

ORACLE®

Oracle Digital Assistant

The Complete Training

Approaches for Integrating ODA + Service Cloud

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

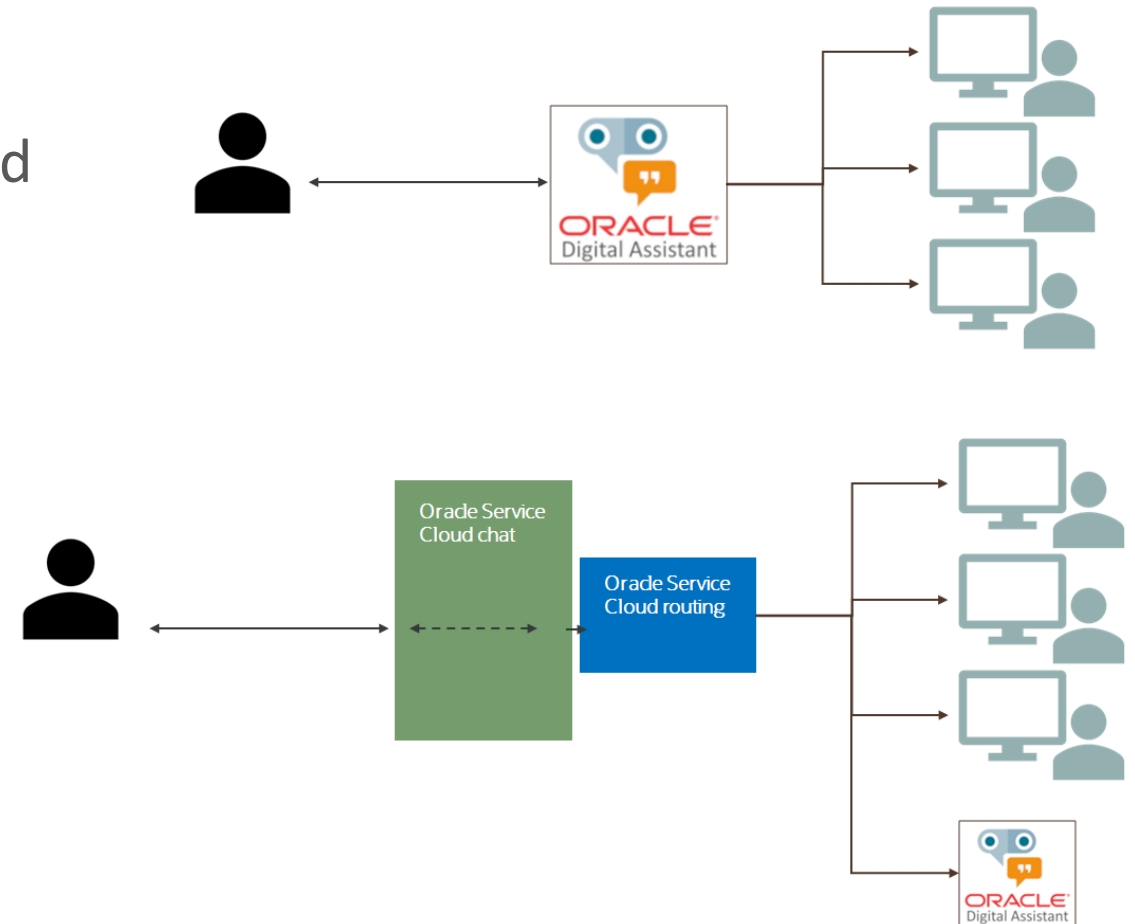
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Skills

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



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).

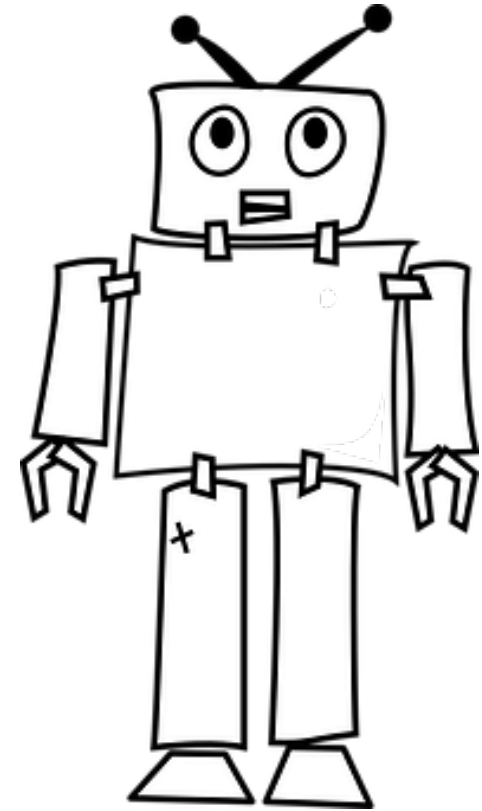
More about option 2 (ODA as an agent)

- 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**



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

ODA as an Agent (Pre-chat form)



What can we help you with? 

Customer Service

LIVE HELP - Chat with a member of our support team

For your security, we are unable to process any membership fee credit card transactions via chat.

Help Topics

[Credit Card](#)
[Membership](#)
[Orders](#)
[General Information](#)
[Returns, Refunds & Replacements](#)
[Product Information](#)
[Shipping](#)
[My Profile](#)
[Business Center](#)

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[Live Chat](#)
[Call Us](#)

Other Related Info

[Concierge Technical Support](#)
[Hours and Closures](#)

Chat Category *

Warehouse or Membership

Chat Subject *

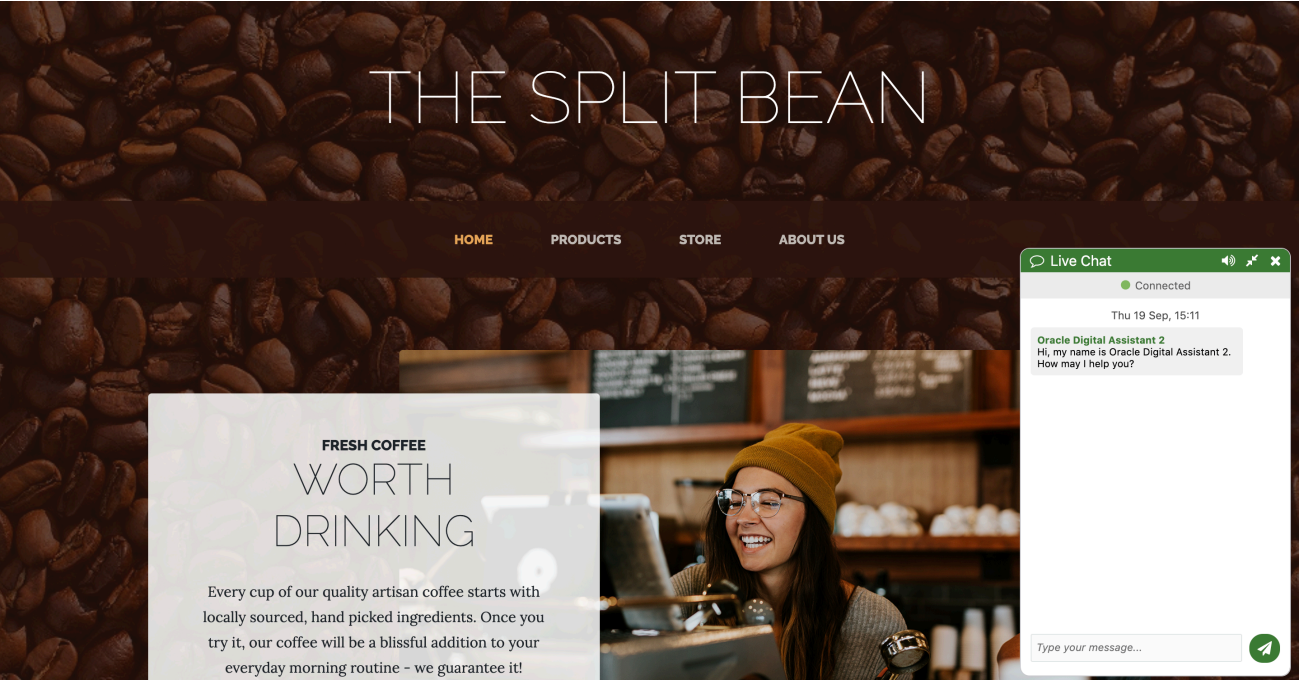
Membership Information or Changes

First Name *

Last Name *

Email Address *

ODA Escalation




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FRESH COFFEE

WORTH DRINKING

Every cup of our quality artisan coffee starts with locally sourced, hand picked ingredients. Once you try it, our coffee will be a blissful addition to your everyday morning routine - we guarantee it!




Live Chat

Connected

Thu 19 Sep, 15:11

Oracle Digital Assistant 2
Hi, my name is Oracle Digital Assistant 2.
How may I help you?

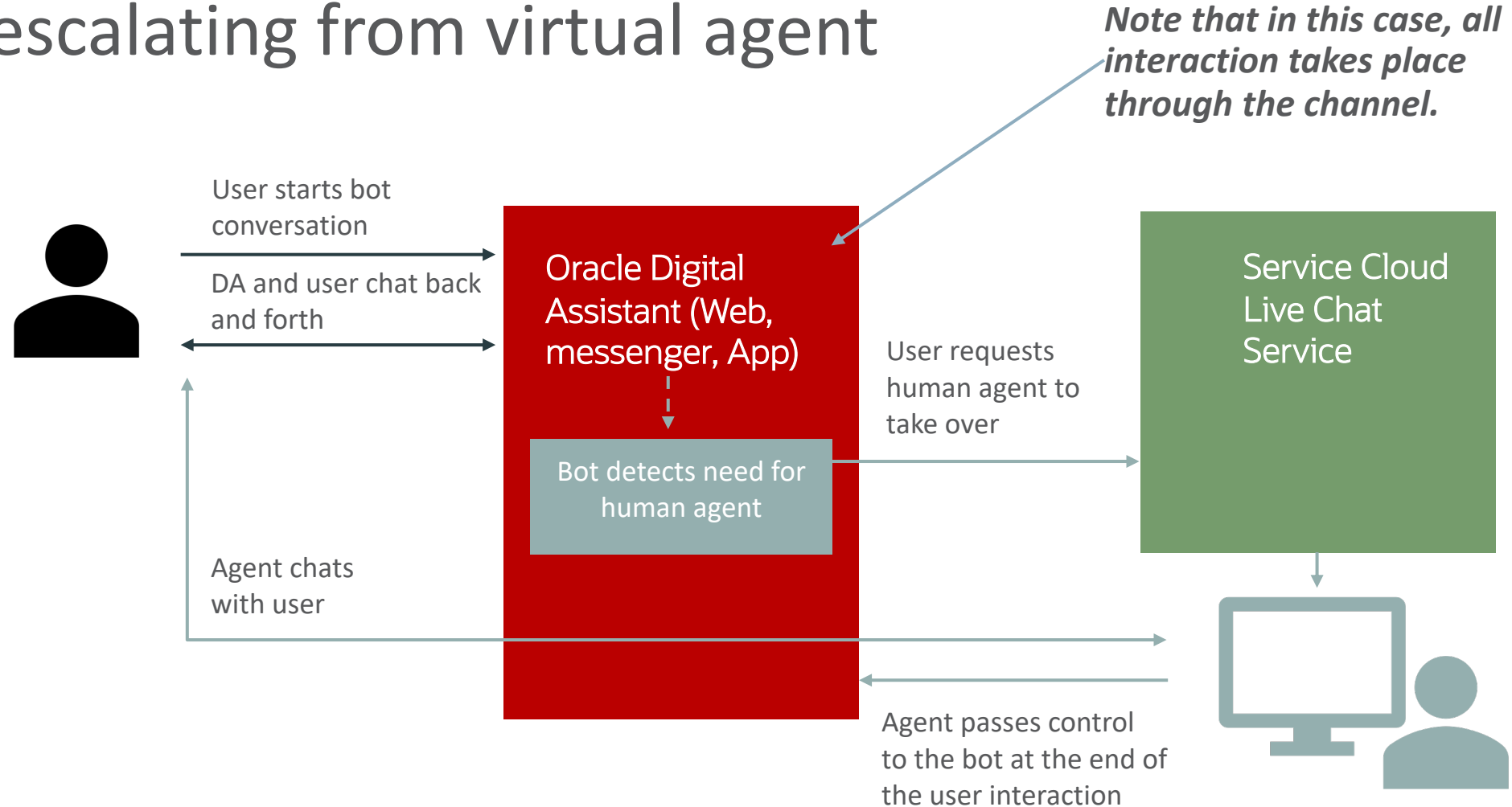
Type your message...



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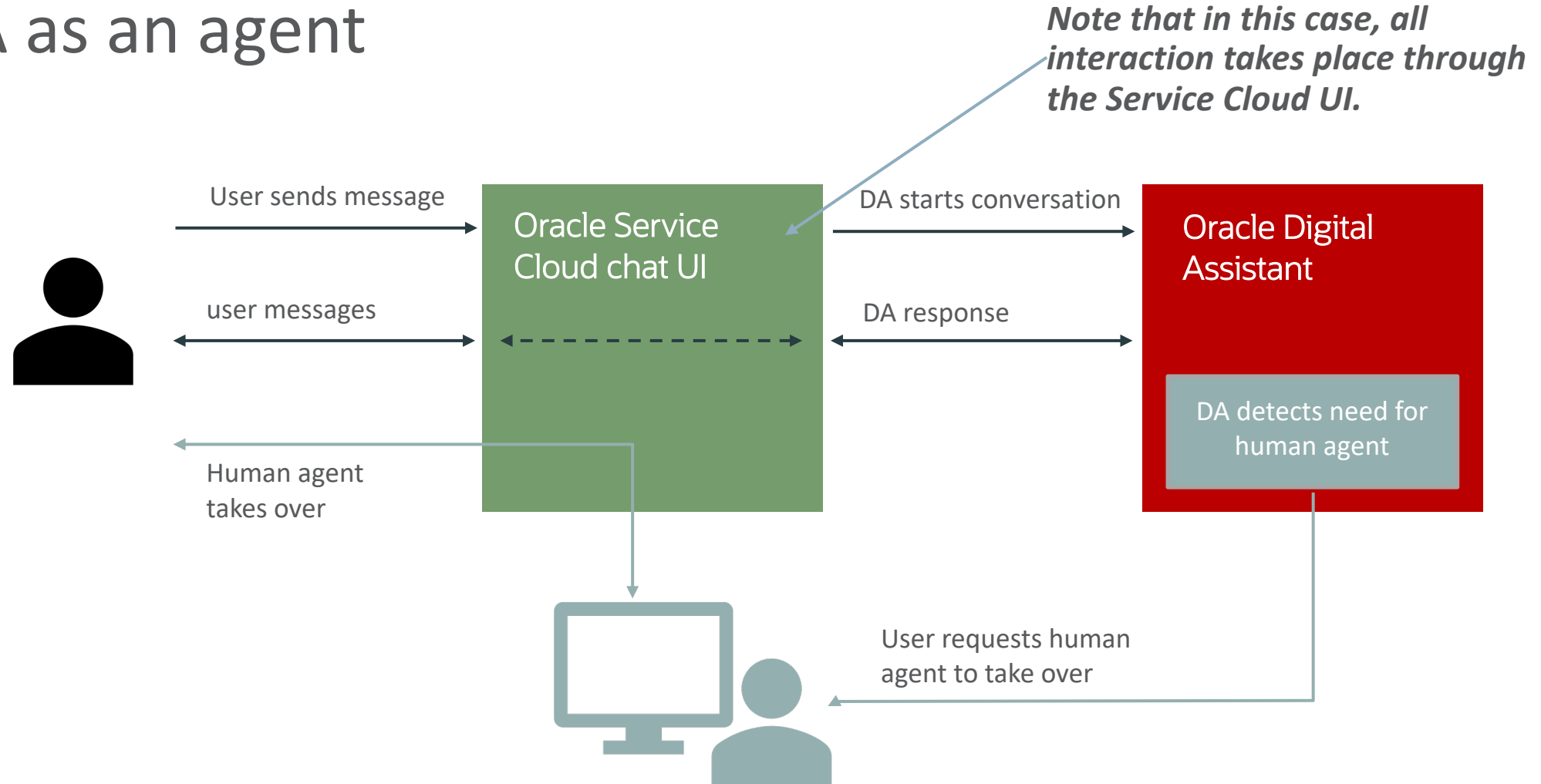
ODA escalating from virtual agent



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ODA as an agent



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