

PeopleSoft Intelligent Chat Assistant from Oracle (PICASO)

Today’s users are looking for quick answers to their questions and simple processes for making inquiries without navigating out of the system. Routine questions should be answered more efficiently 24/7, saving the more complicated questions for Support.

Oracle’s PeopleSoft Intelligent Chat Assistant from Oracle (PICASO) delivers value to your organization by being a single point of contact to answer questions, put in a request and more. PICASO allows users to get their questions answered without having to navigate through the application to see their vacation balances for example. It strikes the right balance by liberating your users from the clutches of convoluted menus and focus on providing instant answers.

[PICASO](#) is a consolidated, single-point access conversation assistant that re-envisions the way you engage with your employees, suppliers, and candidates and frees up your resource-constrained support personnel.

PICASO Highlights

PICASO assembles one or more [PeopleSoft transactions \(skills\)](#) that focus on specific types of tasks like requesting absences, changing dependents/beneficiaries, requisitions enquiry, and so on into one Digital Assistant, which then evaluates the user input and routes the conversation to and from the appropriate skills.

Skills vs. Digital Assistants

	Digital Assistant	Skill
Function	Role-based	Demarcated by functional areas
Composition	One or multiple skills	One skill only
Context	Context-switching among multiple skills	<ul style="list-style-type: none"> No context-switching Delivered as part of a specific Digital Assistant
Examples	<ul style="list-style-type: none"> Employee Digital Assistant Supplier Digital Assistant Applicant Digital Assistant Student Digital Assistant 	<ul style="list-style-type: none"> Absence Skill Expenses Skill Recruiting Skill Requisitions Skill

Production ready in 3 simple steps

- Purchase and set up an ODA tenancy (multiple options available, including free trial)
- Enable PeopleSoft to ODA integration
- Deploy and train delivered Chatbots for PeopleSoft

Figure 1. Function, Composition, Context, and Examples of Digital Assistants with the Skill.

In short, PICASO enables a user to interact with multiple skills through a single user interface.

Accessing PICASO on Self-Service Pages

Once you have an ODA license, there are no additional costs or licensing associated with PICASO. Users can access PICASO as an ODA-provisioned button in the lower, right corner of most employee and manager self-service fluid components, homepages, and dashboards in PeopleSoft.

PICASO can be accessed from a desktop, tablet, or phone like other Peoplesoft Fluid pages.

Key Features

- Retains history as your users navigate between pages
- Preserves context and leads users back to any unfinished requests
- Personalize conversation style with typing, prompts or voice
- Update and upgrade without worrying about re-training your users

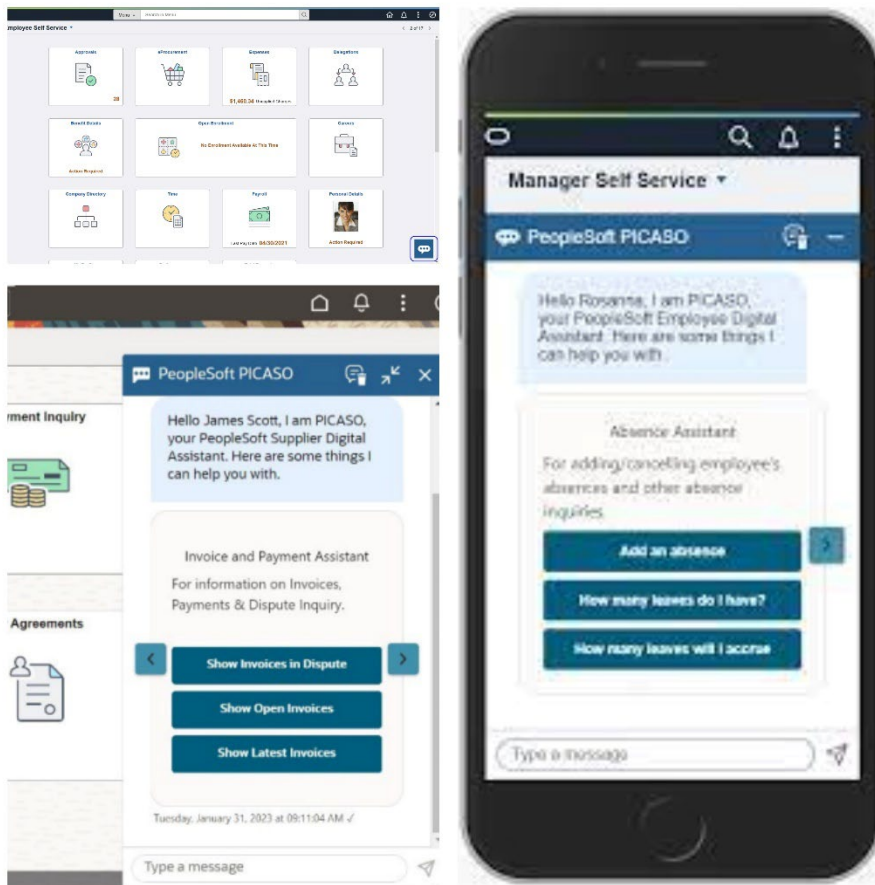


Figure 2. PICASO welcome screen

PeopleSoft Chatbot Integration Framework

The PeopleSoft Chatbot Integration Framework is a set of tools and content delivered by Oracle in PeopleTools 8.57.07 (and above) and PeopleSoft Update Images to support the digital assistant functionality. This framework connects PeopleSoft applications to the Oracle Digital Assistant (ODA) platform.

It includes the following:

- The chatbot user interface.

- A way to pass authentication from PeopleSoft to ODA.
- A framework for building [RESTful services](#) used by ODA standards.
- Libraries of JavaScript that provide services to ODA.

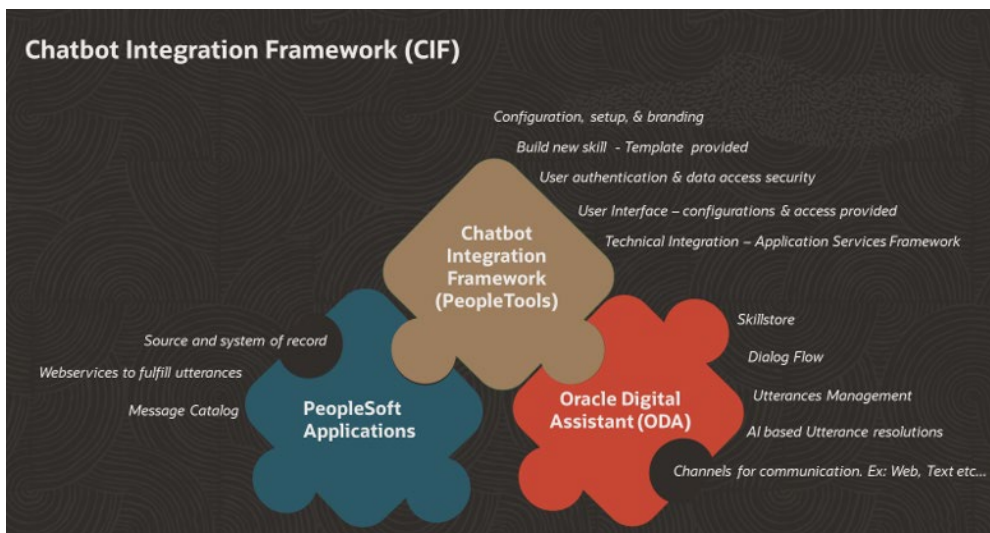


Figure 3. Chatbot Integration Framework

Delivered Skills and Customization

PeopleSoft PICASO is shipped with 12+ skills across [HCM](#), [FSCM](#) and [Recruiting](#). In addition, [Campus Solutions](#) has its own set of skills and a Digital Assistant. You can run PICASO in a clustered environment, which enables users to continue the interaction with the digital assistant across different nodes seamlessly.

You can also build your own digital assistant with delivered PeopleSoft skills, your custom-designed skills, or both.

Branding

PICASO is the name given to the delivered Digital Assistant. Your organization can [re-brand the experience](#) per your need without customization.

Accessing PICASO

Users can interact with PICASO using their preferred language and applications. ODA provides native support across languages and channels (applications), while PeopleSoft provides the infrastructure to securely access the information.

Language Support

PICASO now supports conversations in multiple languages. See the list of [Natively-Supported Languages](#).

Channels

You can make digital assistants available to users through a variety of [channels](#), such as Teams, Slack, Twilio, or your own mobile apps. PeopleSoft has its own built-in authentication mechanism to enable secure access to Slack, Teams or Twilio.

Delivered Skills

- Employee DA consists of Absence, Benefits, Employee Directory, Expenses, PNA, GP and Requisition Enquiry skills
- Recruiting DA comprising Careers skill
- Supplier DA encompassing Collaboration, General, Invoice and Payment along with Sourcing

Security

PeopleTools 8.58 and higher, enables authentication with [oAuth, using IDCS](#). The chat client (message window) utilizes the user's PeopleSoft authentication. The PeopleSoft Chatbot Integration Framework delivers a standard way to pass this user authentication from the PeopleSoft system to ODA for each instance of a chat. It is recommended that this process be used for all skills and digital assistant deployments.

PeopleSoft data security is extended to user interactions with skills or digital assistants.

Live Cycle

Install or upgrade the new skill version from the ODA Skill Store for skill-related changes. Refer to [Extending Digital Assistants and Skills](#) for detailed instructions.

Application services need to be updated to adapt to changes in the underlying PeopleSoft application logic. For application service changes:

- A new application service is created if the changes to the application logic impact the existing service's parameters or definition
- In addition, skill conversational flow changes to react to the new application service
- Oracle delivers the new application service in a PeopleSoft update image and the revised skill in the ODA Skill Store
- For other changes to application logic that do not impact the application service definition or parameters, the existing service is updated and delivered in PeopleSoft update images.

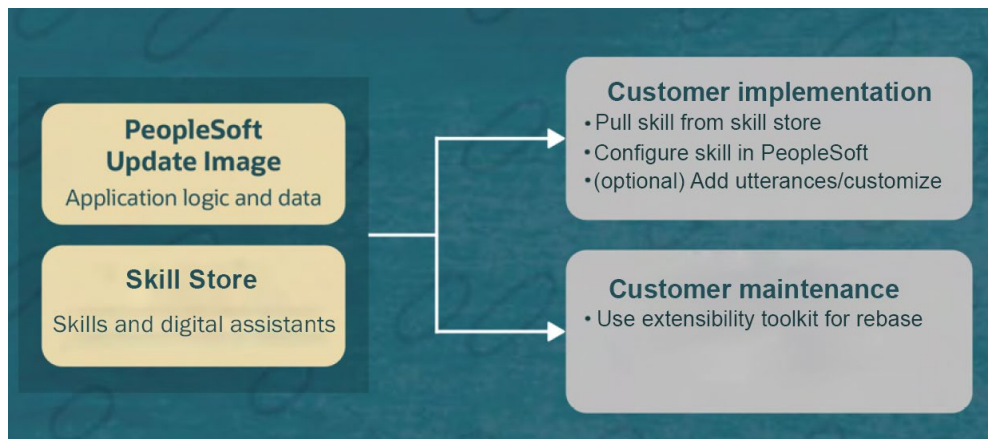


Figure 4. PICASO life cycle.

Interaction Features

Includes native support for 8 languages

- Arabic
- Dutch
- English
- French
- German
- Italian
- Portuguese
- Spanish

Creates and manages the following channel types

- Facebook Messenger
- Slack
- Microsoft Teams
- Cortana
- Text-Only Channels: Twilio/SMS
- Webhooks
- Oracle Web
- Oracle Android
- Oracle iOS

oAuth authentication using Oracle IDCS

Supports attachments

Visit the [PICASO Information Portal](#) for more updates and resources related to PICASO

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