Oracle Banking Digital Experience

Live Experience Configuration Guide Release 18.3.0.0.0

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Live Experience Configuration Guide December 2018

Oracle Financial Services Software Limited Oracle Park Off Western Express Highway Goregaon (East) Mumbai, Maharashtra 400 063 India Worldwide Inquiries: Phone: +91 22 6718 3000 Fax:+91 22 6718 3001 www.oracle.com/financialservices/

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <u>http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.</u>

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs_if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

The subsequent chapters covers the following:

- Procedure containing steps for the integration of origination with the social media.
- Screenshots

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 18.3.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

2. Oracle Live Experience Cloud

Oracle Live Experience Cloud, a customer engagement service for the mobile generation. With the mobile and digital landscape shaping the way customers interact with businesses, business must quickly adapt to changing expectations to deliver frictionless, real-time, contextual experiences across channels. With Oracle Live Experience Cloud, business can address these new requirements and bring a new dimension to their mobile and business applications by being able to serve customers in the way that best meets their needs, be it HD voice, HD video, screen sharing, and annotations.

Enabling Live Experience Cloud Service within OBDX Application

Prerequisites-

- In Order to leverage the features of live Experience Service cloud service within a OBDX, Client must have a oracle live experience cloud active subscription.
- While obtaining this subscription live experience cloud provides a unique client-id and client-secret (Please note client-id/client-secret) which is required further in configurations.

If above mentioned prerequisites are satisfied then please do the following configurations in order to enable live experience in OBDX-

LIVE_EXP_ENABLED_PRELOGIN and **LIVE_EXP_ENABLED_PRELOGIN** are the two property flags maintained in the OBDX system which allows the user to enable/disable Live Experience service. The above mentioned properties are by default set to 'No' i.e. in order to enable it set values of flags to 'Yes', which will further allow users to use live experience service.

In order to enable live experience for either pre-login or post-login scenarios execute the following script on the database schema-

LIVE_EXP_ENABLED_PRELOGIN is use to enable/disable the live experience before the login flow so in order to enable live experience for pre-login scenarios execute the following script on database schema-

update DIGX_FW_CONFIG_ALL_B set PROP_VALUE='Yes' WHERE PROP_ID='LIVE_EXP_ENABLED_PRELOGIN';

LIVE_EXP_ENABLED_POSTLOGIN property is use to enable/disable the Live Experience feature in post login scenario. And hence in order to enable live experience for post-login scenarios execute the following script on database schema-

update DIGX_FW_CONFIG_ALL_B set PROP_VALUE='Yes' WHERE PROP_ID='LIVE_EXP_ENABLED_POSTLOGIN';

- 1. While creating a business entity or editing a n existing entity configure following properties in OTHERMODULE within Dyamic Module option of entity configuration wizard
 - a. Live Experience Host-Provide IP or domain name of the Live Experience cloud host.
 - b. Live Experience Port- Provide port address for the host.

Oracle Live Experience Cloud

⊘ Dynamic Module	Deposit Installment Amount Limit	50000	Application Server Host	mumaa012.in.oracle.com
> Brand	IPM Host application name	FLEXCUBE	FATCA Compliance check required(Y/N)	Y
/ Brand	Deposit Cumulative Amount Limit	500000	Anonymous Security Policy	oracle/wss_username_token_client_policy
	Application Server Host	mumaa012.in.oracle.com	Application Server Port	13003
> Payment	Port	7753	Limits Effective from Same Day (Y/N)	Y
> OTHERMODULE	Allow Multiple Goods (Y/N)	Y	OBVAM No. of Remitters Limit	3
· · · · · · · · · · · · · · · · · · ·	Port	7753	OBVAM Branch Code	004
	Date Default	CURRENT	IDCS Host IP	
> File Upload	Feedback for a Transaction	ALWAYS	IPM Host IP address	10.184.155.231
	IPM Host username	infra	Live Experience Host Port	443
> ForexDeal	Live Experience Host IP	live.oraclecloud.com	OAUTH IP	mum00aoo.in.oracle.com
	OAUTH Port	13003	FCIS IP	ofss220392
	FCIS Port	9101	OBCLPM IP	ofss222886
> Origination	OBCLPM Port	7004	OBLM IP	10.184.159.200
	OBLM Port	8003	OBVAM IP	10.184.160.23
. Ormite Demust	OBVAM Port	7003	Handoff File Path for FCORE	/scratch/obdx/wls/handoff/FCORE
> ServiceRequest	Handoff File Path for UBS	/scratch/obdx/wls/handoff/UBS	IP Address for UBS File Handoff	10.184.155.74
> Common	Port for UBS File Handoff	5039	OBVAM token expiry time in seconds	300

- 2. Store Oracle live Experience Client-id and secrete in a credential store in weblogic with following steps
 - a. Login into weblogic server console page with required username/password .
 - b. Click on Deployment section which will show all the deployed projects and libraries.

Change Center	🔒 Home Log Out Preferences 🔤 Record Help					Welcome, weblogic	Connected to: obdx_do
View changes and restarts	Home >Summary of Servers >Summary of Deployments						-
Configuration editing is enabled. Future	Summary of Deployments						
changes will automatically be activated as you modify, add or delete items in this domain.	Configuration Control Monitoring						
Domain Structure dot, domain	This page displays the list of Java EE applications and standalone application modules installed to this domain. You can update (redeplay) or defate installed applications and modules from the domain by selecting the checkbox next to the application in To install a new application or module for deployment to targets in this domain, click Install . Costomize this table Deployments	ame and then	using the	controls on this page.			
	Install Update Delete	_			I	Showing 1 to	80 of 80 Previous Nex
	Name 🌣	State I	Health	Туре	Targets	Scope Domain Partitions	Deployment Order
	adf.oracle.businesseditor(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
ow do I 📼	df.oracle.domain(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Install an enterprise application	adf.oracie.domain.groovy(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Configure an enterprise application Update (redeploy) an enterprise application	adf.oracle.domain.webapp(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Monitor the modules of an enterprise application	adf.oracle.domain.webapp.antir-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
application Deploy EJB modules	adf.oracle.domain.webapp.apache.httpclent(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Install a Web application	adf.oracle.domain.webapp.apache.httpclient-cache(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
vstem Status	aff. oracle.domain.webapp.apache.httpcore(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Health of Running Servers as of 1:32 PM	adf. oracle.domain.webapp.apache.httpmime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Failed (0)	adf.oracle.domain.webapp.apache.velocity(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Critical (0)	adf.oracle.domain.webapp.batik-bundle(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
Overloaded (0) Warning (0)	adf.oracle.domain.webapp.guava(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
OK (2)	adf.oracle.domain.webapp.xml-apis-ext(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global	100
	Coherence-transaction-rar	Active	🖉 ОК	Resource Adapter	AdminServer, obdx-server	Global	100
	Generation Contraction	Active	🖉 ок	Enterprise Application	obdx-server	Global	100
	Com.ofss.digc.infra.channel(18.3.0.0.0,693)	Active		Library	obdx-server	Global	100
			и ок	Web Application	AdminServer, obdx-server	Global	5
	B OMS Application (12.2.1.1.0)	Active 4	- OK	web Application			
	□ B □ D45 Application (12.2.1.1.0) □ B □ paem	_		Enterprise Application	AdminServer	Global	400

3. Search for **com.ofss.digx.app.connector** application, expand the same by clicking on it and select com.ofss.digx.connector.rar.

Name 🗞	State	Health	Туре	Targets	Scope	Domain Partitions	Deployment Order
adf.oracle.businesseditor(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
ng adf.oracle.domain(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
df.oracle.domain.groovy(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.antir-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.httpdient(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.httpdient-cache(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.httpcore(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.httpmime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.velocity(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.batik-bundle(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.guava(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.xml-apis-ext(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
oherence-transaction-rar	Active	🖋 ОК	Resource Adapter	AdminServer, obdx-server	Global		100
E Com.ofss.digx.app.connector	Active	🖋 ОК	Enterprise Application	obdx-server	Global		100
B Modules							
👼 com.ofss.digx.connector.rar			Resource Adapter				
EBs							
None to display							
🖂 Web Services							
None to display							

4. Then got select Security->Outbound Credential Mappings tab and select **New** within that tab.

ORACLE WebLogic Server Ad	dministration Console 12c		Q						
Change Center	shange Center 🔒 Home Lug Out Preferences 🖾 Record Help 🔍 🔍 Welcome, weblogic (Connected to: obd								
View changes and restarts	Home >com.afss.digi.connector.rar >Summary of Deployments >com.af	ss.digx.connector.rar >Roles >com.ofss.digx.connector.rar > Roles							
Configuration editing is enabled. Future	Settings for com.ofss.digx.connector.rar								
changes will automatically be activated as you modify, add or delete items in this domain.	Overview Configuration Security Control Testing Mo	onitoring							
Domain Structure	Roles Policies Outbound Credential Mappings Inbound	Principal Mappings Principals							
obdx_domain	Outbound credential mappings let you map WebLogic Server use resource adapter, or specify particular outbound credential mappi	names to usernames in the Enterprise Information System (EIS) to ngs for individual connection pools. This page contains the table of	which you want to connect using a resource adapter. You can use default outbound credential mappings for all outbound connection pools in the outbound credential mappings for this resource adapter.						
Security Realms	Customize this table								
⊕ Diagnostics	Outbound Credential Mappings								
	New Delete		Showing 1 to 1 of 1 Previous Next						
	🔲 WLS User 🗞	EIS User	Outbound Connection Pool						
	Default	AES_KEY	ra/DIGXConnectorAES						
How do I	New Delete		Showing 1 to 1 of 1 Previous Next						
Create outbound credential mappings									
Delete outbound credential mappings									
System Status	1								
Health of Running Servers as of 3:04 PM									
Falled (0) Critical (0) Overloaded (0) Warning (0) OK (2)									
WebLogic Server Version: 12.2.1.3.0 Copyright (c) 1996,2017, Oracle and/or its affiliates. A Dracle is a registered trademark of Dracle Corporation	All rights reserved. on and/or its affiliates. Other names may be trademarks of their respective owner								

5. After going on next screen from the list of outbound connection pool select ra/DIGXConnectorLIVEEXP and click on **Next**.

ORACLE WebLogic Server Ad	ministration Console 12c	ŏ
Change Center	🟦 Home Log Out Preferences 🖾 Record Help	Welcome, weblogic Connected to: obdx_domain
View changes and restarts	Home >com.afsa.dgr.comettar.rar >Summary of Deployments >com.afss.dgr.comectar.rar >Roles >com.afss.dgr.comectar.rar >Roles	
Configuration editing is enabled. Future	Create a New Security Credential Mapping	
changes will automatically be activated as you modify, add or delete items in this domain.	Back Nect Finish Carcel	
Domain Structure	Outbound Connection Pool	
obdx_domain 현-Domain Partitions 현-Environment	Which Outbound Connection Pool would you like the credential map to be associated with? Selecting Resource Adapter Default will configure the credential mapping for all Outbound Connection Pools in this resource adapter. E themselves to override these credentials.	sch Outbound Connection Pool can then configure
Deployments EServices	Customize this table	
Security Realms	Create a New Security Credential Map Entry for:	
⊕-Interoperability ⊕-Diagnostics		Showing 1 to 10 of 13 Previous Next
- Dilgindata	□ Outbound Connection Pool A	
	ra/DIGXConnectorAES	
	apDIGKConnectorAPIIS	
	ra/DIGXConnector@IREPORTS	
How do I 🛛	a) DIGKConnectorFCM	
Create outbound credential mappings	rajDIGXConnectorFILEUPLOAD	
	ajDIGIConnectorGBIERICREST	
System Status	rajDUGXConnectorIPM_OBDX_BU	
Health of Running Servers as of 3:04 PM	ra/DIGKConnector/PM_080X_BU1	
Failed (0)	ra/DJGKConnector/JWTOKEN	
Critical (0) Overloaded (0)	Ira/DIGIConnector1/IED/P	
Warning (0)		Showing 1 to 10 of 13 Previous Next
OK (2)	Back Nett Finish Carcel	
WebLogic Server Version: 12.2.1.3.0		
Copyright (c) 1996,2017, Oracle and/or its affiliates. A	Il rights reserved. and/or its affiliates. Other names may be trademarks of their respective comers.	
order of a regulated vadelials of orable corputation	range to annotational number and be addreaded on their respective on their	

6. Then Select Default user option and click Next

ORACLE WebLogic Server Ad	dministration Console 12c	þ
Change Center	🛍 Home Log Out Préferences 🐱 Record Hélp	in
View changes and restarts	Home » com ofice digu connector as » Summary of Deployments » cam ofice digu connector as » Roles a	
Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.	Create a New Security Credential Happing Back, Intell Trimol Cancel	
Domain Structure	WebLogic Server User	
elder, Genann Er Domain Partitions Er Environment I - Deginyments Er Services I - Services Er Services Er Interspressibility Er Diagnostics	Select the Wekkage Server user that you would like to map an EIS user to. Selecting User for creating initial connections will configure the user that will be used for creating the initial connections when the resource adapter is first started. Selecting User for creating initial connections were that you are configured User you are configured. User were that you are configured Twelvage Server user. If you are configured User you are configured User you are configured User you are configured User you are configured. User were that you are configured Wekkage Server user. If you are configured User you are configured User you are configured User you are configured. This user must be a configured Wekkage Server user. If you are configured User you are configured User you are configured User you are configured. This user must be a configured Wekkage Server user. If you are configured User you are configured User you are configured. This user must be a configured Wekkage Server user. If you are configured User you are configured User you are configured. The second User You are configured User You are configured. The second User You are configured User You are configured User You are configured. The second User You are configured User You are configured. The second User You are configured User You are configured. The second User You are configured User You are configured. The second User You are configured User You are configured. The second User You are configured User You are configured. The second User You are configured. The secon	
	WebLogic Server User Name:	
How do L., • Create outbound credential mappings	Back Net Finit Cancel	
System Status		
Health of Running Servers as of 3:10 PM		
Failed (0) Ortical (0) Overloaded (0) Warning (0) OK. (2)		
WebLogic Server Version: 12.2.1.3.0 Copyright (c) 1996,2017, Oracle and/or its affiliates. A Oracle is a registered trademark of Oracle Corporation	All regists reserved. In add/or its alliades. Other names may be trademarks of their respective sumers.	

7. Enter Client_id provided by Oracle Live Experience Cloud in EIS user name field and Enter your Client_Secrete key of the same in EIS password field. (Client_id and Client_secrete are provided after subscribing to the oracle live experience cloud service). After entering the details click on the Finish.

ORACLE WebLogic Server Ad	ministration Console 12c		ŏ
Change Center	🔒 Home Log Out Preferences 🔛 Record Help	Welcome, weblogic Connected fo: obdx_	domain
View changes and restarts	Home >com.ofss.digx.connector.rar >Summary of Deployments >com.ofss.digx.connector.rar	>Roles >com.ufss.dip.connector.rar >Roles	
Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.	Create a New Security Credential Mapping Back Hent Finish Cancel		
Domain Structure	EIS User Name and Password		
obdx_domain P-Domain Partitions P-Environment Deployments	Configure the EIS User Name and Password that you would like to map the WebLogic * Indicates required fields	- Server User to:	
Services Security Realms Thteroperability Diagnostics	Enter the EIS User Name: * EIS User Name:		
	Enter the EIS Password:		
	* EIS Password:		
How do I	* Confirm Password::		
Create outbound credential mappings	Back Next Finish Cancel		
System Status			
Health of Running Servers as of 3:12 PM			
Faled (0) Critical (0) Overloaded (0) Warning (0) OK (2)			
WebLogic Server Version: 12.2.1.3.0 Copyright (c) 1996,2017, Oracle and/or its affiliates. A	Il rights reserved.		

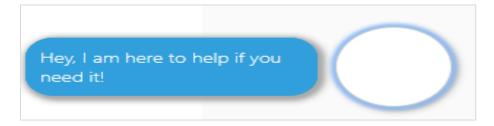
Above mentioned steps are required for enabling the live Experience cloud service within OBDX application.

In addition to this each individual user has further granular control of enabling or disabling the live Experience service by enabling/disabling corresponding preference within user preferences.

Live Help	
Live Help	
Note : Disabling this will disable the oracle live feature.	

Note: If admin level control property/flag LIVE_EXP_ENABLED_POSTLOGIN is set to 'No' then user cannot override the preference to enable the live experience i.e. in that case Live experience service will be disabled for all the user irrespective of their preferences.)

If the Live Experience service is enabled at administrative as well as user level in either prelogin or post-login scenarios the Live Experience widget appears on the screen to proactively prompt customer for engagement with bank associate.



When clicked on the prompted widget, depending on the Customer engagement scenarios configured by the bank customer will be able to interact dynamically with bank associate using any combination of voice, video and screen share.