	

Details for selected conversation

```

    graph LR
      A((intent)) --> B((startBalances))
      B --> C((askBalancesAccountType))
      C --> D((printBalance))
  
```

prey tell me my bank balance

For which account do you want your balance?

accountType: checking

The balance in your checking account (\*\*-\*\*) is \$\*\*.\*\*

# Retrainer – moderator prepare the skill for future

- Retrainer provides a tool to query utterances and examine if they were resolved to the correct intent
  - Check for correct intent resolution
  - Check for unresolved intents
- Retrain from within the dashboard

The screenshot displays the Oracle Digital Assistant Retrainer interface for a skill named 'FinancialBot'. The interface includes a navigation bar with 'Skills • FinancialBot' and a 'Retrainer' tab highlighted in red. Below the navigation bar, there are filters for 'Channel: All', 'Locale: All', and 'Reset to All'. The main content area shows a table of utterances with columns for 'Utterances', 'Result', 'Win Margin', 'Intent: Score', and 'Add To'. The table contains three rows of data. A dropdown menu is open for the first row, showing a list of intent options: 'Track Spending', 'Send Money', 'Balances', 'Dispute', 'Send Money', 'Track Spending', and 'Transactions'. The 'Track Spending' option is highlighted.

Utterances	Result	Win Margin	Intent: Score	Add To
expenditure on watching movies	unresolvedIntent	9.48		Track Spending Send Money Balances
Is this an HCM bot?	unresolvedIntent	3.91		Balances Track Spending
will this allow me buy gifts	unresolvedIntent	5.3		Track Spending Balances Transactions

Show me all utterances where **All** Any of the following are true

Intent Matches unresolvedIntent

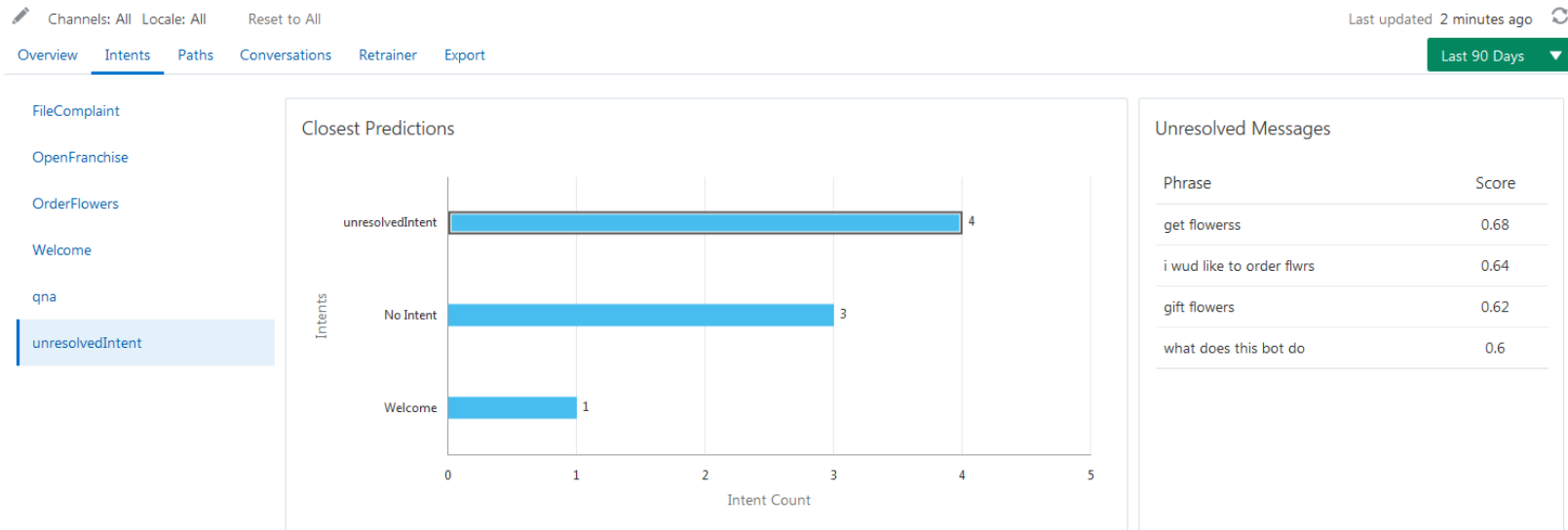
+ Criteria Search

Intent Classification

Utterances	Result	Win Margin	Intents Score	Add To	Select Intent
<input type="checkbox"/> expenditure on watching movies	unresolvedIntent	9.48		<input type="checkbox"/> Track Spending <input type="checkbox"/> Send Money <input type="checkbox"/> Balances	Select Intent
<input type="checkbox"/> Is this an HCM bot?	unresolvedIntent	3.91		<input type="checkbox"/> Balances <input type="checkbox"/> Track Spending	Select Intent
<input type="checkbox"/> will this allow me buy gifts	unresolvedIntent	5.3		<input type="checkbox"/> Track Spending <input type="checkbox"/> Balances <input type="checkbox"/> Transactions	Select Intent



# Some popular short forms or common typographical errors



There are a couple of messages that catch your eye because they can help your skill fulfil its primary goal even if the customer input contains typos, slang, or unconventional

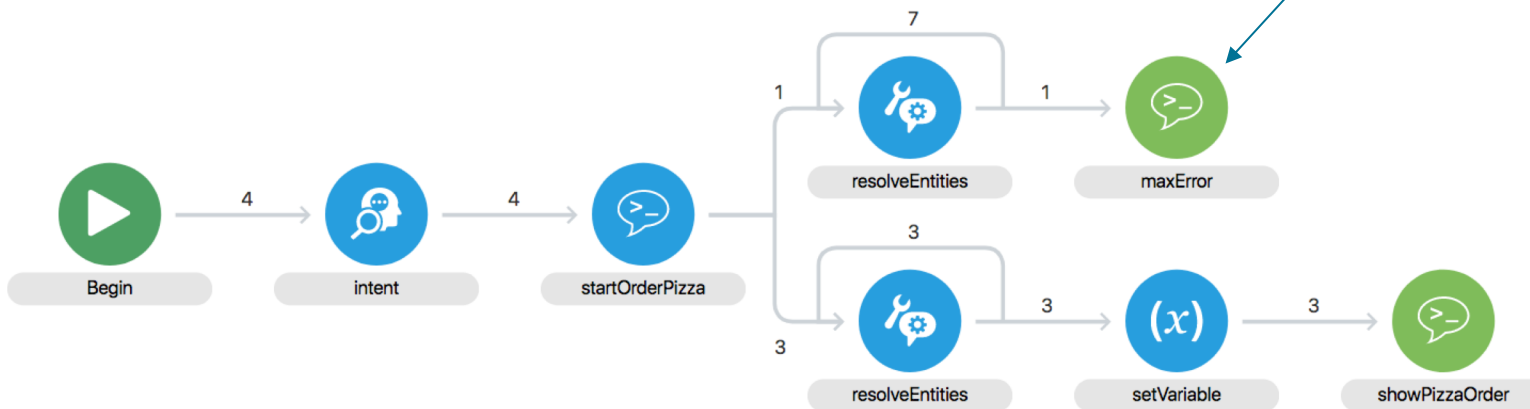
- shorthand: "get flowerss" (68%)
- "i wud like to order flwrs." (64%)

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# Drill down – find out error condition and cause

The screenshot shows the Oracle Skills console for a skill named 'AB\_CompositeBag' in 'DRAFT • 1.0' status. The interface includes a navigation bar with 'Overview', 'Intents', 'Paths', 'Conversations', and 'Retrainer'. The 'Paths' tab is selected. Below the navigation, there are filters for 'Intent' (set to 'OrderPizza'), 'Outcome' (set to 'Completed'), 'Final State' (set to 'Select end state'), and 'Sort By' (set to 'Frequency Ascending'). A tip at the bottom of the filter section reads: 'Tip: To zoom in and out, you can click on the path and then press + or - on your keyboard.' There is also an 'Icons Legend' link.



Conversations marked as complete but have not logically concluded with a positive scenario.

There seems to be a MaxError state that indicates the skill failed to continue.

The resolveEntities have probably asked user a bunch of questions and since it is probably not well designed user could not continue.

# Review conversation that causes the failure

Skills • AB\_CompositeBag **DRAFT • 1.0** Instant Apps Validate Train

Channels: All Locale: All Reset to All Last updated a few seconds ago

Overview Intents Paths **Conversations** Retrainer Last 7 Days

Intent: OrderPizza Outcome: Completed Sort By: Latest Errors:

Intent	Outcome	Time	User	Skill
OrderPizza	Completed	5 minutes ago	<ul style="list-style-type: none"><li>god knows</li><li>today</li><li><b>nopes</b></li><li>I said nopes</li><li>I really said I don't want it</li></ul>	<ul style="list-style-type: none"><li>Please enter DeliveryDate</li><li>Ok you want some herbs! **...</li><li>OK so no herbs Ok you want...</li><li>OK so no herbs Ok you want...</li><li>OK lets connect you with so...</li></ul>

[View Conversation](#)

Note that the user indicated that they do not need any herbs as toppings but the skill kept insisting and then ultimately failed.

# Review conversation that causes the failure

View Conversation Close

The screenshot shows a chat interface with a blue header bar containing 'View Conversation' and a 'Close' button. The chat history consists of four messages from the bot (grey bubbles) and three from the user (blue bubbles). The bot's messages are: 'Ok you want some herbs! \*\* Oregano \*\* Garlic', 'OK so no herbs Ok you want some herbs! \*\* Oregano \*\* Garlic', 'OK so no herbs Ok you want some herbs! \*\* Oregano \*\* Garlic', and 'OK lets connect you with someone to help'. The user's messages are: 'nopes', 'I said nopes', and 'I really said I don't want it'. Three blue arrows point from the explanatory text on the right to the user's messages 'nopes', 'I said nopes', and 'I really said I don't want it'.

You can drilldown to the finest details and see how the skill responded to the user.

In this case if the user entered nopes, not interested, etc. the skill should skip this step and gracefully proceed to the next step.

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# Settings • Data Management

Last updated 2 minutes ago

Monitor Manage

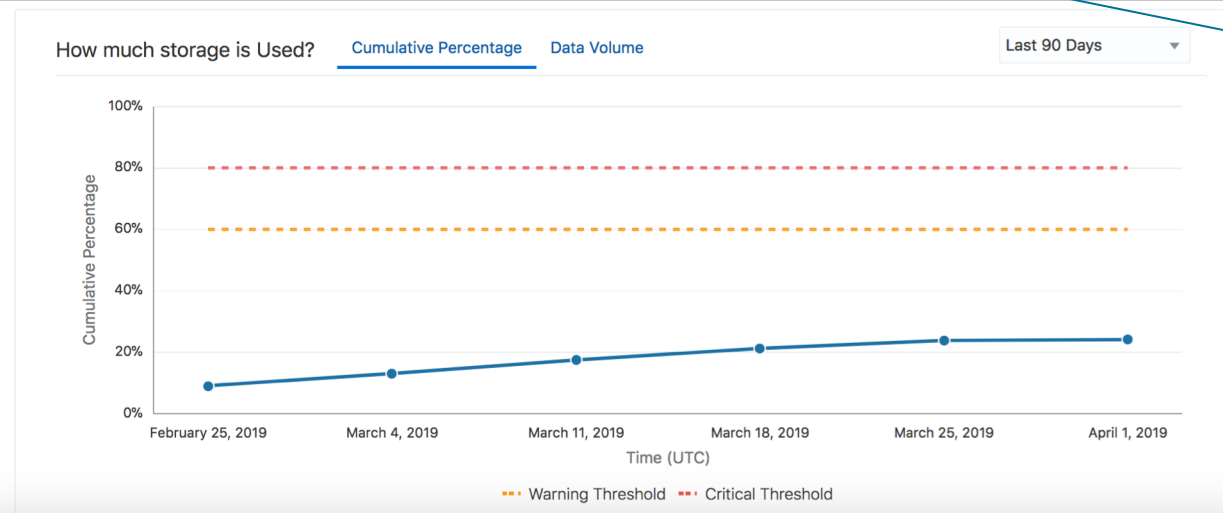
-- Alerts Last 7 Days	107.37 GB Total	26.52 GB Used	80.85 GB Remaining	296.09 MB Average - Last 7 days
--------------------------	--------------------	------------------	-----------------------	------------------------------------

Monitor storage used as you enable insights and skills logging.

The total storage available.

Remaining

Used Storage



# Export & Purge Data

Settings • Data Management

Monitor Manage

**Export** [X]

Name \*  
Insights\_Export

Date Range \*  
2019-03-01 to 2019-03-31

Export

+ Export + Export & Purge

You can export the insights data by giving a date range.

You can also purge the data so as to release storage.

## Settings • Data Management

Settings • Data Management

Last updated a few seconds ago [refresh]

Monitor Manage

This will allow you to export insights data to Oracle cloud and purge it from bots storage. [Learn more about export and purge.](#)

+ Export + Export & Purge

Filter by Name or Created By [search] Filter by Task [dropdown] Filter by Status [dropdown] Sort By Run Descending [dropdown]

Task	Name	Run	Created By	Date Range	Status	Delete
Export	ExportFlowers	Jan 29, 2019	user	Oct 1, 2018 - Oct 15, 20...	No Data	[X]
Export	TestDMCEExport	Jan 29, 2019	user	Jan 1, 2019 - Jan 15, 2019	Export Succeeded	[X]

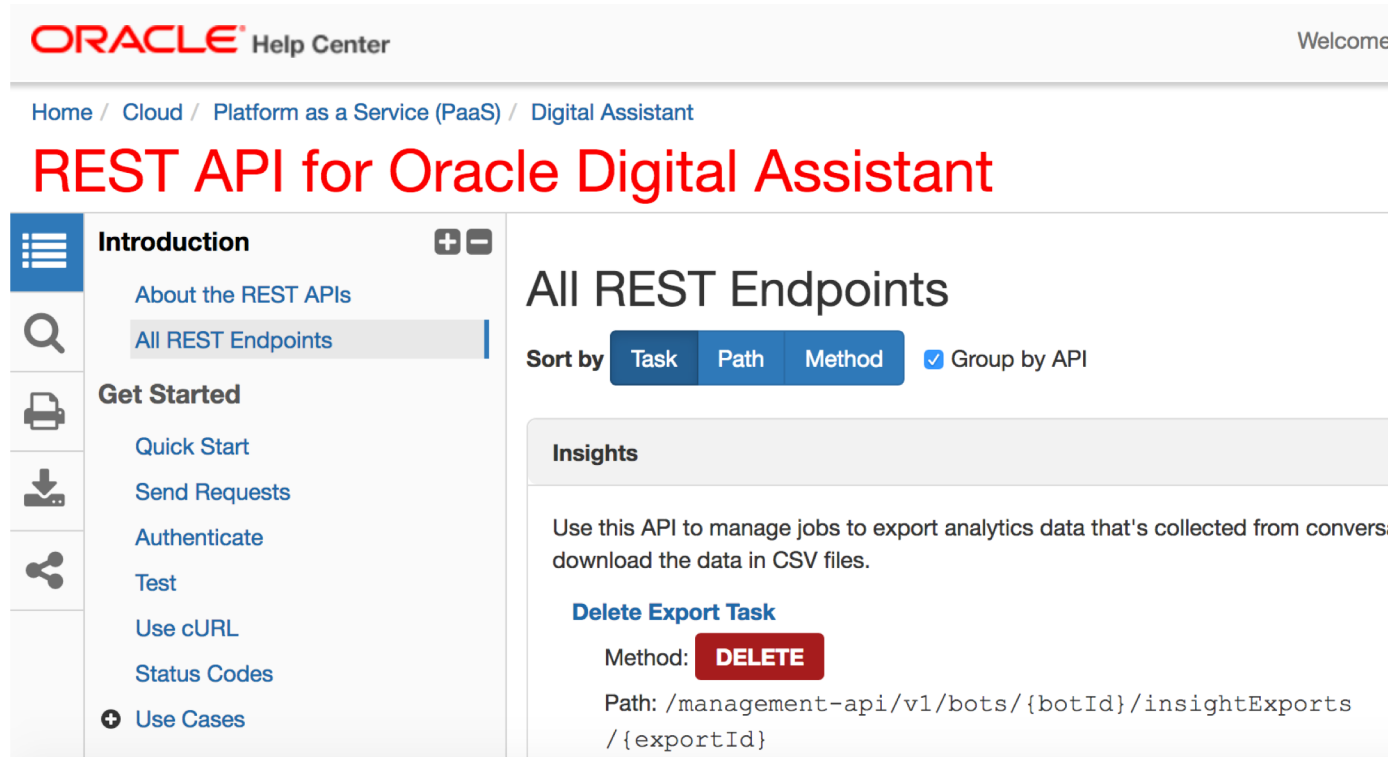
Page 1 of 1 (1-2 of 2 items) | K < 1 > X



# REST API for BOT Insights Export

- <https://docs.oracle.com/en/cloud/paas/digital-assistant/rest-api/rest-endpoints.html>

The REST API for BOT Insights enables developers to export data using a REST API



The screenshot shows the Oracle Help Center interface. At the top, it says "ORACLE Help Center" and "Welcome". Below that is a breadcrumb trail: "Home / Cloud / Platform as a Service (PaaS) / Digital Assistant". The main heading is "REST API for Oracle Digital Assistant" in red. On the left is a navigation sidebar with sections: "Introduction" (containing "About the REST APIs" and "All REST Endpoints"), "Get Started" (containing "Quick Start", "Send Requests", "Authenticate", "Test", "Use cURL", "Status Codes", and "Use Cases"), and "All REST Endpoints" (selected). The main content area is titled "All REST Endpoints" and has sorting options: "Task", "Path", "Method", and "Group by API" (checked). Below this is a section for "Delete Export Task" with the following details: Method: DELETE, Path: /management-api/v1/bots/{botId}/insightExports/{exportId}.

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