

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



# Topic agenda

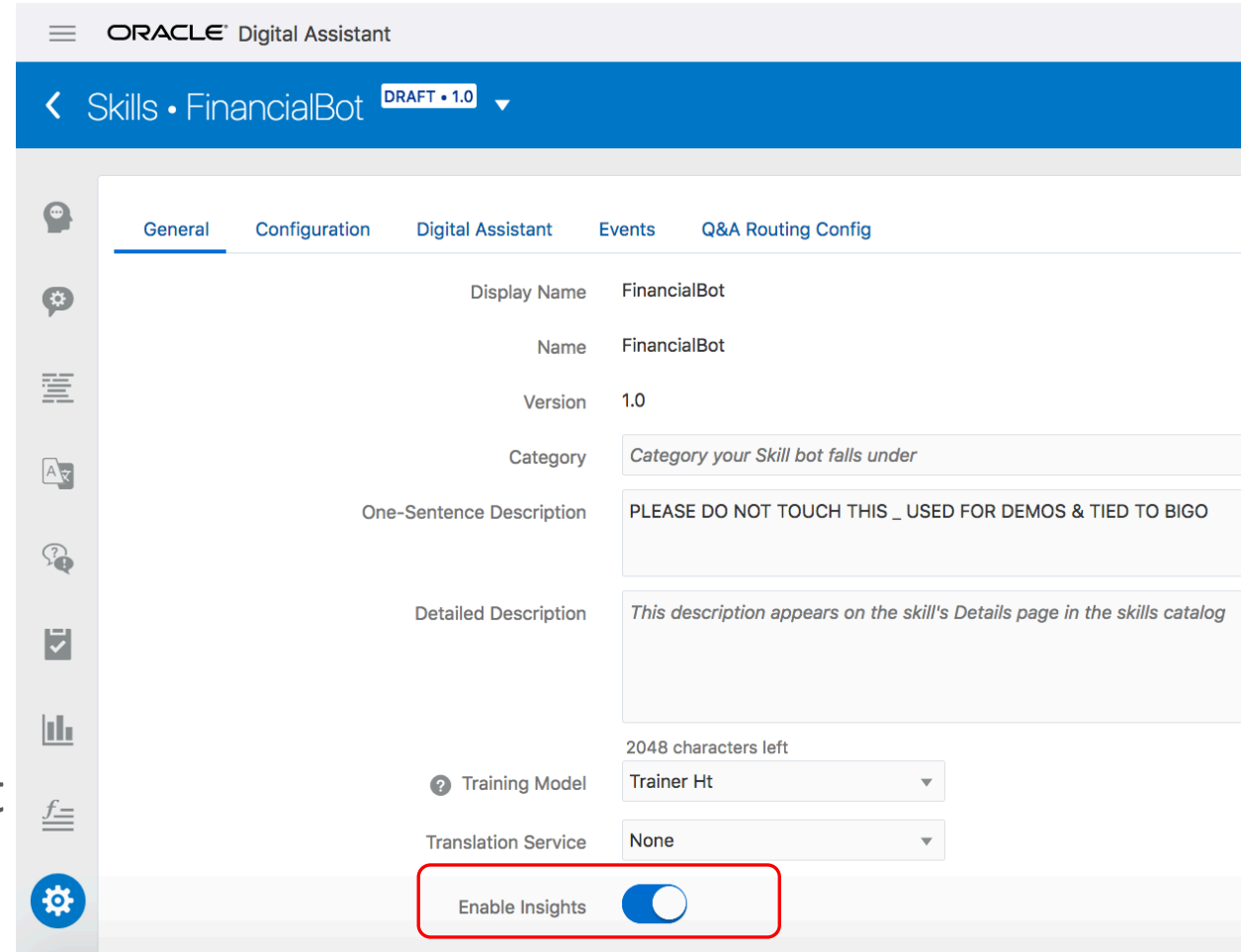
- 1 Overview
- 2 High level analysis
- 3 Complete & incomplete paths
- 4 Drill down to conversations
- 5 Find root cause of failures
- 6 Insights Data Management & Export API

# 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

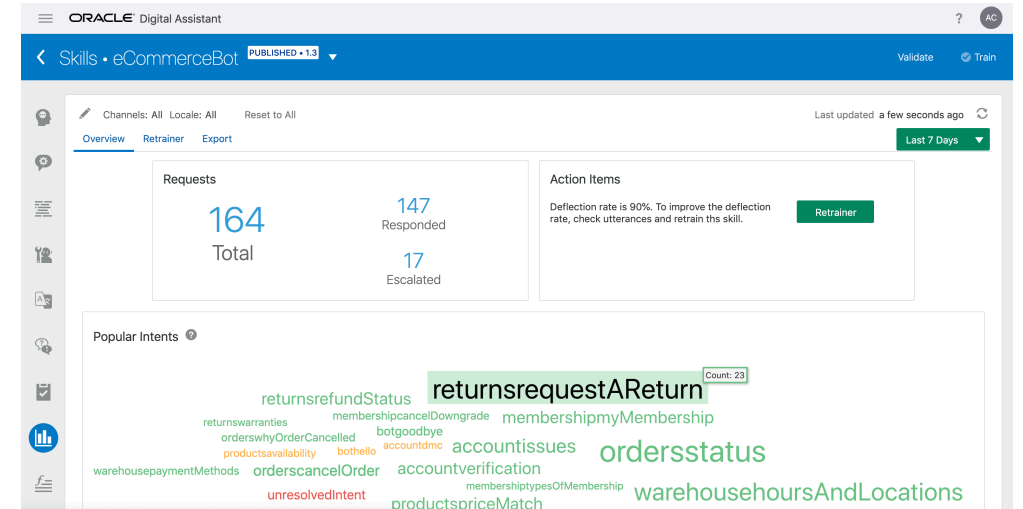


The screenshot shows the Oracle Digital Assistant interface for configuring a skill named 'FinancialBot'. The page has a blue header with the Oracle logo and 'Digital Assistant'. Below the header, there's a blue bar with a back arrow, the skill name 'Skills • FinancialBot', and a 'DRAFT • 1.0' status. A sidebar on the left contains icons for various functions. The main content area has tabs for 'General', 'Configuration', 'Digital Assistant', 'Events', and 'Q&A Routing Config'. The 'General' tab is active, showing fields for 'Display Name' (FinancialBot), 'Name' (FinancialBot), 'Version' (1.0), 'Category' (a placeholder text), 'One-Sentence Description' (PLEASE DO NOT TOUCH THIS \_ USED FOR DEMOS & TIED TO BIGO), and 'Detailed Description' (This description appears on the skill's Details page in the skills catalog). At the bottom, there are dropdowns for 'Training Model' (Trainer Ht) and 'Translation Service' (None). A red box highlights the 'Enable Insights' toggle switch, which is currently turned on.

Field	Value
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	On

# Business user insights and retraining

- Smart insights for LOB decision-making
  - Execution trends
  - Deflection rates
  - Retraining capability via tag clouds



ORACLE Digital Assistant

Skills • eCommerceBot PUBLISHED • 1.3

Channels: All Locale: All Reset to All

Overview Retrainer Export

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

Intent Matches unresolvedIntent

+ Criteria Search

You can add examples only if the bot is in Draft status. eCommerceBot 1.4

	Utterances	Result	Win Margin	Intents Score	Add To
<input type="checkbox"/>	get membership info on free mem...	unresolvedIntent	9.03	<div><div></div></div>	<div>accountdmc membership... membership...</div> Select Intent
<input type="checkbox"/>	where's my item?	unresolvedIntent	2.95	<div><div></div></div>	<div>botgoodbye accountissues ordersstatus</div> Select Intent
<input checked="" type="checkbox"/>	are you open on thanks giving?	unresolvedIntent	7.73	<div><div></div></div>	<div>warehouseh... bothello botcontactUs</div> Select Intent

## Development



Home



Development

Skills

Digital Assistants

Channels

Store



Analytics



Settings



Downloads...



Documentation...



ORACLE® Digital Assistant



AC

## Skills Analytics

### 100 Skills



All

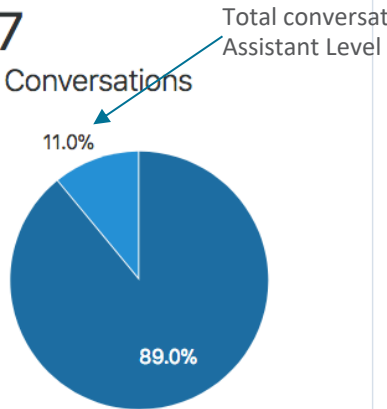
Today



Last updated a few seconds ago

327

Total Conversations



■ Completed ■ Incomplete

291

Completed Conversations

Skill	Completed
Greeting_ETR	180
HCMBot_1843	99
CX_Inside_Sales	12

Completed Descending



36

Incomplete Conversations

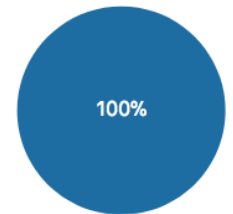
Skill	Incomplete
HCMBot_1843	36
Greeting_ETR	0
CX_Inside_Sales	0

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

Last 90 Days

Overview

267  
Total Conversations

Status	Count
Completed	267
Errors	0
Unresolved	0

Completed

Errors

Unresolved

Time in UTC

February 26, 2019

March 5, 2019

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

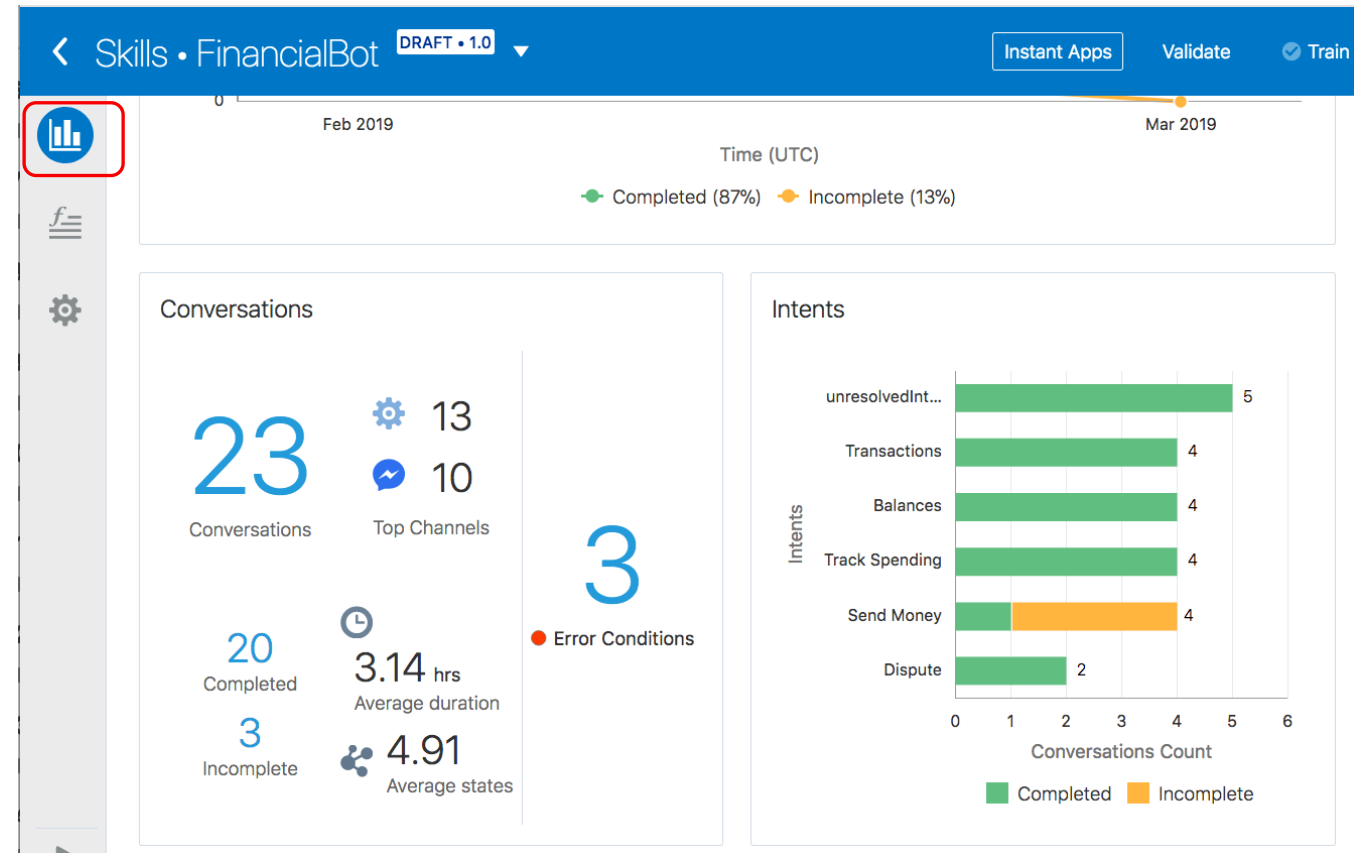
Skill	Completion Rate	Errors	Unresol...	Performance History
HCMBot_1843	<div>100%</div>	0	0	<div></div>
Greeting_ETR	<div>100%</div>	0	0	<div></div>

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# 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](#)

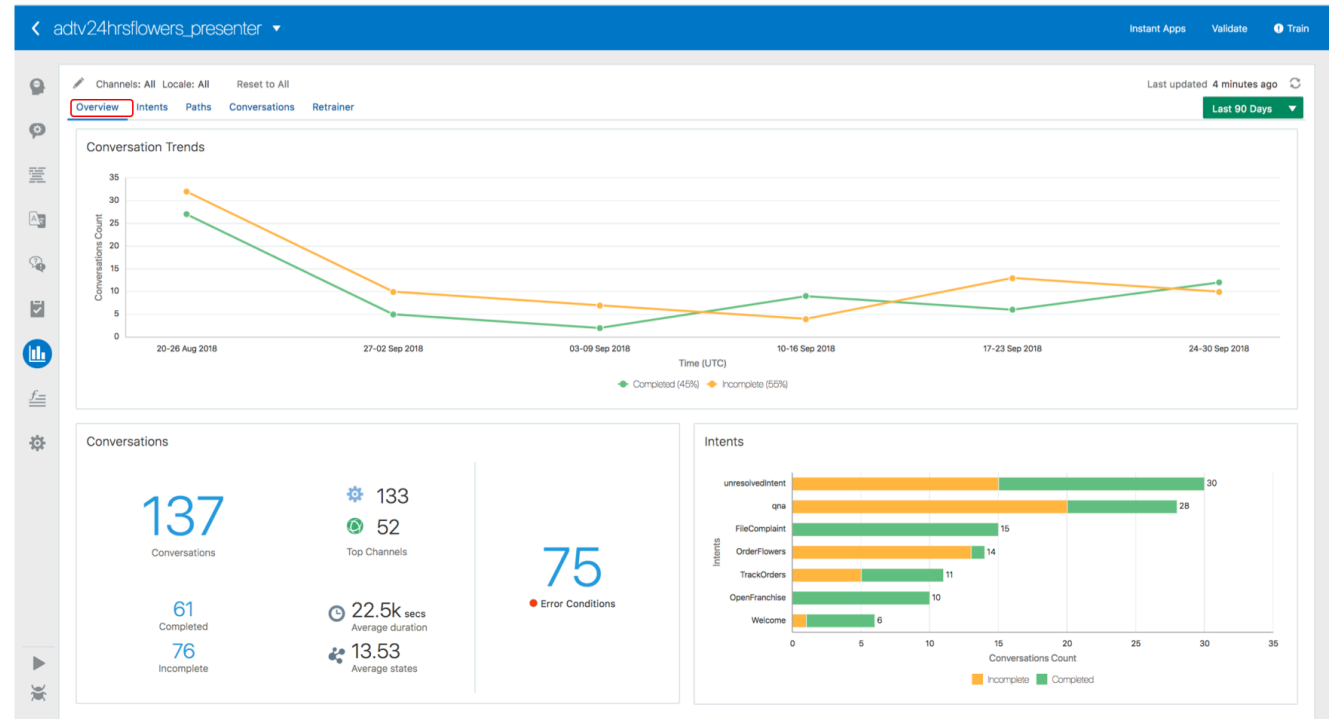


# Topic agenda

- 1 Overview
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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



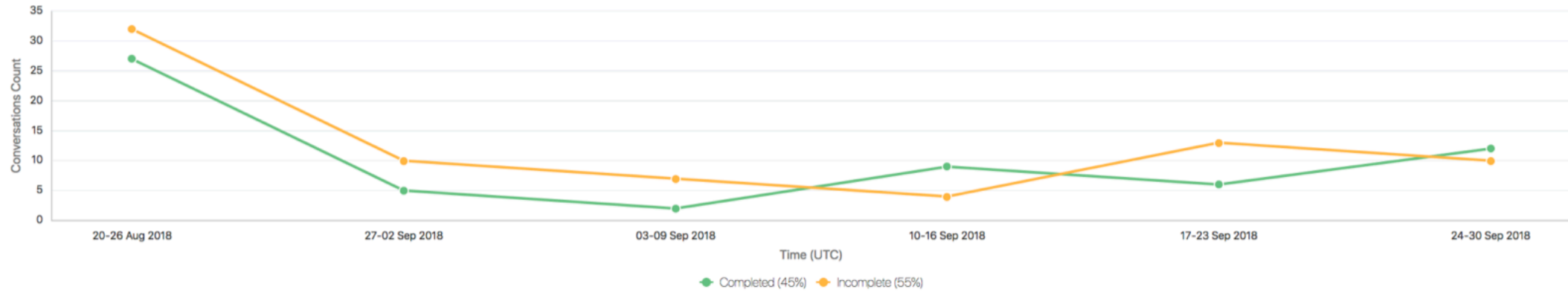
Channels: All Locale: All [Reset to All](#)

Last updated 4 minutes ago

**Overview** [Intents](#) [Paths](#) [Conversations](#) [Retrainer](#)

Last 90 Days ▾

### Conversation Trends



### Conversations

137

Conversations

61

Completed

76

Incomplete

133

52

Top Channels

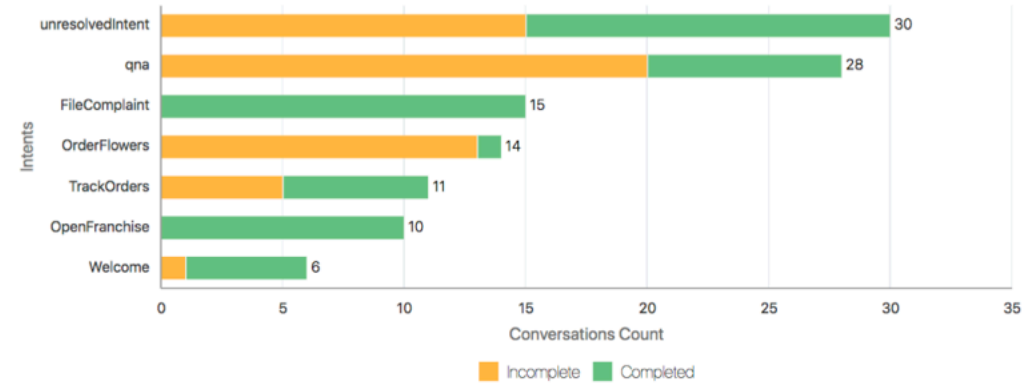
22.5k secs  
Average duration

13.53  
Average states

75

Error Conditions

### Intents



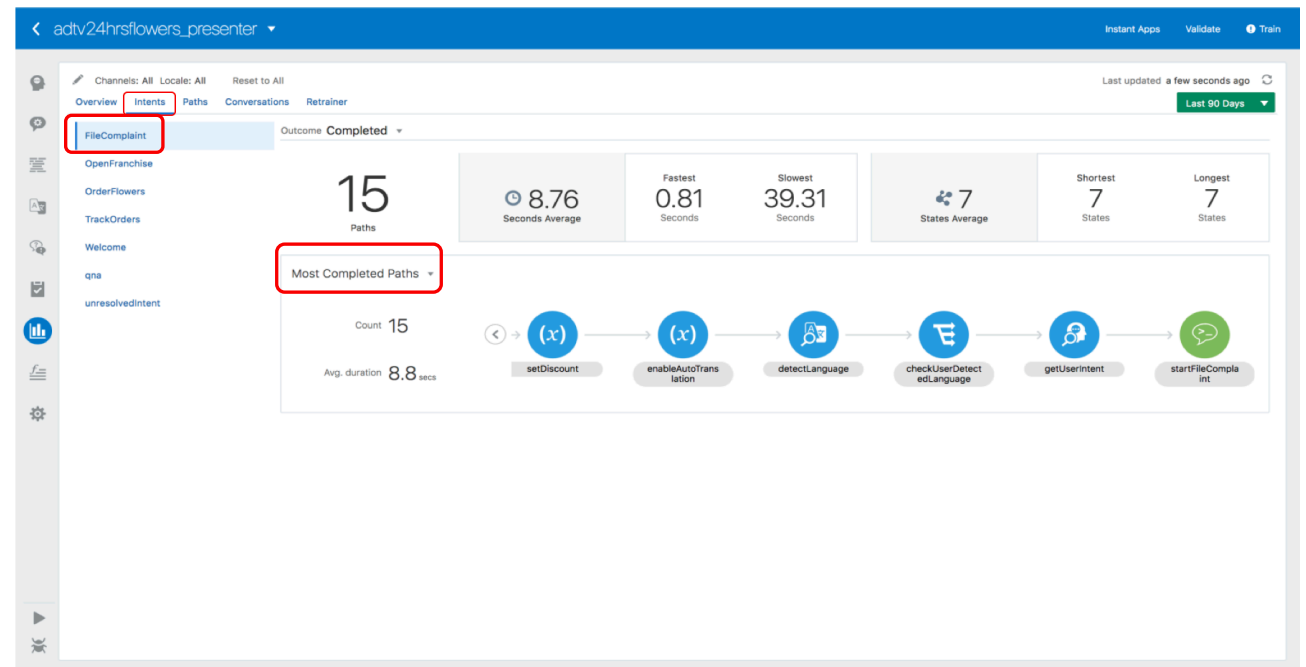


# Topic agenda

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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

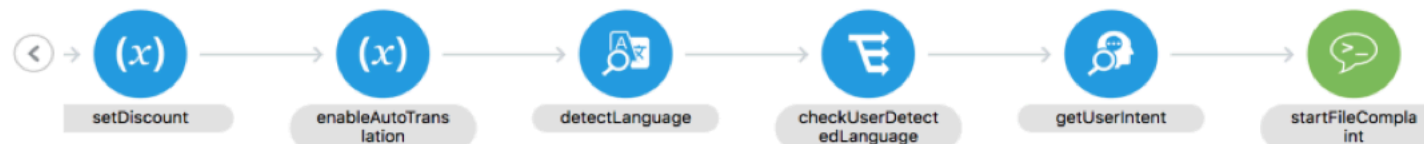
Shortest  
**7**  
States

Longest  
**7**  
States

Most Completed Paths ▾

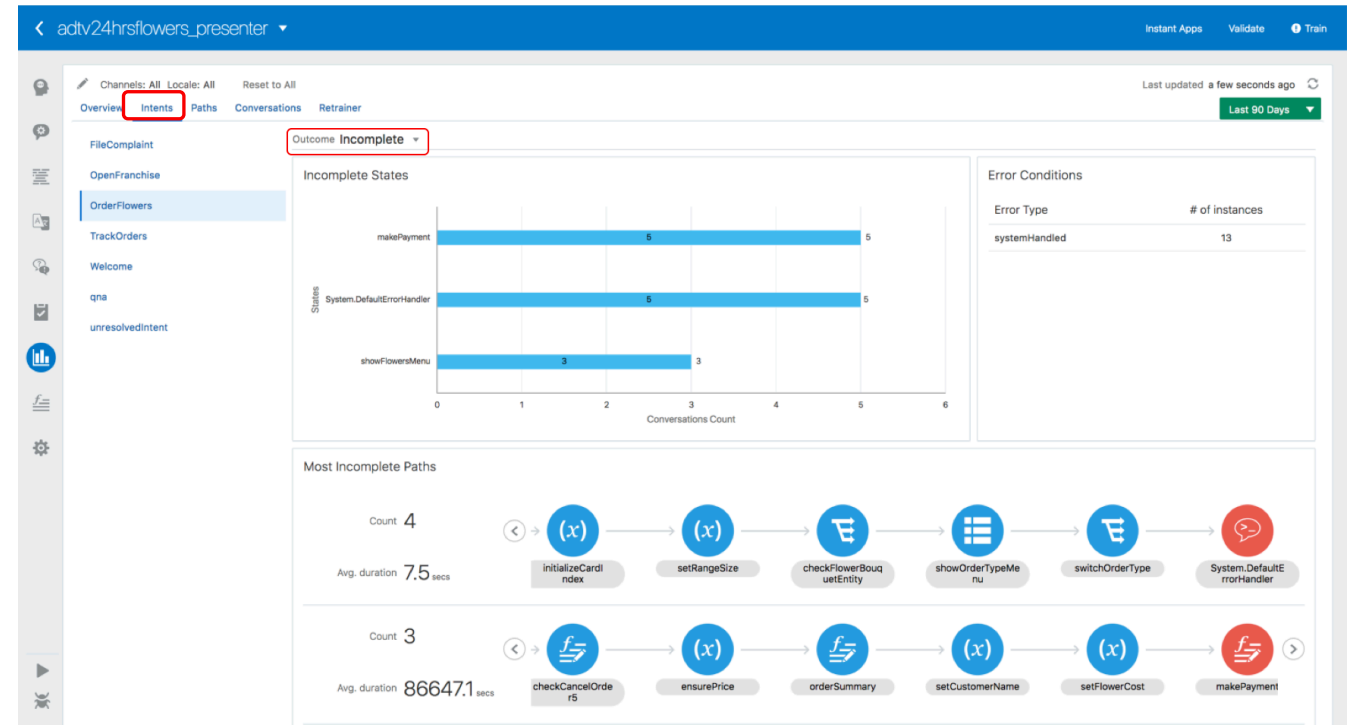
Count **15**

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??



Channels: All Locale: All Reset to All

Last updated a few seconds ago ↻

Overview **Intents** Paths Conversations Retrainer

Last 90 Days ▾

FileComplaint

OpenFranchise

**OrderFlowers**

TrackOrders

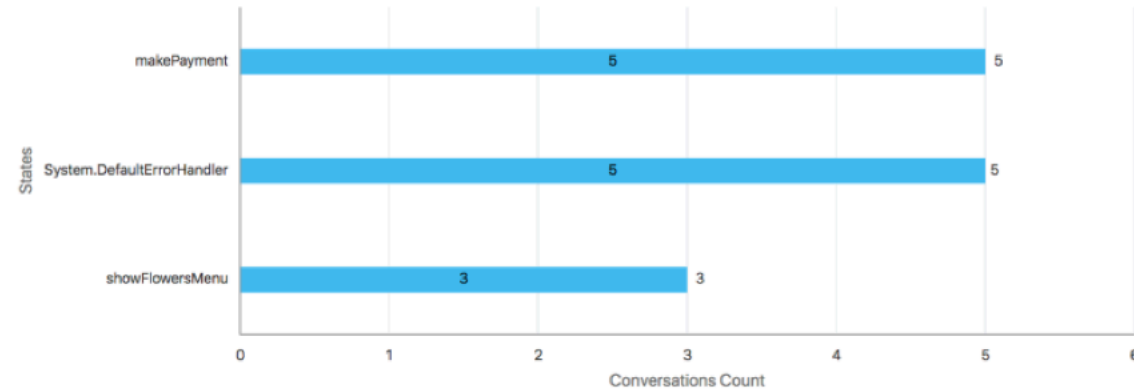
Welcome

qna

unresolvedIntent

Outcome **Incomplete** ▾

### Incomplete States



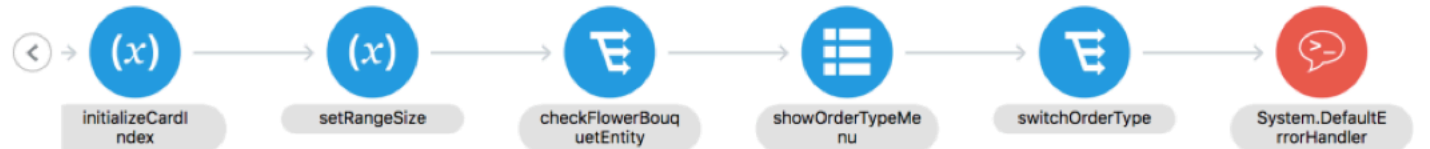
### Error Conditions

Error Type	# of instances
systemHandled	13

### Most Incomplete Paths

Count 4

Avg. duration 7.5 secs



Count 3

Avg. duration 86647.1 secs





# Root Cause - SwitchOrderType

adtv24hrsflowers\_presenter

Instant AppsValidateTrain

Channels: AllLocale: AllReset to All

Last updated a few seconds ago

OverviewIntentsPathsConversationsRetrainer

Last 90 Days

IntentOutcomeSort ByErrors

OrderFlowersIncompleteLatest

Selected state path

setImageHost, setDiscount, enableAutoTranslation, detectLanguage, checkUserDetectedLanguage, getUserIntent, startOrderFlowers, initializeCardIndex, setRangeSize, checkFlowerBouquetEntity, showOrderTypeMenu, switchOrderType, System.DefaultErrorHandler

Remove

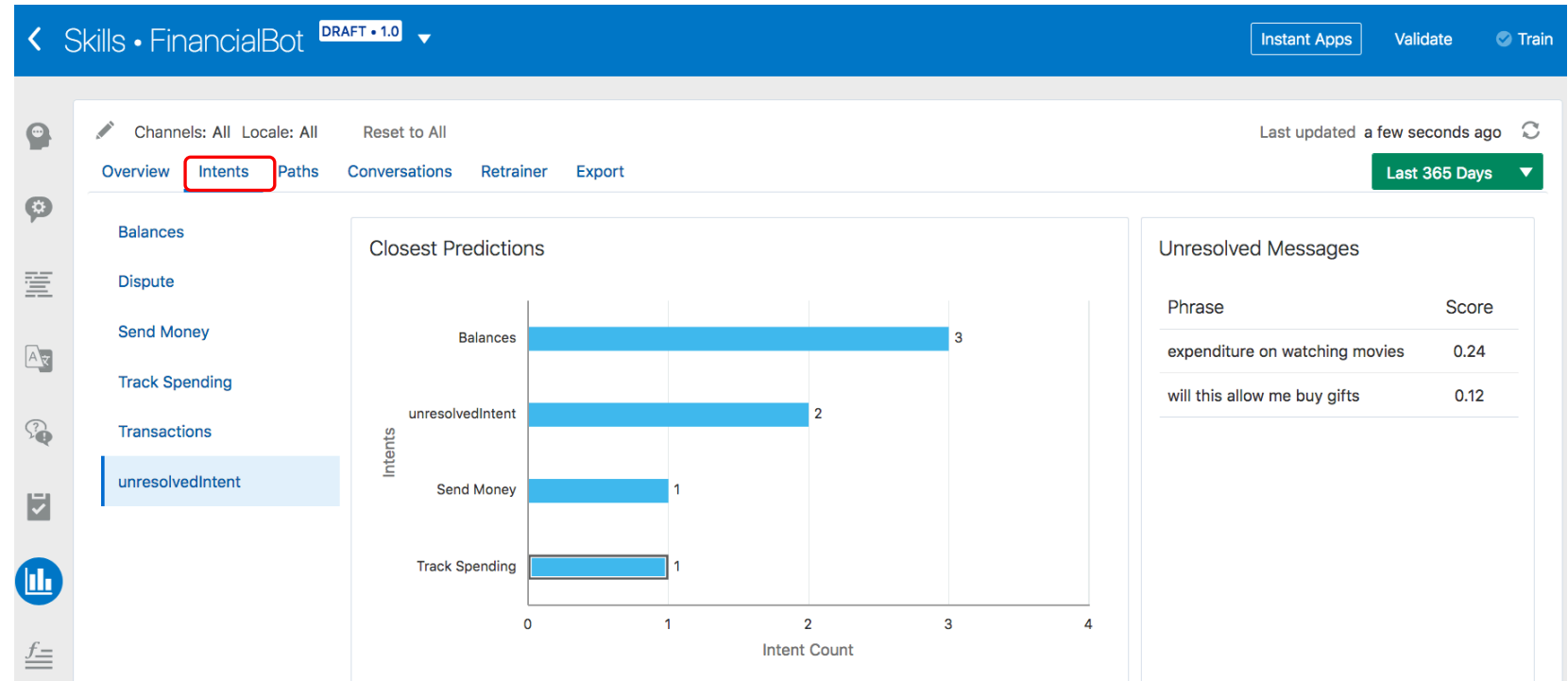
Intent	Outcome	Time	User	Bot
OrderFlowers	Incomplete	a month ago	<div>orderflowers</div> <div>orderType: Flowers</div>	<div>Do you want to send flowers or a bouquet?</div> <div>Oops I'm encountering a spot of trouble. Please try again I...</div> <div>View Conversation</div>
OrderFlowers	Incomplete	a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

Page 1 (0 of 0 items)

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

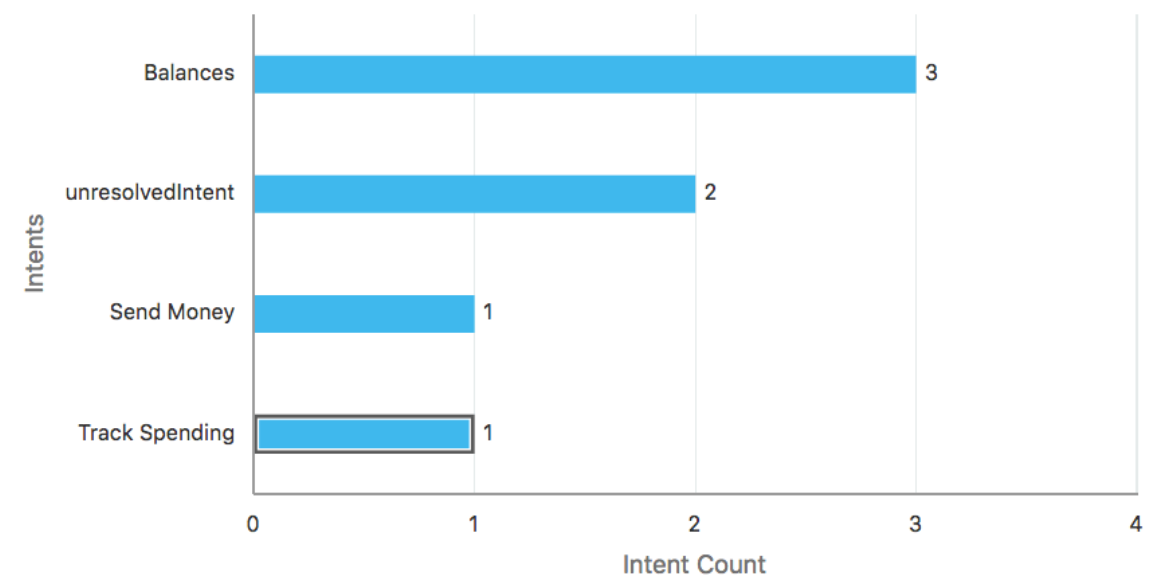
Send Money

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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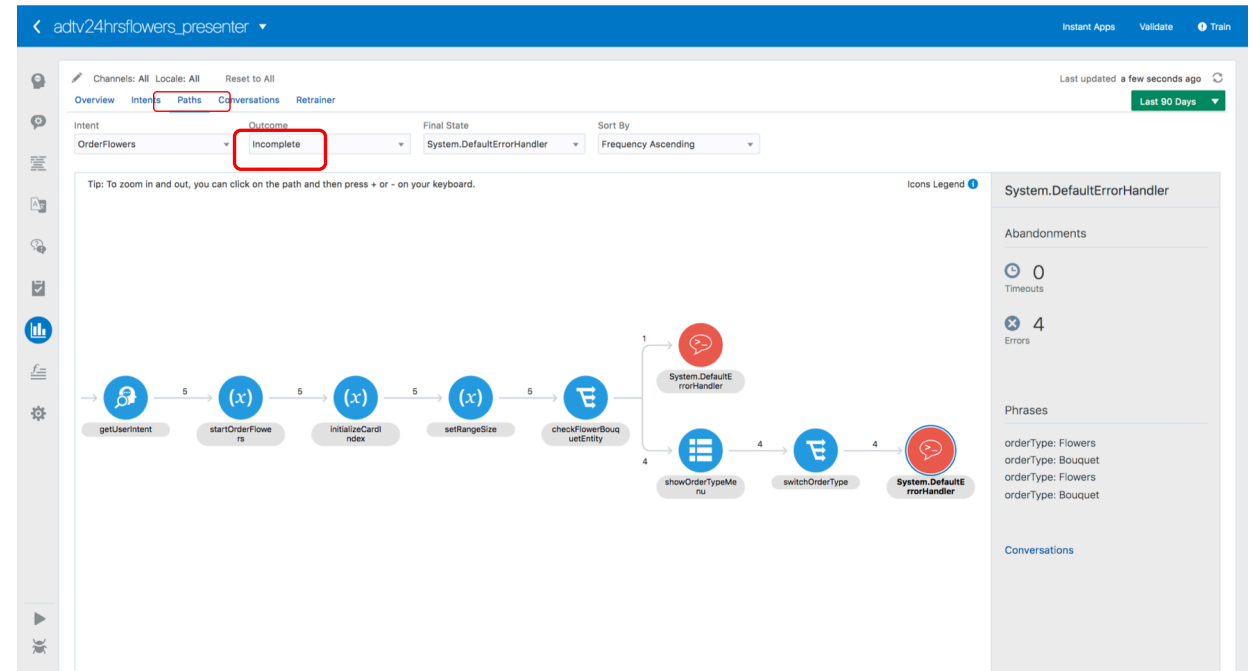
# Review paths – Why users are not able to complete

- 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

Last updated a few seconds ago ↻



Overview **Intents** **Paths** Conversations Retainer

Last 90 Days ▾

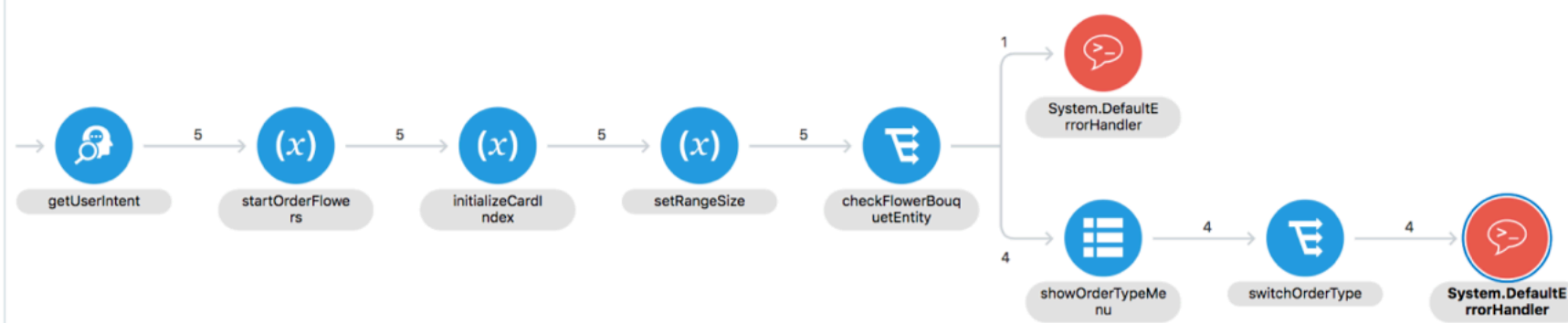


Intent Outcome Final State Sort By  
 OrderFlowers **Incomplete** System.DefaultErrorHandler Frequency Ascending



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 AppsValidateTrain

Channels: AllLocale: AllReset to All

Last updated a few seconds ago

OverviewIntentsPathsConversationsRetrainer

Last 90 Days

IntentOutcomeSort ByErrors

OrderFlowersIncompleteLatest

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	orderflowers orderType: Flowers	Do you want to send flowers or a bouquet? Oops I'm encountering a spot of trouble. Please try again I...
OrderFlowers	Incomplete	a month ago	orderflowers orderType: Bouquet	Do you want to send flowers or a bouquet? Oops I'm encountering a spot of trouble. Please try again I...
OrderFlowers	Incomplete	a month ago	orderflowers orderType: Flowers	Do you want to send flowers or a bouquet? Oops I'm encountering a spot of trouble. Please try again I...
OrderFlowers	Incomplete	a month ago	Orderflowers orderType: Bouquet	Do you want to send flowers or a bouquet? Oops I'm encountering a spot of trouble. Please try again I...

Select a conversation

Page 1 (0 of 0 items)





Channel: All Locale: All Reset to All

Last updated a few seconds ago

Overview Intents **Paths** Conversations Retrainer Export

Last 90 Days

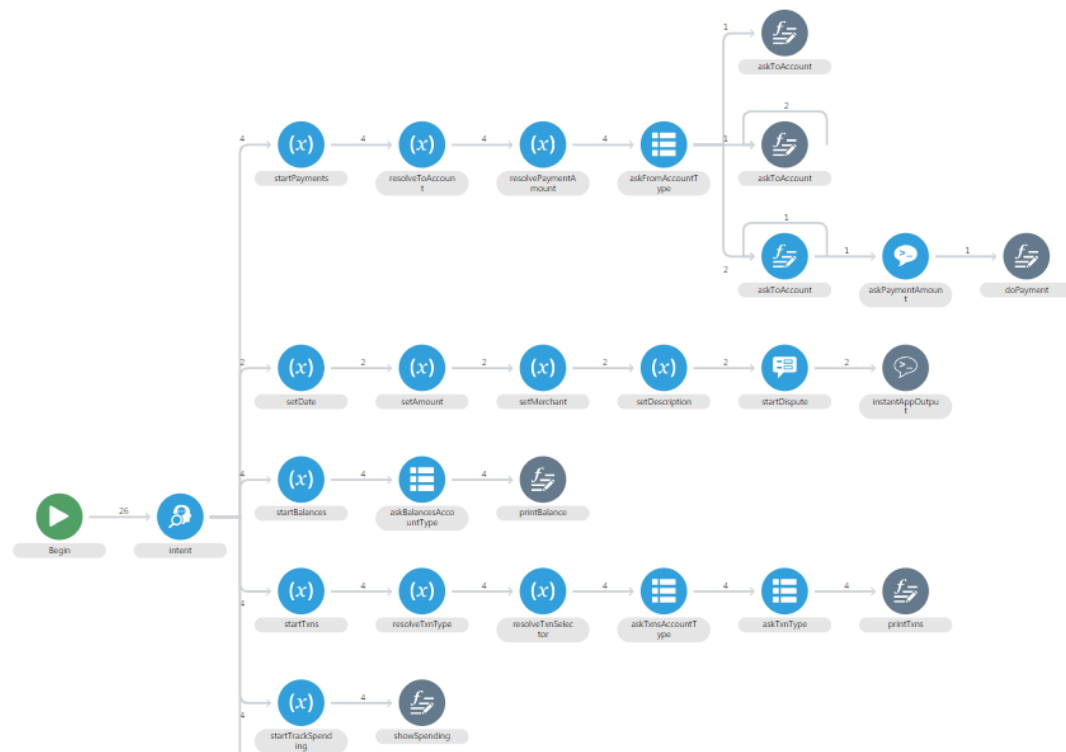


Intent Outcome Final State Sort By

All Intents Select Intent Status Select end state 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 displays the 'Conversations' tab in the Oracle FinancialBot interface. The top navigation bar includes 'Overview', 'Intents', 'Paths', 'Conversations' (highlighted with a red box), 'Retrainer', and 'Export'. Below the navigation bar, there are filters for 'Intent' (set to 'Balances'), 'Outcome' (set to 'Completed'), 'Time' (set to 'Latest'), and 'Errors' (set to 'Off'). A table lists four conversation entries, each with columns for Intent, Outcome, Time, User, and Skill. The first entry shows a user asking for their bank balance, and the skill responds with the balance for their checking account. The second entry shows a user asking for their balance, and the skill responds with the balance for their checking account. The third entry shows a user asking for their balance, and the skill responds with the balance for their credit card. The fourth entry shows a user asking for their balance, and the skill responds with the balance for their credit card. Below the table, there is a section titled 'Details for selected conversation' which shows a flow diagram of the conversation process: 'intent' -> 'startBalances' -> 'askBalancesAcco unType' -> '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 \$**.**
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 \$**.**
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 \$**.**
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 \$**.**

Page 1 of 1 (1-4 of 4 items)

Details for selected conversation

```
graph LR; intent((intent)) --> startBalances((startBalances)); startBalances --> askBalancesAccoUnType((askBalancesAcco unType)); askBalancesAccoUnType --> 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	👤 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>

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 Retainer Export

Last 30 Days

Intent Outcome Time User Skill

Intent Balances Outcome Completed Time 2 days ago User 

prey tell me my bank balance

accountType: checking

 Skill 

For which account do you want your balance?

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

View Conversation

Intent Balances Outcome Completed Time 23 days ago User 

What's my balance?

accountType: checking

 Skill 

For which account do you want your balance?

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

View Conversation

Intent Balances Outcome Completed Time 23 days ago User 

What's my balance?

accountType: credit card

 Skill 

For which account do you want your balance?

The balance in your credit card account (\*\*-\*\*-\*\*-\*\*) is \$-\*\*-\*\*

Your remaining credit is \$\*\*-\*\*

View Conversation

Intent Balances Outcome Completed Time 23 days ago User 

what's my balance?

accountType: credit card

 Skill 

For which ac

The balance

Your remain

Details for selected conversation

intent startBalances askBalancesAcco  
untType printBalance

prey tell me my bank balance

For which account do you want your balance?

accountType: checking

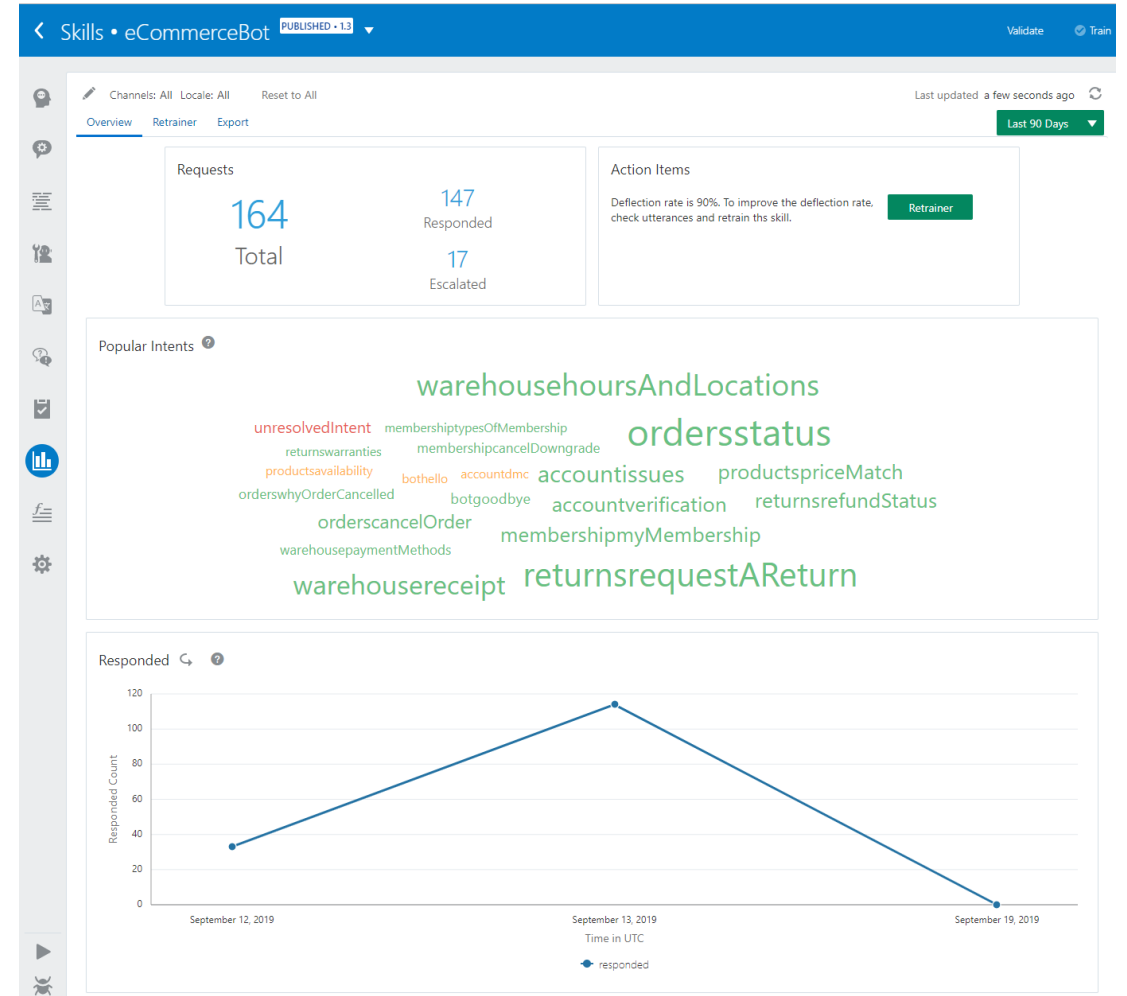
The balance in your checking account (\*\*-\*\*) is \$\*\*-\*\*

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# Business user insights and retraining

- Overview
  - Green are resolved
  - Yellow resolved with < 10% win margin (low confidence)
  - Red phrases are unresolved
- Retraining will typically start with the red phrases



# Business user insights and retraining

- Retrainer
  - Can either add to an existing intent or create a new intent.
- To create a new intent, click on the + icon to bring up the Create Intent screen

### Create Intent

Name \*

Conversation Name \*

Answer \*

Create

< Skills • eCommerceBot PUBLISHED • 1.3

Validate Train

Channels: All Locale: All Reset to All

Last updated a few seconds ago

Overview Retrainer Export

Last 90 Days

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

Intent

Matches

unresolvedIntent

+ Criteria

Search

You can add examples only if the bot is in Draft status. eCommerceBot 1.4

Intent Classification

<input type="checkbox"/>	Utterances	Result	Win Margin	Intents Score	Add To	Select Intent	+
<input type="checkbox"/>	get membership info on free memb...	unresolvedIntent	9.03	<div></div>		Select Intent	
<input checked="" type="checkbox"/>	where's my item?	unresolvedIntent	2.95	<div></div>		ordersstatus	
<input type="checkbox"/>	are you open on thanks giving?	unresolvedIntent	7.73	<div></div>		Select Intent	
<input type="checkbox"/>	are you open on christmas?	unresolvedIntent	7.32	<div></div>		Select Intent	

Page 1 of 1 (1-4 of 4 items)

<

1

>

Add Example





Channels: All Locale: All Reset to All

Last updated 2 minutes ago

Overview Intents Paths Conversations **Retainer** Export

Last 30 Days

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

Intent Matches unresolvedIntent

+ Criteria Search

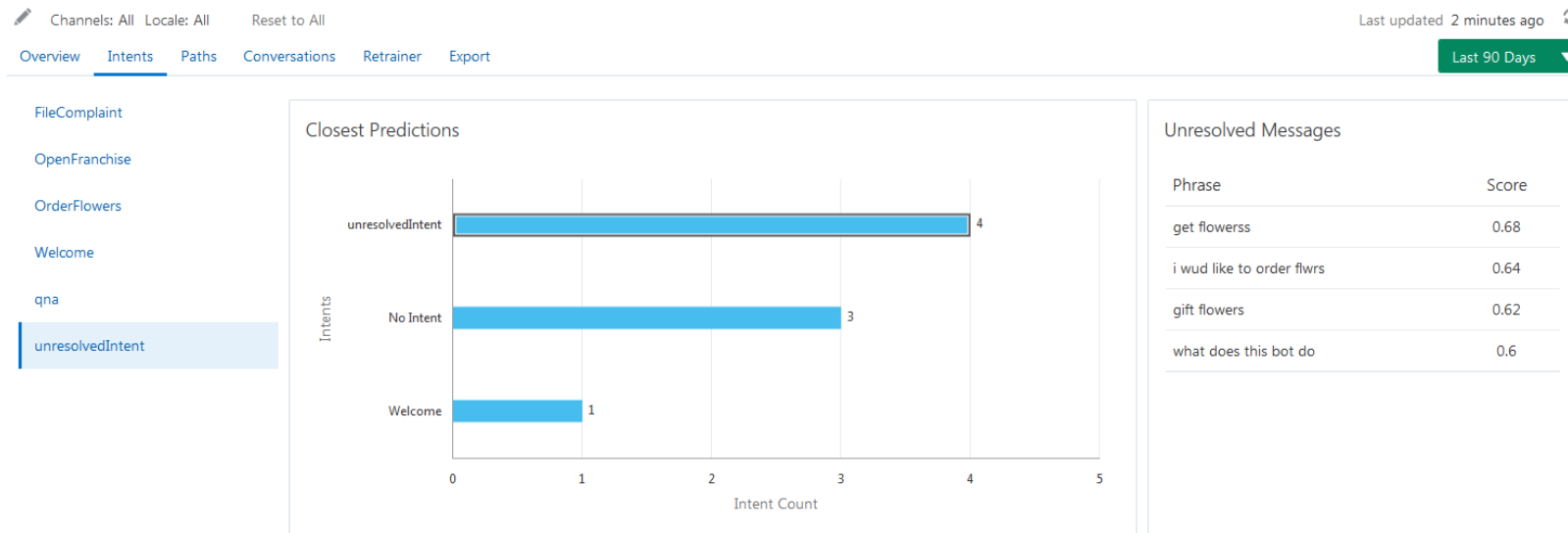
Intent Classification

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

Page 2 of 2 (6-8 of 8 items) K < 1 2 > >

Add Example

# Some popular short forms or common typographical errors



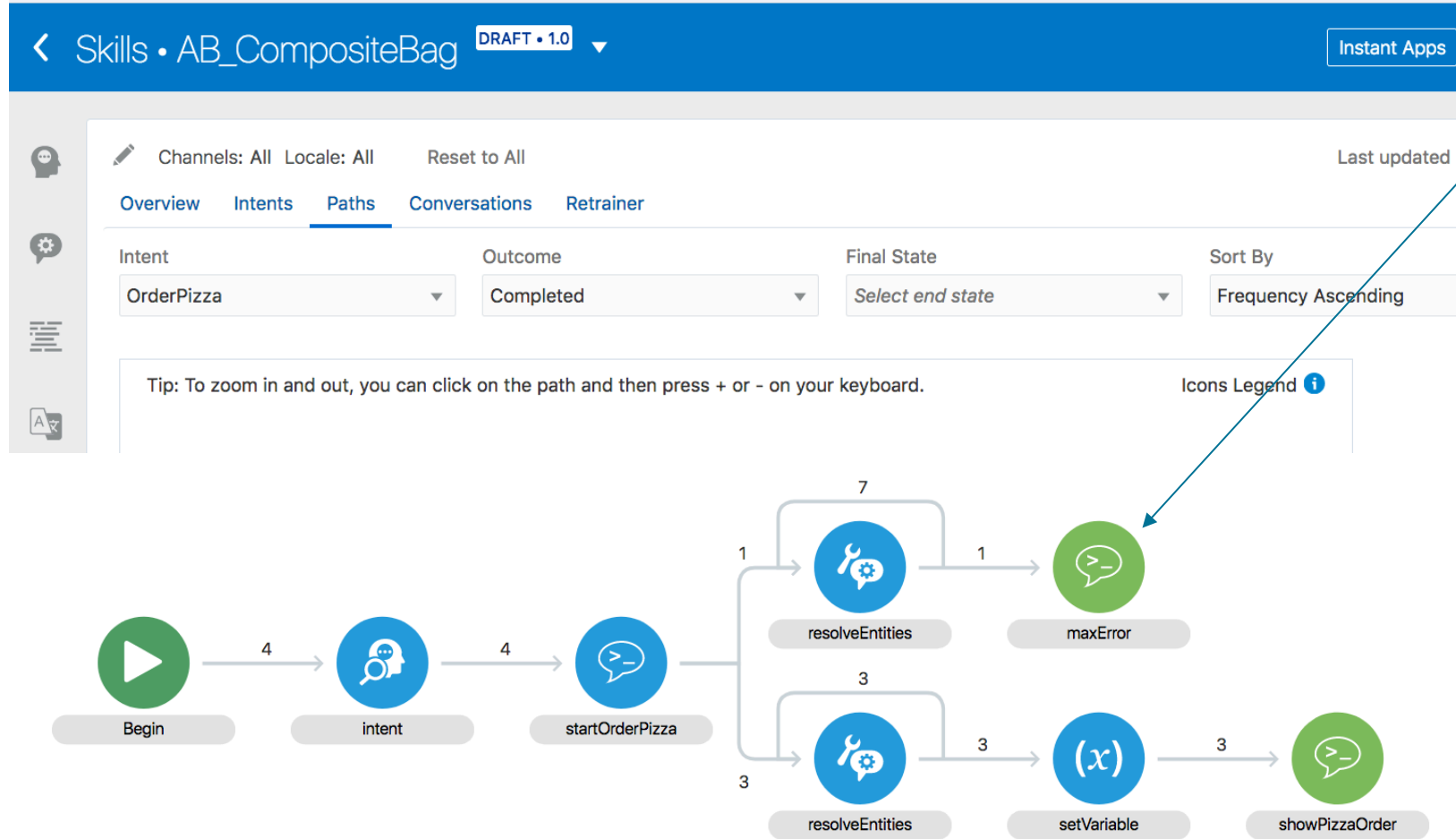
There are a couple of messages that catch your eye because they can help your skill fulfil its primary goal even if the customer input contains typos, slang, or unconventional

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

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- 5 Find root cause of failures**
- 6 Insights Data Management & Export API

# Drill down – find out error condition and cause



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

Intent

Outcome

Sort By

Errors

OrderPizza

Completed

Latest

Intent

Outcome

Time

User

Skill

OrderPizza

Completed

5 minutes ago

god knows

today

nopes

I said nopes

I really said I don't want it

Please enter DeliveryDate

Ok you want some herbs! \*\*....

OK so no herbs Ok you want...

OK so no herbs Ok you want...

OK lets connect you with so...

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

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

OK lets connect you with someone to help

nopes

I said nopes

I really said I don't want it

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

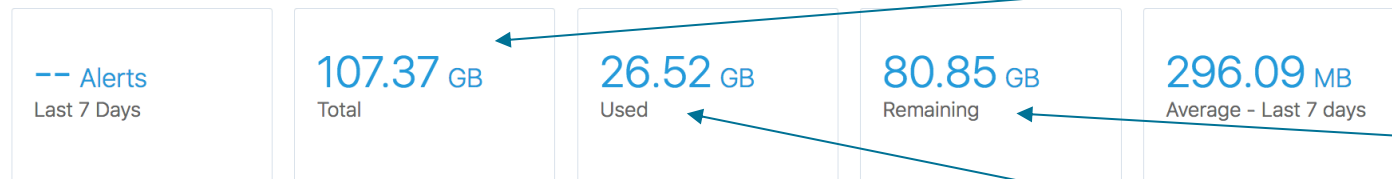
In this case if the user entered nopes, not interested, etc. the skill should skip this step and gracefully proceed to the next step.

# 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**

Last updated 2 minutes ago

Monitor Manage

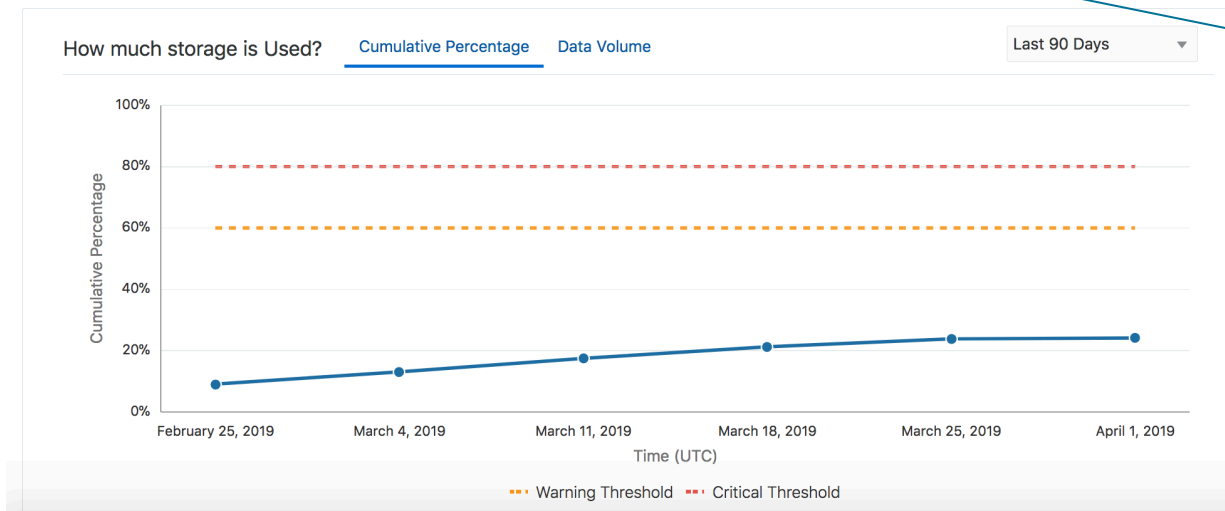


Monitor storage used as you enable insights and skills logging.

The total storage available.

Remaining

Used Storage





# Export & Purge Data

Settings • Data Management

Monitor Manage

Export

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

Last updated a few seconds ago

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

Filter by Task

Filter by Status

Sort By Run Descending

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

Page 1 of 1 (1-2 of 2 items) 1



# 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, the Oracle logo and 'Help Center' are on the left, and 'Welcome' is on the right. Below the header, a breadcrumb trail reads 'Home / Cloud / Platform as a Service (PaaS) / Digital Assistant'. The main heading is 'REST API for Oracle Digital Assistant' in red. On the left sidebar, under 'Introduction', 'All REST Endpoints' is selected. The main content area is titled 'All REST Endpoints' and includes a 'Sort by' section with buttons for 'Task', 'Path', and 'Method', and a checked checkbox for 'Group by API'. Below this, a section titled 'Insights' contains the text: 'Use this API to manage jobs to export analytics data that's collected from conversational data and download the data in CSV files.' Underneath, a 'Delete Export Task' section shows 'Method: DELETE' in a red button and 'Path: /management-api/v1/bots/{botId}/insightExports/{exportId}'.

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