

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

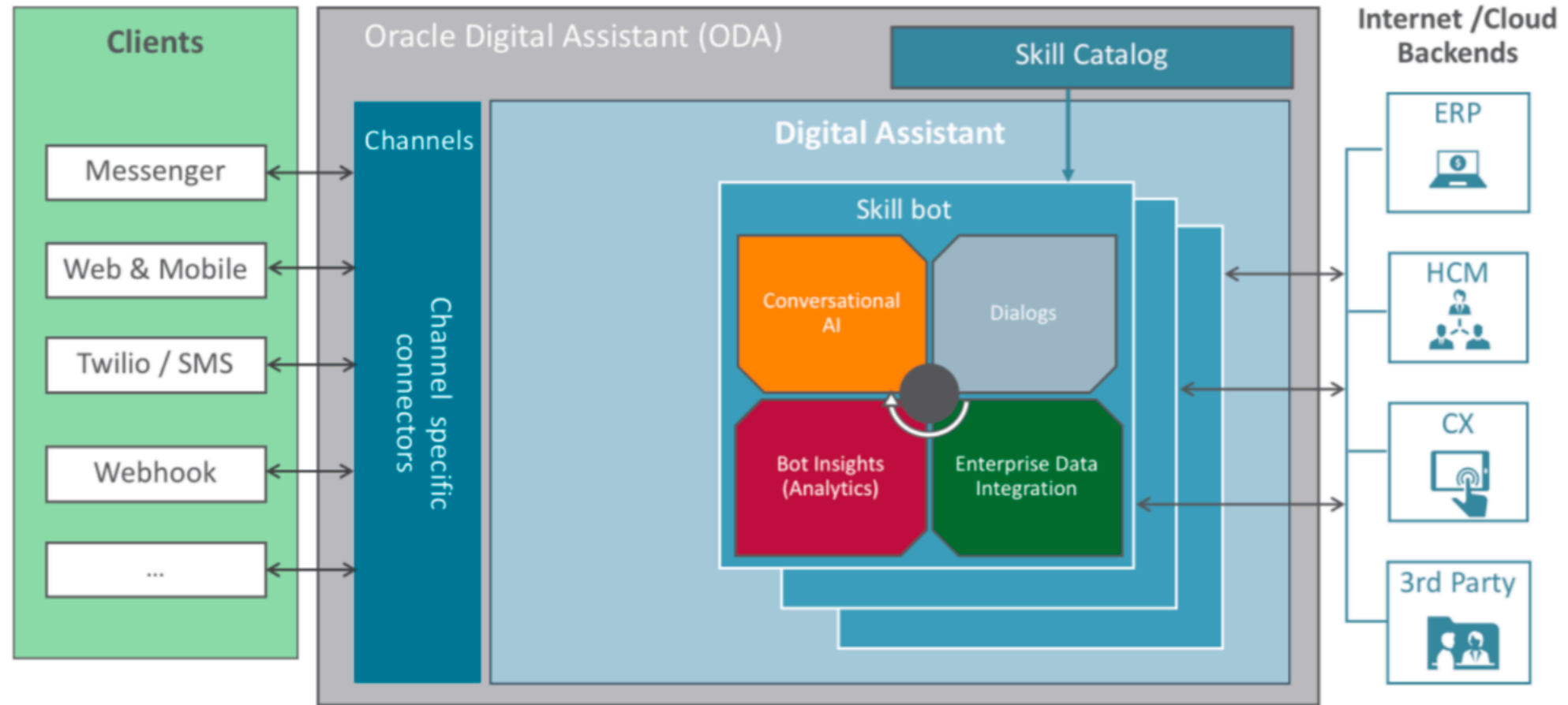
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# Supporting users with multiple messaging platforms

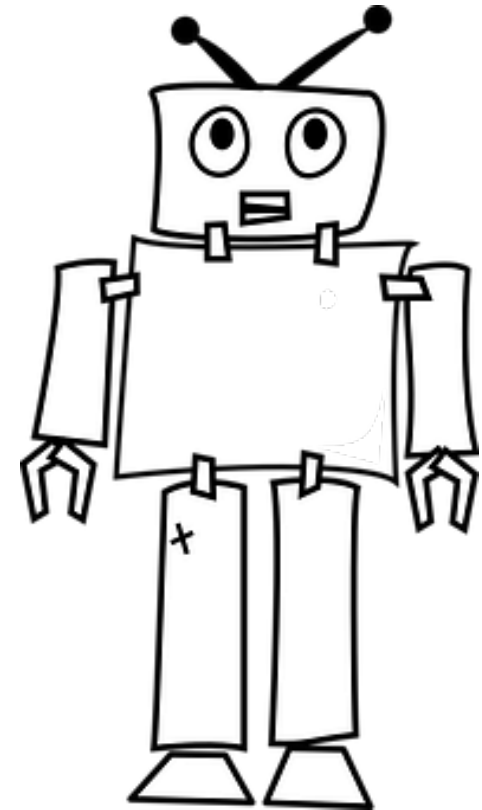
- The more messaging services you need to support the more infrastructure you need to put in place
  - Messages need to be queues
  - Each messaging service has a different payload
- Every messaging service has a unique set of features
  - Text-only
  - Images
  - Carousel



# User channel configuration

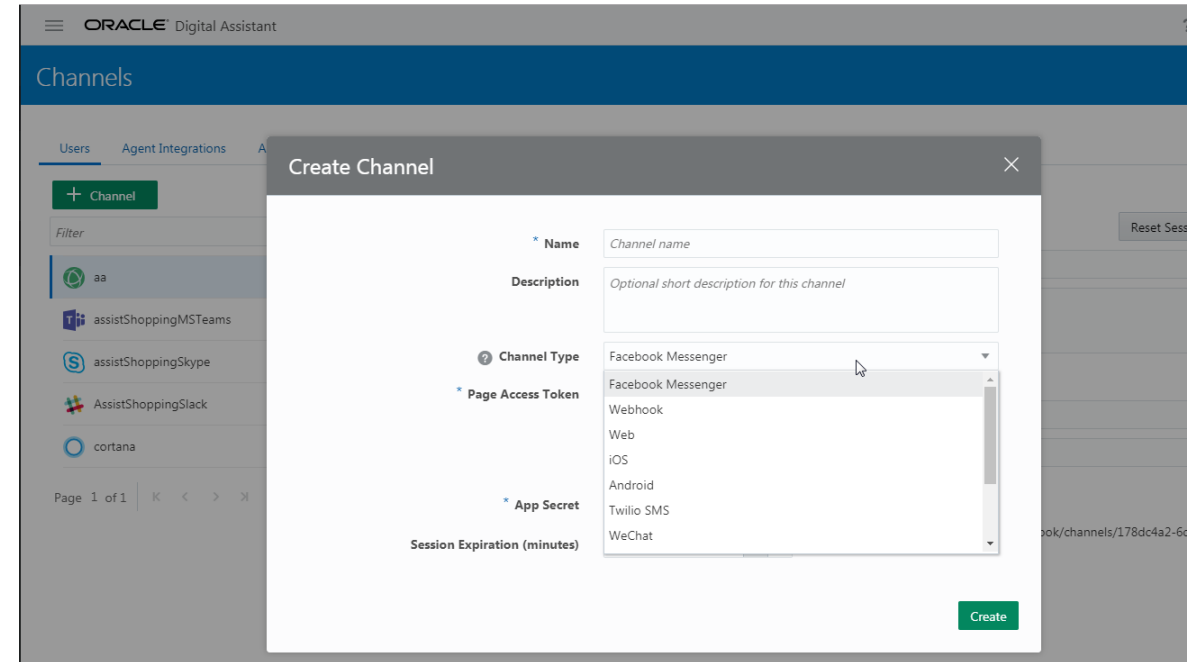


**Channels are adapters** that dispatch conversation between messengers and the bot. This includes message formatting.



# 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)



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

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# User channel creation

The screenshot shows the Oracle Digital Assistant interface with a 'Create Channel' modal dialog open. The background interface includes a top navigation bar with the Oracle logo and 'Digital Assistant' text, a 'Channels' header, and a sidebar with tabs for 'Users', 'Agent Integrations', and 'A'. The sidebar also features a '+ Channel' button, a 'Filter' section, and a list of existing channels: 'aa', 'assistShoppingMSTeams', 'assistShoppingSkype', 'AssistShoppingSlack', and 'cortana'. The main content area shows a 'Reset Sessions' button and a 'Reset' link. The 'Create Channel' dialog has a title bar with a close button and contains the following fields:

- Name**: A text input field with the placeholder text 'Channel name'.
- Description**: A text input field with the placeholder text 'Optional short description for this channel'.
- Channel Type**: A dropdown menu with a question mark icon. The current selection is 'Facebook Messenger', and 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 is located at the bottom right of the 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

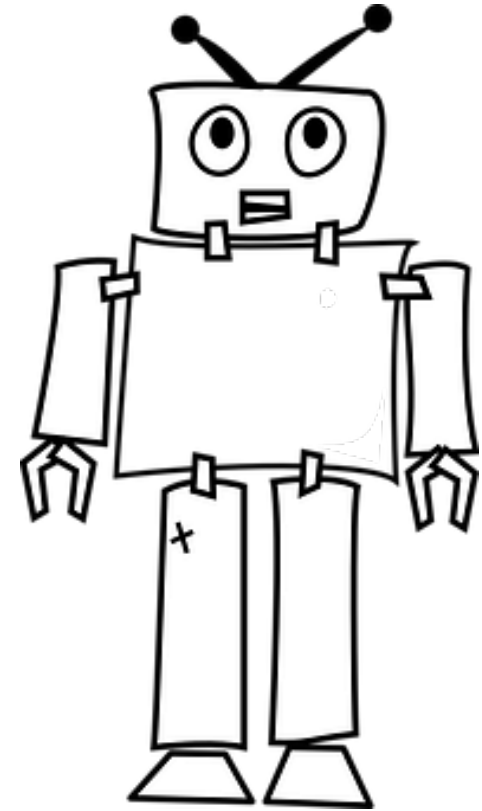
AB\_DA\_Fin-Pizza\_Retail

1.0

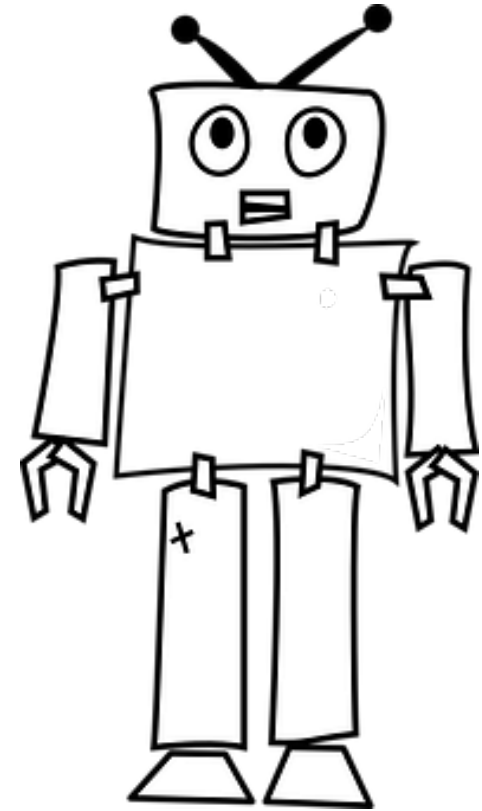
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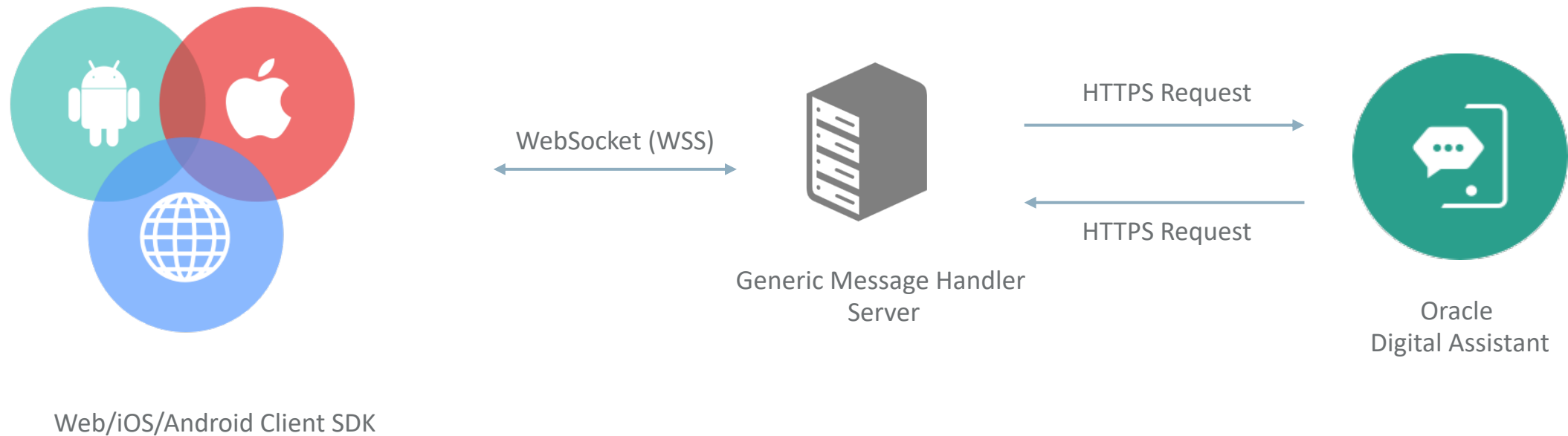
Oracle provides client **SDKs** to  
**integrate** Oracle Digital Assistant with  
**Android, iOS and Web applications**  
and also **Voice**



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

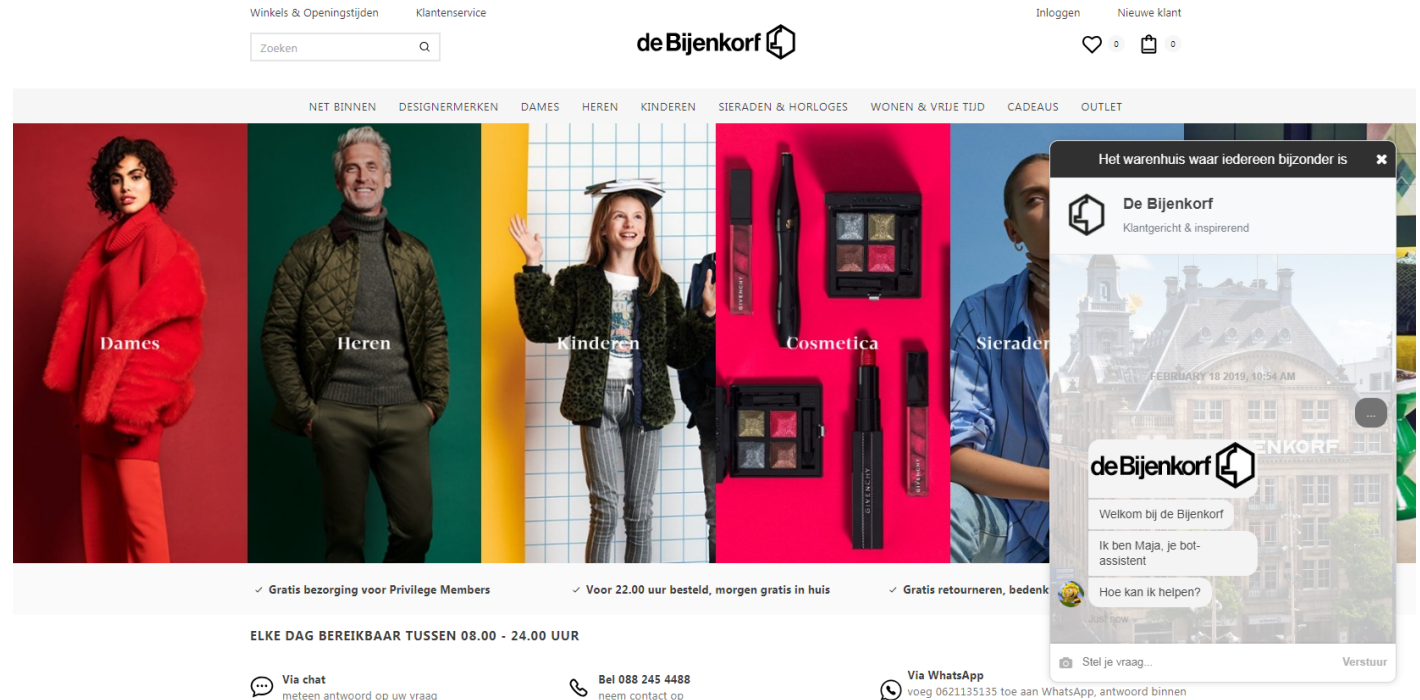


# Oracle Digital Assistant client SDKs

- 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

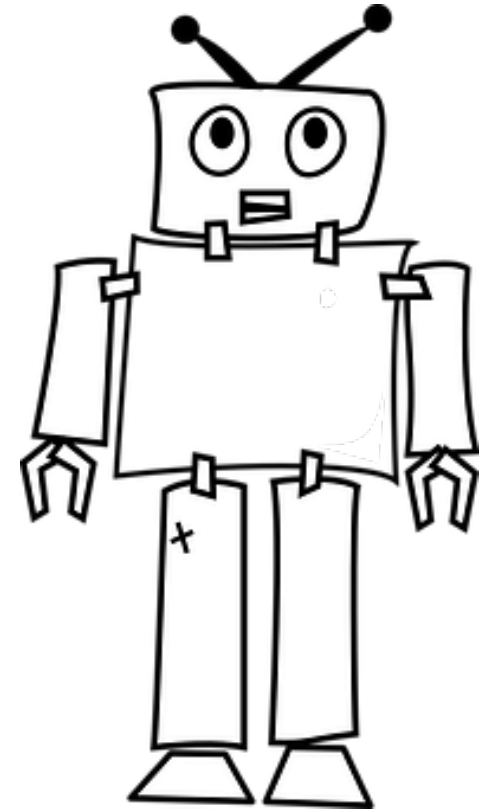
- Look and feel
  - Avatar
  - Icons, colours, style
  - Locale, date localization
- Default behaviour
  - Bot initiates conversation
  - Detect closing of the window
  - Formatting of text
- Additional functionality
  - Add button bar for common functions



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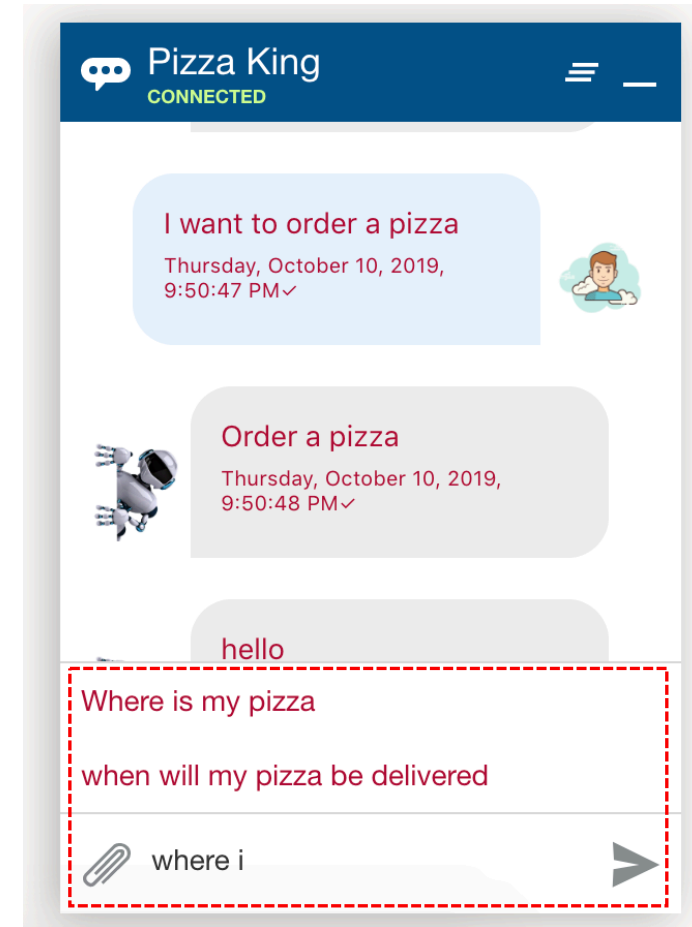
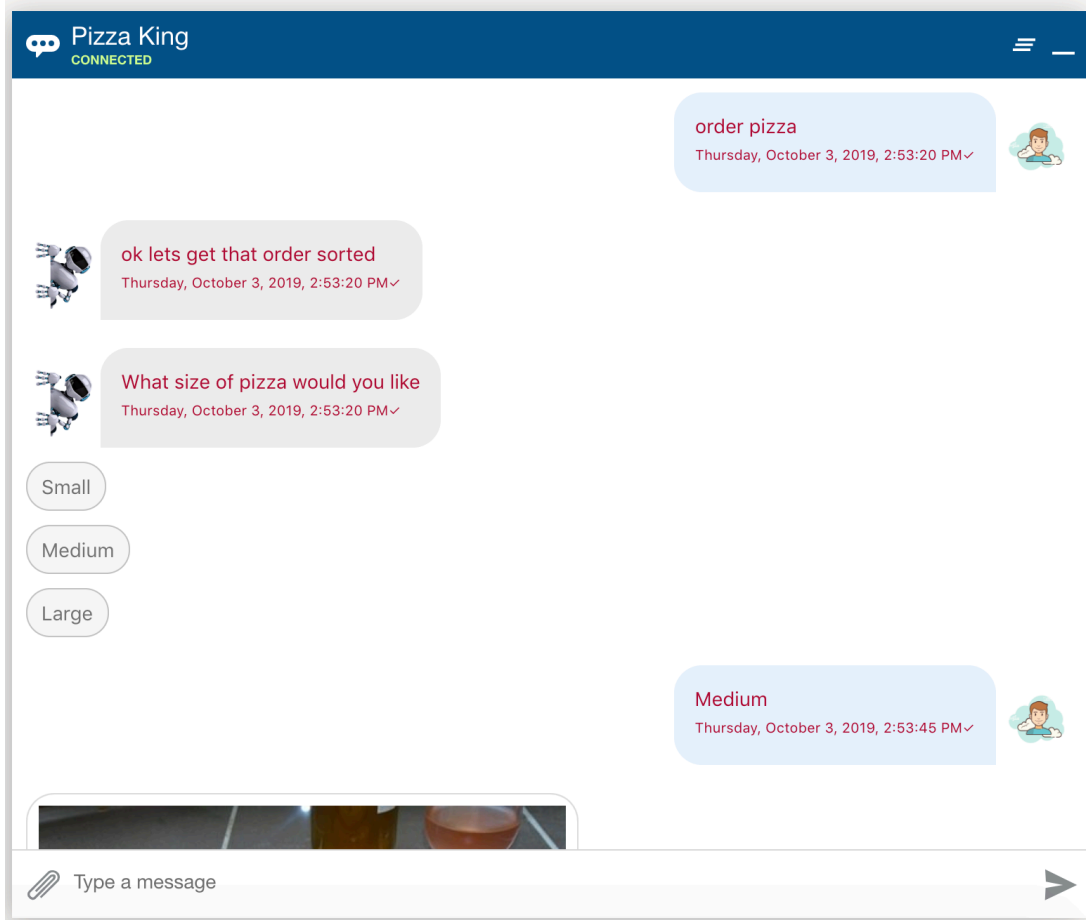
With Oracle Digital Assistant 19.10+,  
Oracle offers a new Web SDK for  
integrating Oracle Digital Assistant  
with web applications and web sites



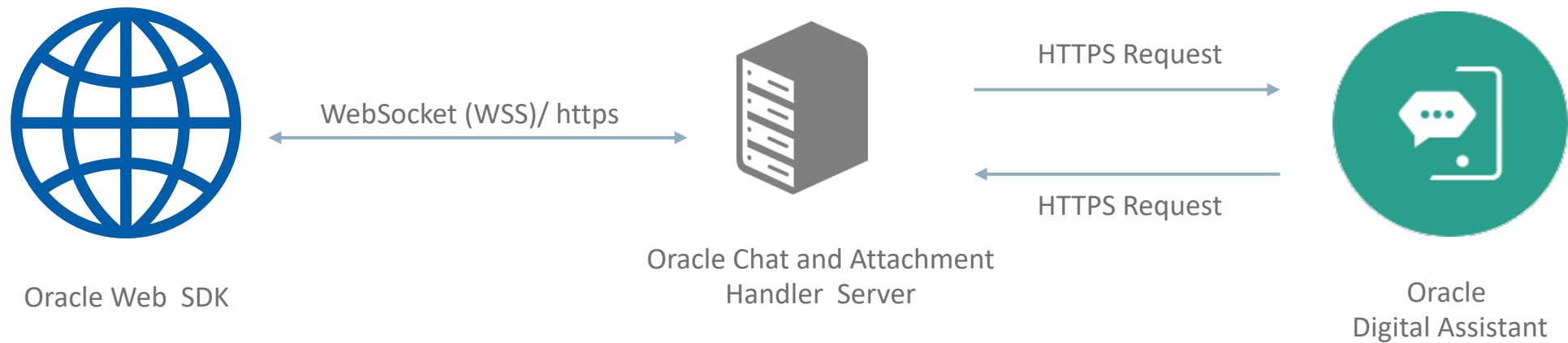
# Some of the new features

- 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

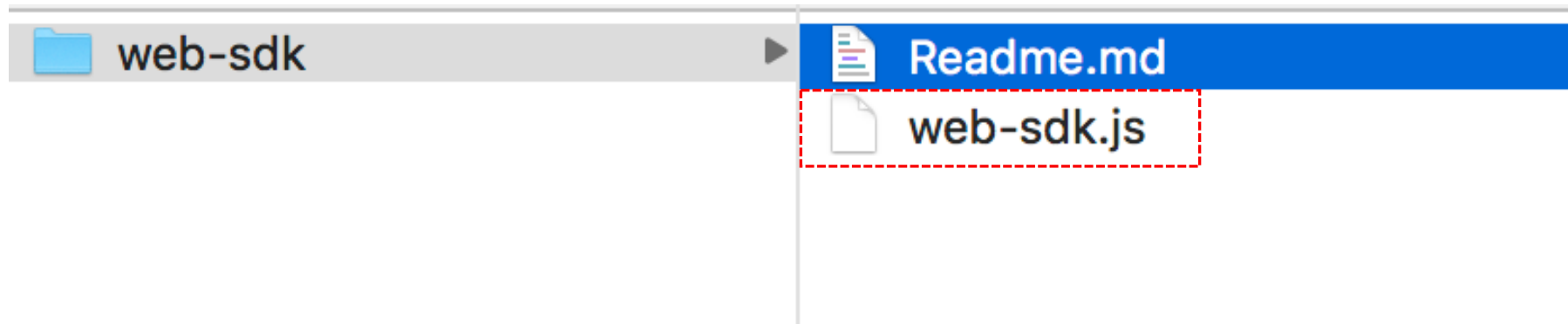


# How the Oracle web SDK works



# Oracle Web SDK download

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



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# 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

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# Oracle Digital Assistant Hands-On

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