



# **Siebel Smart Answer Connector Guide**

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# 1

## What's New in This Release

### **What's New in Siebel Smart Answer Connector Guide, Siebel 2018**

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

**NOTE:** Siebel 2018 is a continuation fo the Siebel 8.1/8.2 release.



# 2

## Overview of Siebel Smart Answer Connector

Siebel Smart Answer Connector provides open APIs that you can use to integrate Natural Language Processing (NLP) tools into the Siebel enterprise environment. NLP allows you to use linguistic analysis techniques and content analysis algorithms, thereby eliminating time-consuming analysis and manual processing of high volumes of customer email by:

- Supporting international deployments.
- Enabling routing based on the language of incoming email.
- Providing automatic email responses in multiple languages.
- Providing agents with responses to emails, which are suggested automatically. The emails can be sent in multiple languages.

**NOTE:** You must upgrade to Siebel CRM version 8.1 or later to implement Siebel Smart Answer Connector so that you can use Siebel Smart Answer Connector with an existing Siebel Smart Answer version 8.0.x, 7.8.x, and 7.7.x. You must also have a third-party NLP engine and an adapter that is compatible with the Siebel API.

Siebel Smart Answer Connector is available on both Windows and UNIX. For more information about the supported operating systems, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

**NOTE:** For Siebel CRM product releases 8.1.1.9 and later and for 8.2.2.2 and later, the system requirements and supported platform certifications are available from the Certification tab on My Oracle Support. For information about the Certification application, see article 1492194.1 (Article ID) on My Oracle Support.

Use Siebel Smart Answer Connector only with Siebel Cross-Industry Applications. You cannot use it with Siebel Industry Applications.





# A

## Sample Files for Use with Siebel Smart Answer Connector

This appendix contains the following types of files, which you use to configure Oracle's Siebel Smart Answer Connector and call various business service methods:

- [Sample Configuration File for Use with Siebel Smart Answer Connector on page 9](#)
- [Sample KBI Files for Siebel Smart Answer Connector on page 10](#)
- [Sample C++ Input and Output Files for Use with Siebel Smart Answer Connector on page 16](#)
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**NOTE:** You must modify the code in each of these sample files for your specific deployment of Siebel Smart Answer Connector.

### Sample Configuration File for Use with Siebel Smart Answer Connector

For Siebel Smart Answer Connector to function, you must configure a mandatory XML configuration file. The following code is a sample configuration file that helps establish the connection to an external (third-party) adapter to work with a Siebel application (version 8.1 or later). The administrator must specify the correct values in this file for the DLL Name, Facade Name, and the Siebel File System location.

```
<?xml version="1.0" encoding="UTF-8"?>
<SAConfig xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <!-- NLPAdapterDLLName is a mandatory element -->
  <NLPAdapterDLLName>T:\ses\si_ebsrvr\XSAAdapter.dll</NLPAdapterDLLName>
  <!-- FacadeName is an optional element. -->
  <!-- If missing, the default value "InvokeMethod" will be used. -->
  <FacadeName>InvokeMethod</FacadeName>
  <!-- FileSystem is an optional element. -->
  <!-- If missing, the default value of $ClientRootDir will be used. -->
  <FileSystem>\\tjones-pc\fs\  
</SAConfig>
```

## Sample KBI Files for Siebel Smart Answer Connector

This topic provides the following sample KBI (Knowledge Base Interchange) files that call business service methods for Siebel Smart Answer Connector:

- "LPeter\_org.xml File" on page 10
- "ITProducts.xml File" on page 12
- "Media17.xml File" on page 14

### LPeter\_org.xml File

The following sample code is a Knowledge Base Interchange (KBI) XML file for importing multilevel categories. Enter the knowledge base for your deployment of Siebel Smart Answer Connector; the knowledge base is dictated by the user application.

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- Copyright (c) 2009, Oracle Corporation, Inc., All rights reserved. -->
<!-- -->
<!-- File : KB_Interchange_1_0.xml -->
<!-- Revision : 1.0 -->
<!-- Date : 14 Jan 2009 -->
<!-- Creator : Tom Jones -->
<!-- -->
<!-- Description: Knowledge Base Interchange standard for Siebel Appln. -->
<!-- -->
<!-- Change Log: -->
<!-- author Date Comment -->
<!-- =====
<!-- -->

<!DOCTYPE knowledge-base [
<!ELEMENT knowledge-base (category*)>

<!-- name : Name of the knowledge base. Default value is "Siebel_KB" -->
<!ATTLIST knowledge-base
    name CDATA #REQUIRED >

<!ELEMENT category (category*)>

<!-- name : Name of the category -->
<!-- kscore : Knowledge Score of the category -->
<!ATTLIST category
    name CDATA #REQUIRED
    kscore CDATA "50">
]>

<!-- This file shall have 0..* nested categories -->
```

```

<knowledge-base name="LPeter_org">
  <category name="David Palmer">
    <category name="Robert Segal">
      <category name="Naomi Campbell">
        <category name="Victor Li"/>
        <category name="Shayam Pitroda"/>
        <category name="Anuja Sonaliker"/>
      </category>
      <category name="Bhavin Gosrani"/>
      <category name="Nilesh Shah"/>
    </category>
    <category name="Sheetal Shah">
      <category name="Roop Kumar Rathod"/>
      <category name="Ramani Iyer"/>
      <category name="Minal Nade"/>
      <category name="Brijesh Vairagiwala"/>
      <category name="Sachin Kulkami"/>
      <category name="Mehul Mehta"/>
      <category name="Rupal Doshi"/>
      <category name="Nalini Hegde"/>
      <category name="Venkatramanan Sri nivasan"/>
      <category name="Trupti Goel"/>
    </category>
    <category name="Hel en Su">
      <category name="Hemangi Ghodepar"/>
    </category>
    <category name="Aaron Boyd"/>
    <category name="Kishor Kunar"/>
    <category name="Snehal Bin-Smith"/>
    <category name="Ying Ping"/>
  </category>
</knowledge-base>

```

```

    <category name="Roberto Chavez"/>
    <category name="Henry Picean Jr."/>
</category>
<category name="Elma Gilberto">
    <category name="Rita Gomez">
        <category name="Chini Tumkur"/>
        <category name="John Buchannan"/>
        <category name="Franchesco Pastor"/>
        <category name="Julia Roberts"/>
        <category name="Tom Cruise"/>
        <category name="Owen Wilson"/>
        <category name="Jackie Chan"/>
        <category name="King Kenedy I"/>
        <category name="Tim Rutherford"/>
        <category name="Vivian Richards"/>
        <category name="Shaun Pollock"/>
    </category>
    <category name="Roberta Martini"/>
    <category name="Ferrie Albuquerque"/>
    <category name="James Hommer"/>
</category>
</knowledge-base>

```

### ITProducts.xml File

The following sample code is an example of a Knowledge Base Interchange (KBI) XML file. Use this code as the basis for creating a file for importing multilevel product categories. Enter the knowledge base for your deployment of Siebel Smart Answer Connector; the knowledge base is dictated by the user application.

```

<?xml version="1.0" encoding="UTF-8"?>
<!-- Copyright (c) 2009, Oracle Corporation, Inc., All rights reserved. -->
<!-- -->
<!-- File : KB_Interchange_1_0.xml -->
<!-- Revision : 1.0 -->
<!-- Date : 14 Jan 2009 -->

```



```

    </category>
    <category name="Monitor" />
</category>
<category name="Laptop">
    <category name="Power Adapter" />
    <category name="Portable Mouse" />
    <category name="Docking Station" />
</category>
<category name="Tablet PC">
    <category name="Sticker" />
    <category name="Stylus Pen" />
</category>
</knowledge-base>

```

## Media17.xml File

The following sample code is an example of a Knowledge Base Interchange (KBI) XML file. Use this code as the basis for creating a file for importing multilevel media categories. Enter the knowledge base for your deployment of Siebel Smart Answer Connector; the knowledge base is dictated by the user application.

```

<?xml version="1.0" encoding="UTF-8"?>
<!-- Copyright (c) 2009, Oracle Corporation, Inc., All rights reserved. -->
<!-- -->
<!-- File : KB_Interchange_1_0.xml -->
<!-- Revision : 1.0 -->
<!-- Date : 14 Jan 2009 -->
<!-- Creator : Tom Jones -->
<!-- -->
<!-- Description: Knowledge Base Interchange standard for Siebel Appln. -->
<!-- -->
<!-- Change Log: -->
<!-- author Date Comment -->
<!-- ===== -->
<!-- -->

<!DOCTYPE knowledge-base [
<ELEMENT knowledge-base (category*)>
<!-- name : Name of the knowledge base. Default value is "Siebel_KB" -->
<ATTLIST knowledge-base

```

```

    name CDATA #REQUIRED >
<!ELEMENT category (category*)>
<!-- name : Name of the category -->
<!-- kscore : Knowledge Score of the category -->
<!-- ATTLIST category
    name CDATA #REQUIRED
    kscore CDATA "50">
]>
<!-- This file shall have 0..* nested categories -->
<knowledge-base name="Media17">
  <category name="Media">
    <category name="Radio"/>
    <category name="Satellite Radio - XM"/>
  </category>
  <category name="AM Channels">
    <category name="FM Channels">
      <category name="KISS FM"/>
      <category name="KOST 103.5 FM"/>
      <category name="KWI C FM"/>
    </category>
  </category>
  <category name="Television">
    <category name="Music & Fashion"/>
    <category name="Documentary Films"/>
    <category name="Commercial Films"/>
    <category name="News Channel"/>
  </category>
  <category name="Internet"/>
  <category name="Print">
    <category name="Magazine"/>

```

```
<category name="News Paper" />
</category>
</knowledge-base>
```

## Sample C++ Input and Output Files for Use with Siebel Smart Answer Connector

This topic provides the following input and output files as examples of how the business service methods are called when using Siebel Smart Answer Connector and an adapter that uses C++:

- "Categorize Output File" on page 16
- "Identify Language Input File" on page 16
- "Identify Language Output File" on page 18

### Categorize Output File

The following sample code is an example of the expected output of the Categorize method. This XML-formatted message flows from a third-party adapter to a Siebel application (version 8.1 or later).

```
<?xml version="1.0" encoding="UTF-16"?>
<?XsearchAdapter-XML EscapeNames="true"?>
<OutputBlock Character_spcSet="utf16" Language="English">
  <Categories>
    <category name="Ramani Iyer" kscore="95"/>
    <category name="Bhavin Gosrani" kscore="96"/>
  </Categories>
</OutputBlock>
```

### Identify Language Input File

The following sample code is an example of the expected input for the Identify Language method. This XML-formatted message flows from a Siebel application (version 8.1 or later) to a third-party adapter.

**NOTE:** This message might or might not identify the internal Document Type Definition (DTD).

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- Copyright (c) 2009, Oracle Corporation, Inc., All rights reserved. -->
<!-- -->
<!-- File : IdLanguageInput.xml -->
<!-- Revision : 1.0 -->
<!-- Date : 09 Apr 2009 -->
```





```
<method name="IdentifyLanguage">
  <input category-count="0" property-count="2">
    <property name="Text" value="testing arun"/>
    <property name="Channel" value="Email"/>
  </input>
</method>
```

## Identify Language Output File

The following sample code is an example of the expected output for an Identify Language method. This XML-formatted message flows from a third-party adapter to a Siebel application (version 8.1 or later).

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- Copyright (c) 2009, Oracle Corporation, Inc., All rights reserved. -->
<!-- -->
<!-- File : IdLanguageInput.xml -->
<!-- Revision : 1.0 -->
<!-- Date : 09 Apr 2009 -->
<!-- Creator : Tom Jones -->
<!-- -->
<!-- Description: Sample input for NLP engine adapter based on SAI0 -->
<!-- format -->
<!-- -->
<!-- Change Log: -->
<!-- author Date Comment -->
<!-- ===== -->
<!-- -->

<!DOCTYPE sai0 [
<ELEMENT method (input*, output*)>
<!-- name : Name of the property -->
<ATTLIST method
  name CDATA #REQUIRED
  action CDATA #REQUIRED>
<ELEMENT input (category*, property*)>
<ELEMENT output (category*, property*)>
<ATTLIST input
  category-count CDATA #REQUIRED
  property-count CDATA #REQUIRED >
```

```

<!ATTLIST output
  category-count CDATA #REQUIRED
  property-count CDATA #REQUIRED>
<!-- name : Name of the category -->
<!-- kscore : Knowledge Score of the category -->
<!ATTLIST category
  name CDATA #REQUIRED
  kscore CDATA #REQUIRED >
<!-- name : Name of the property -->
<!-- value : Value of the property -->
<!ATTLIST property
  name CDATA #REQUIRED
  value CDATA #REQUIRED >
]>
<method name="IdentifyLanguage">
  <output category-count="0" property-count="6">
    <property name="Channel" value="email"/>
    <property name="Text" value="testing arun"/>
    <property name="Language Name" value="English US"/>
    <property name="Language Code" value="ENU"/>
    <property name="Msg Character Set" value="utf16"/>
    <property name="Status" value="Success"/>
  </output>
</method>

```

## Sample Lookup (Categorize) Files for Use with Siebel Smart Answer Connector

This topic provides the following input and output files as examples of how the Lookup (Categorize) business service method is called when using Siebel Smart Answer Connector:

- ["Lookup \(Categorize\) Input File" on page 20](#)
- ["Lookup \(Categorize\) Output File" on page 20](#)

## Lookup (Categorize) Input File

The following sample code is an example of a SOAP (Simple Object Access Protocol) request message for the Lookup (Categorize) method. A SOAP message is a specification for exchanging structured information in the implementation of Web services. This request message is sent to a third-party adapter or Web service from a Siebel application (version 8.1 or later).

```
<?xml version="1.0" encoding="UTF-8" ?>
<?Siebel -Property-Set EscapeNames="true"?>
<PropertySet
Character_spcSet="utf16"
Language=""
ProcessMode="Local "
Return_spcCategory_spcI d="TRUE"
Default t_spcCharacter_spcSet="utf16"
Default t_spcLanguage="">
<Categori zation_spcEnti ty text="questi on" />
</PropertySet>
```

## Lookup (Categorize) Output File

The following sample code is an example of a SOAP response message for the Lookup (Categorize) method. This response message is sent from a third-party adapter or Web service to a Siebel application (version 8.1 or later).

```
<SOAP-ENV: Envel ope xml ns: SOAP-ENV="http://schemas.xml soap.org/soap/envel ope/"
xml ns: xsi ="http://www.w3.org/2001/XMLSchema-i nstance"
xml ns: xsd="http://www.w3.org/2001/XMLSchema">
<SOAP-ENV: Body>
<rpc: LookupResponse xml ns: rpc="http://si ebel .com/asi /">
  <OutputLookupSi ebel Message>
    <Li stOfSALookupOutput xml ns="http://www.si ebel .com/xml /GetParams_I 0">
      <SALookupHeader>
        <CharacterSet>utf16</CharacterSet>
        <Language>Engl i sh</Language>
        <Categori es>
          <CategoryName>Ramani I yer</CategoryName>
          <CategoryScore>95</CategoryScore>
        </Categori es>
        <Categori es>
          <CategoryName>Bhavi n Gosrani </CategoryName>
          <CategoryScore>96</CategoryScore>
```

```

        </Categories>
    </SALookupHeader>
</ListOfSALookupOutput>
</OutputLookupSiebel Message>
</rpc: LookupResponse>
</SOAP-ENV: Body>
</SOAP-ENV: Envelope>

```

## Sample RefreshKB Files for Use with Siebel Smart Answer Connector

This topic provides the following input and output files as examples of how the RefreshKB business service method is called when using Siebel Smart Answer Connector:

- ["RefreshKB Input File" on page 21](#)
- ["RefreshKB Output File" on page 22](#)

### RefreshKB Input File

The following sample code is an example of a SOAP request message that calls a RefreshKB method. This request message is sent from a Siebel application (version 8.1 or later) to a third-party adapter or Web service.

```

<soapenv: Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:asi="http://siebel.com/asi/"
xmlns:get="http://www.siebel.com/xml/GetParams_10">
  <soapenv: Header/>
  <soapenv: Body>
    <asi: RefreshKB>
      <InputRefreshSiebel Message>
        <get: ListOfSARefreshInput>
          <!--Zero or more repetitions: -->
          <get: SARefreshInput>
            <get: KBName>test_arun</get: KBName>
          </get: SARefreshInput>
        </get: ListOfSARefreshInput>
      </asi: RefreshKB>
    </soapenv: Body>
  </soapenv: Envelope>

```

```
</InputRefreshSiebelMessage>
</asi:RefreshKB>
</soapenv:Body>
</soapenv:Envelope>
```

### RefreshKB Output File

The following sample code is an example of a SOAP response message generated from a third-party Web service in response to a RefreshKB method called by a Siebel application (version 8.1 or later).

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <SOAP-ENV:Body>
    <rpc:RefreshKBResponse xmlns:rpc="http://siebel.com/asi/">
      <OutputRefreshSiebelMessage>
        <ListOfSARefreshOutput xmlns="http://www.siebel.com/xml/GetParams_I0">
          <SARefreshOutput>
            <Status>Success</Status>
            <ExportFileURI>\\tjones-pc\fs\smartanswer\export\
              ITProductsKBI_20090409122506.xml</ExportFileURI>
          </SARefreshOutput>
        </ListOfSARefreshOutput>
      </OutputRefreshSiebelMessage>
    </rpc:RefreshKBResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

## Sample Feedback Files for Use with Siebel Smart Answer Connector

This topic provides the following input and output files as examples of the invocation of the Feedback business service method for Siebel Smart Answer Connector:

- ["Feedback Input File" on page 23](#)
- ["Feedback Output File" on page 23](#)

## Feedback Input File

The following sample code is an example of a SOAP request message for the Feedback method. This request message is sent from a Siebel application (version 8.1 or later) to a third-party adapter or Web service.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:asi="http://siebel.com/asi/"
  xmlns:get="http://www.siebel.com/xml/GetParams_10">
  <soapenv:Header/>
  <soapenv:Body>
    <asi:Feedback>
      <InputFeedbackSiebelMessage>
        <get:ListOfSAFeedbackInput>
          <!--Zero or more repetitions: -->
          <get:SAFeedbackInput>
            <get:Language>English</get:Language>
            <get:LookupText>test</get:LookupText>
            <get:CharacterSet>utf16</get:CharacterSet>
            <get:PositiveCategory>Ramani Iyer</get:PositiveCategory>
            <get:NegativeCategory>Bhavin Gosrani </get:NegativeCategory>
          </get:SAFeedbackInput>
        </get:ListOfSAFeedbackInput>
      </InputFeedbackSiebelMessage>
    </asi:Feedback>
  </soapenv:Body>
</soapenv:Envelope>
```

## Feedback Output File

The following sample code is an example of a SOAP response message generated from a third-party Web service in response to a Feedback method called by a Siebel application (version 8.1 or later).

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <SOAP-ENV:Body>
    <rpc:FeedbackResponse xmlns:rpc="http://siebel.com/asi/">
```

```
<OutputFeedbackSiebel Message>
  <ListofSAFeedbackOutput xmlns="http://www.siebel.com/xml/GetParams_10">
    <SAFeedbackOutput>
      <Status>Success</Status>
    </SAFeedbackOutput>
  </ListofSAFeedbackOutput>
</OutputFeedbackSiebel Message>
</rpc: FeedbackResponse>
</SOAP-ENV: Body>
</SOAP-ENV: Envelope>
```



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### **Smart Answer Connector**

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