

Oracle® Retail Advanced Science Cloud Services

Administration Guide

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Oracle Retail Advanced Science Cloud Services Administration Guide, Release 17.0.004

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Preface

This guide describes the administration tasks for Oracle Retail Advanced Science Cloud Services.

Audience

This guide is intended for administrators.

This guide describes the administration tasks for Oracle Retail Advanced Science Cloud Services.

Documentation Accessibility

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

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Related Documents

For more information, see the following documents in the Oracle Retail Advanced Science Cloud Services documentation set:

- *Oracle Retail Advanced Science Cloud Services Implementation Guide*
- *Oracle Retail Advanced Science Cloud Services Release Notes*
- *Oracle Retail Advanced Science Cloud Services User Guide*
- *Oracle Retail Insights Cloud Service Suite/Oracle Retail Advanced Science Cloud Services Data Interface*
- *Oracle Retail Insights Cloud Service Suite/Oracle Retail Advanced Science Cloud Services Data Interface Details*

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

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Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

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Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following web site:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

(Data Model documents are not available through Oracle Technology Network. You can obtain these documents through My Oracle Support.)

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Administrative Tasks

This chapter describes the processes for maintaining users and roles as well as batch processes. For information regarding standard end user activities such as creating and viewing reports, see the *Oracle Retail Advanced Science Cloud Services User Guide*.

Oracle Support

It is considered to be a best practice to have all Oracle Retail Advanced Science Cloud Services support requests submitted through a single point of contact for that customer environment; the client designated administrator is usually designated to perform this role.

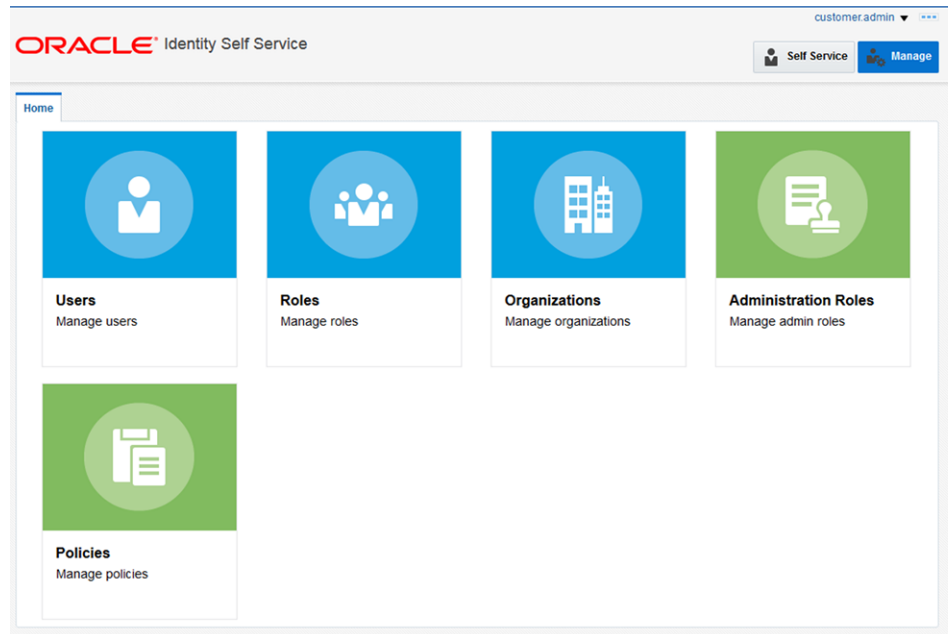
The link to use when submitting Service Requests (SR) is:

<https://support.oracle.com>

User Creation

Before users can access the ORASE applications, it is necessary to provision each user access to the system, and assign roles to each user to control what functionality will be available to them. The access provisioning is done using Oracle Identity Management (OIM). The following steps explain how to define users, assign roles and revoke access for users when needed. The OIM Application URL and the login with the required administrator access would be needed to execute the below steps:

1. Log into the OIM application.
2. Under Administration, click **Users**.

Figure 1–1 Select Users

3. Under Actions, click **Create**.

Figure 1–2 Select Create

The Create User screen appears.

4. Under Basic Information, enter the following:
 - First Name
 - Last Name
 - For Organization, enter Retail
 - For User Type, enter Full time employee
 - E-mail: Email address of the employee
5. Under Account Settings, enter:
 - User Login: <firstname>.<lastname>
 - Password:
 - Confirm Password

Figure 1–3 Complete User Information

Create User

Request Information

Effective Date

Justification

Basic Information

* First Name

Middle Name

* Last Name

* E-mail

Manager

* Organization

* User Type

Display Name

Account Settings

User Login

Password

* Confirm Password

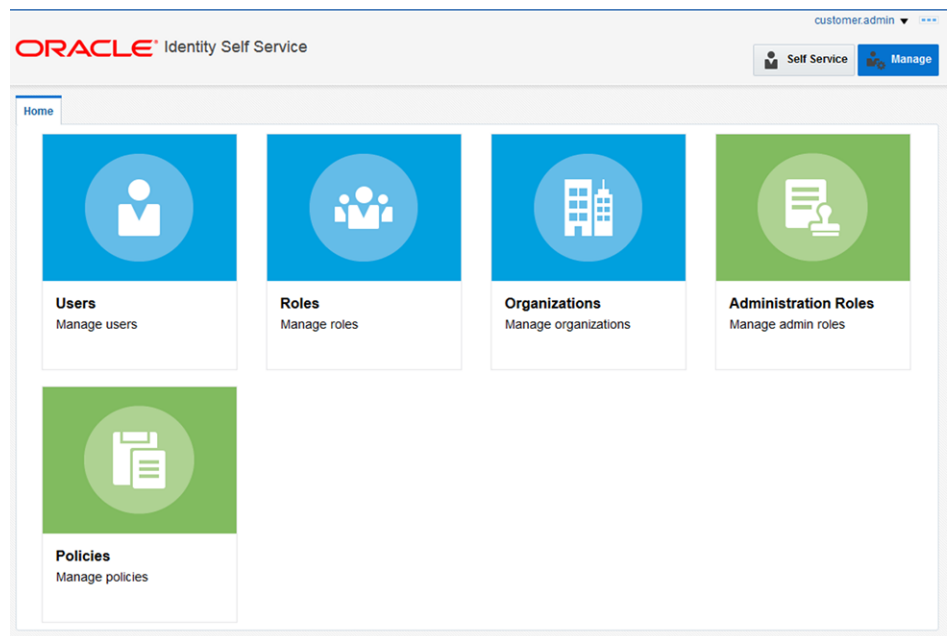
Buttons: Submit, Save As..., Cancel

6. Click **Submit**.

Assigning Members to a Role

To assign members to a role, complete the following:

1. Log into the OIM application.
2. Click **Users**.

Figure 1–4 Select Users

3. Click **oim.test user**.

Figure 1–5 oim.test User

Home Users x

Users

Search Display Name

Actions View Create Edit Enable Disable Delete Lock Account Unlock Account Reset Password >> >>

User Login	Display Name	First Name	Last Name	Organization	Telephone Number	E-mail	Identity Status	Account S
CE.ADMIN1	ce admin1	ce	admin1	Retail		ce.admin1@ora...	Active	Unlocked
CE.ADMIN10	ce admin10	ce	admin10	Retail		ce.admin10@or...	Active	Unlocked
CE.ADMIN2	ce admin2	ce	admin2	Retail		ce.admin2@ora...	Active	Unlocked
CE.ADMIN3	ce admin3	ce	admin3	Retail		ce.admin3@ora...	Active	Unlocked
CE.ADMIN4	ce admin4	ce	admin4	Retail		ce.admin4@ora...	Active	Unlocked
CE.ADMIN5	ce admin5	ce	admin5	Retail		ce.admin5@ora...	Active	Unlocked
CE.ADMIN6	ce admin6	ce	admin6	Retail		ce.admin6@ora...	Active	Unlocked
CE.ADMIN7	ce admin7	ce	admin7	Retail		ce.admin7@ora...	Active	Unlocked
CE.ADMIN8	ce admin8	ce	admin8	Retail		ce.admin8@ora...	Active	Unlocked
CE.ADMIN9	ce admin9	ce	admin9	Retail		ce.admin9@ora...	Active	Unlocked
CE.TEST	ce test	ce	test	Retail		ce.test@oracle...	Active	Unlocked
CE.TEST3	ce test3	ce	test3	Retail		ce.test3@oracle...	Active	Unlocked
CUSTOMER.AD...	customer admin	customer	admin	Retail			Active	Unlocked
CUSTOMER.AD...	customer admin1	customer	admin1	Retail		customer.admin...	Active	Unlocked
CUSTOMER.AD...	customer admin2	customer	admin2	Retail			Active	Unlocked
OIM.TEST	oim test	oim	test	Retail		oim.test@orad...	Active	Unlocked

- Click the Roles tab.

Figure 1–6 Roles Tab

Home Users x User Details : oim test x

oim test

Modify Enable Disable Delete Lock Account Unlock Account Reset Password

Attributes Roles Entitlements Accounts Direct Reports Organizations Admin Roles

Refresh

Basic Information

- Click the Request Roles button.

Figure 1–7 Request Roles Button

Home Users x User Details : oim test x

oim test

Modify Enable Disable Delete Lock Account Unlock Account Reset Password

Attributes Roles Entitlements Accounts Direct Reports Organizations Admin Roles

Granted Pending

Actions View Request Roles Remove Roles Open Modify Grant Duration Refresh Detach

Role Name	Description	Membership Type	Assigned On	Request Id	Start Date	End Date
ALL USERS	Default role for a...	Direct	12/8/2015			

- Click the Add to Cart button next to the role you want to assign.

Figure 1–8 Adding Roles to the Cart

Home Users x User Details : oim test x Role Access Request x

Back Add Access Checkout Cancel Next

Cart oim test 1

Search and select individual items from the Catalog tab. Sets of pre-bundled items commonly used in your organization can be selected from the Request Profiles tab.

Catalog Request Profiles

Search Keyword Search

Categories Sort By Display Name Add Selected to Cart

Categories	Sort By	Display Name	
<input checked="" type="checkbox"/> Select All		OIMTest	Info + Add to Cart
<input checked="" type="checkbox"/> Role (3)		Test1	Info + Add to Cart
		customer_admin	Info + Add to Cart

7. Click Next.

Figure 1–9 Add Access Request

Home Users x User Details : oim test x Role Access Request x

Back Add Access Checkout Cancel Next

Cart oim test 1

Search and select individual items from the Catalog tab. Sets of pre-bundled items commonly used in your organization can be selected from the Request Profiles tab.

Catalog Request Profiles

Search Keyword Search

Categories Sort By Display Name Add Selected to Cart

Categories	Sort By	Display Name	
<input checked="" type="checkbox"/> Select All		OIMTest	Info + Add to Cart
<input checked="" type="checkbox"/> Role (3)		Test1	Info + Add to Cart
		customer_admin	Info + Add to Cart

8. Click Submit.

Figure 1–10 Submit Access Request

Home Users x User Details : oim test x Role Access Request x

Back Add Access Checkout Cancel Next

Cart oim test 1

Search and select individual items from the Catalog tab. Sets of pre-bundled items commonly used in your organization can be selected from the Request Profiles tab.

Catalog Request Profiles

Search Keyword Search

Categories Sort By Display Name Add Selected to Cart

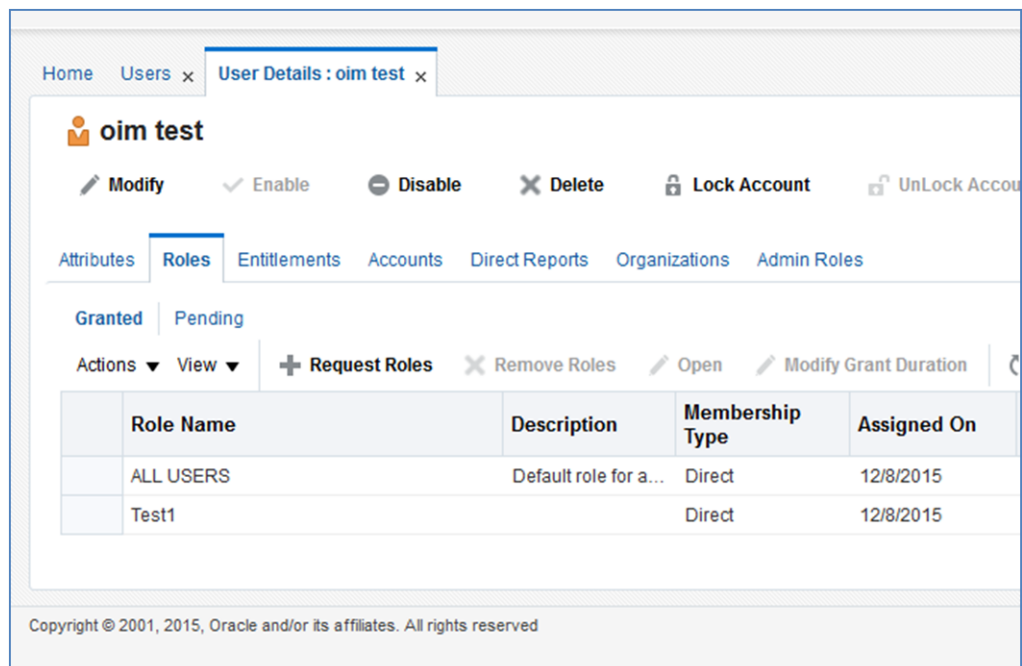
Categories	Sort By	Display Name	
<input checked="" type="checkbox"/> Select All		OIMTest	Info + Add to Cart
<input checked="" type="checkbox"/> Role (3)		Test1	Info + Add to Cart
		customer_admin	Info + Add to Cart

Cart Details Submit Save As...

Request Information

Justification

The role is now assigned to the User.

Figure 1–11 User Details

ORASE Default Enterprise Roles

ORASE is built with role-based access. Permissions are associated with roles.

The following roles are available:

Table 1–1 ORASE Default Enterprise Roles

Application Module	Default Enterprise Roles	Corresponding Application Roles
CDT	ANALYTIC_EXPERT_JOB	Customer Decision Tree Duty
DT	ANALYTIC_EXPERT_JOB	Demand Transference Duty
ASO	CATEGORY_MANAGER_JOB	Category Manager Duty
	SPACE_PLANNER_JOB	Micro Space Optimization Analyst Duty
	MERCHANDISING_ANALYST_JOB	
	SPACE_ADMINISTRATOR_JOB	ASO Administrator Duty
	FORECAST_MANAGER_JOB	Analytic Super User Duty
AC	ASSORTMENT_PLANNER_JOB	Advanced Clustering Business Duty
	MERCHANDISER_JOB	
	CLUSTERING_ADMINISTRATOR_JOB	Advanced Clustering Advanced Duty

Table 1–1 (Cont.) ORASE Default Enterprise Roles

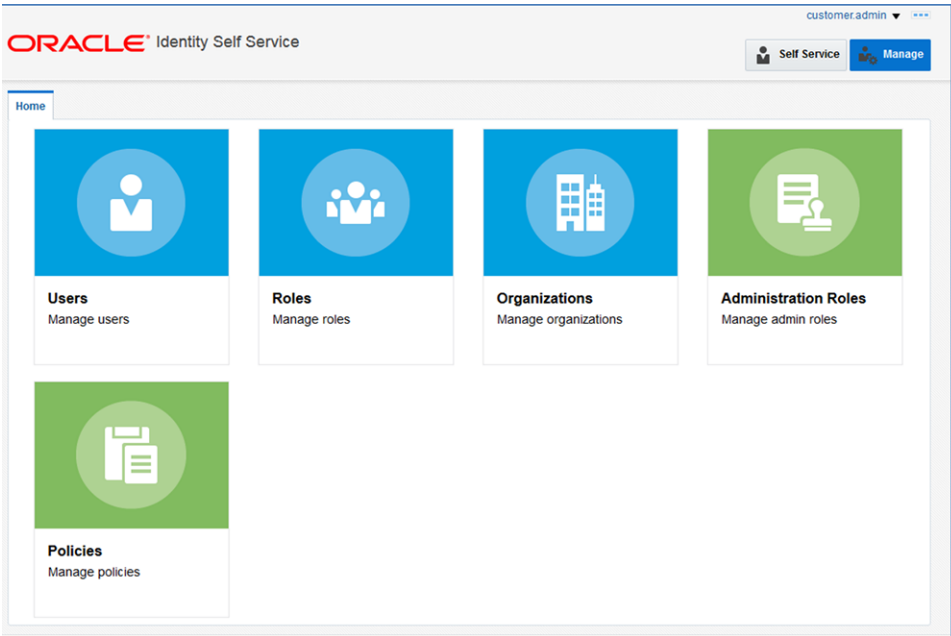
Application Module	Default Enterprise Roles	Corresponding Application Roles
CS	ASSORTMENT_PLANNER_JOB	Customer Segmentation Business Duty
	MERCHANDISER_JOB	
	CUSTOMER_ANALYST_JOB	
	MARKET_ANALYST_JOB	
	CUSTOMER_SEGMENT_ADMINISTRATOR_JOB	Customer Segmentation Advanced Duty
AE	ATTRIBUTE_EXTRACTION_JOB	Attribute Extraction Duty
ORASE Administration	CONFIG_ADMINISTRATOR_JOB	Configuration Administrator Duty
	INTEGRATION_ADMINISTRATOR_JOB	Integration Administrator Duty
RL	RETURN_LOGISTICS_JOB	Return Logistics Duty
SA	SOCIAL_ANALYTICS_JOB	Social Analytics Duty
Attribute Binning	ATTRIBUTE_BINNING_JOB	Attribute Binning Duty
PRO	PRICING_ADMINISTRATOR_JOB	Pricing Administrator Duty
	PRICING_MANAGER_JOB	Pricing Super User Duty
	PRICING_ANALYST_JOB	Pricing Analyst Duty
	OO_BUYER_JOB	Buyer Duty
	TARGETED_OFFER_JOB	Targeted Offer User Duty
HOS	HOS_FORECAST_ANALYST	Hospitality Forecast Analyst Duty
	HOS_FORECAST_CORPORATE_ANALYST	Hospitality Forecast Corporate Analyst Duty
	HOS_FORECAST_STORE_MANAGER	Hospitality Forecast Store Manager Duty
MR	MENU_RECOMMENDATION_JOB	Menu Recommendation Duty
APEX	DATA_SCIENCE_ANALYST	Data Science Analyst Duty
	DATA_SCIENCE_ADMINISTRATOR	Data Science Advanced Duty
	DATA_SCIENCE_ORCL_ADMIN	Data Science Oracle Admin Duty
ORAAC	INSIGHT_APPLICATION_ADMINISTRATOR_JOB	ADMIN_CONSOLE_WITHOUT_SECURITY_DUTY
MBI	MARKET_BASKET_ANALYSIS_JOB	Market Basket Analysis Duty
Chatbot	CHATBOT_QNA_VIEW_JOB	Chatbot Q&A View Job
	CHATBOT_VIEW_JOB	Chatbot View Job
	CHATBOT_SERVICE_JOB	Conversation AI Custom Component

Revoking Role Membership

To revoke the membership of a member in a role:

1. Log into the OIM application.
2. Click **Users**.

Figure 1–12 Select Users



3. Click **oim.test** user.

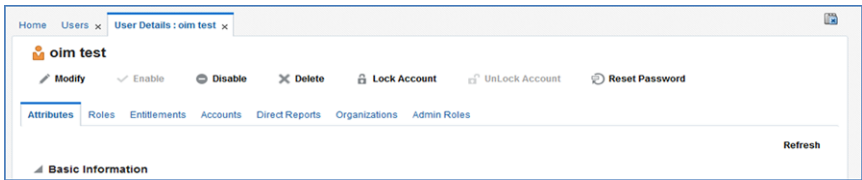
Figure 1–13 Select Role to Revoke Users

The screenshot shows the 'Users' page in the Oracle Identity Self Service interface. It includes a search bar, a table of users, and a list of actions. The 'oim.test' user is highlighted in the table.

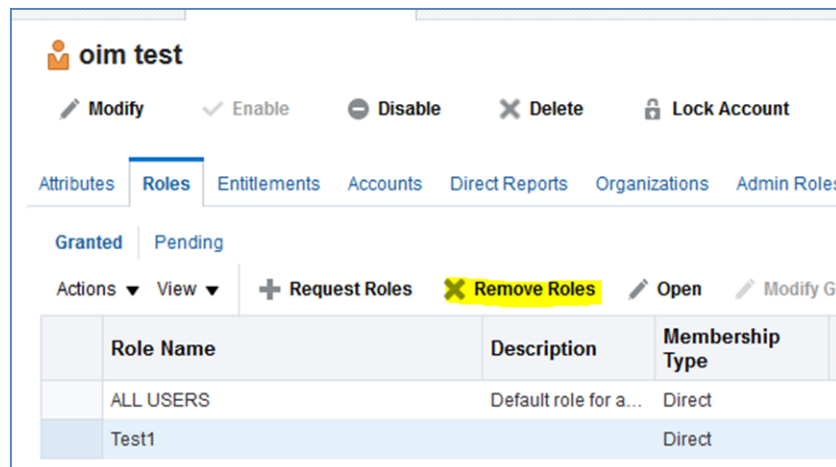
User Login	Display Name	First Name	Last Name	Organization	Telephone Number	E-mail	Identity Status	Account Si
CE ADMIN1	ce admin1	ce	admin1	Retail		ce.admin1@ora...	Active	Unlocked
CE ADMIN10	ce admin10	ce	admin10	Retail		ce.admin10@or...	Active	Unlocked
CE ADMIN2	ce admin2	ce	admin2	Retail		ce.admin2@ora...	Active	Unlocked
CE ADMIN3	ce admin3	ce	admin3	Retail		ce.admin3@ora...	Active	Unlocked
CE ADMIN4	ce admin4	ce	admin4	Retail		ce.admin4@ora...	Active	Unlocked
CE ADMIN5	ce admin5	ce	admin5	Retail		ce.admin5@ora...	Active	Unlocked
CE ADMIN6	ce admin6	ce	admin6	Retail		ce.admin6@ora...	Active	Unlocked
CE ADMIN7	ce admin7	ce	admin7	Retail		ce.admin7@ora...	Active	Unlocked
CE ADMIN8	ce admin8	ce	admin8	Retail		ce.admin8@ora...	Active	Unlocked
CE ADMIN9	ce admin9	ce	admin9	Retail		ce.admin9@ora...	Active	Unlocked
CE TEST	ce test	ce	test	Retail		ce.test@oracle...	Active	Unlocked
CE TEST3	ce test3	ce	test3	Retail		ce.test3@oracle...	Active	Unlocked
CUSTOMER AD...	customer admin	customer	admin	Retail			Active	Unlocked
CUSTOMER AD...	customer admin1	customer	admin1	Retail		customer.admin...	Active	Unlocked
CUSTOMER AD...	customer admin2	customer	admin2	Retail			Active	Unlocked
OIM TEST	oim test	oim	test	Retail		oim.test@orad...	Active	Unlocked

4. Click the Roles tab.

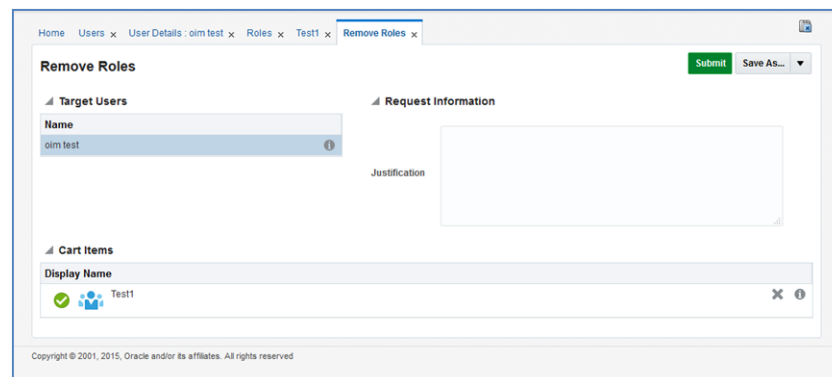
Figure 1–14 Roles Tab



5. Select the Role you want to revoke and click the **Remove Role** button.

Figure 1–15 Remove Roles Button

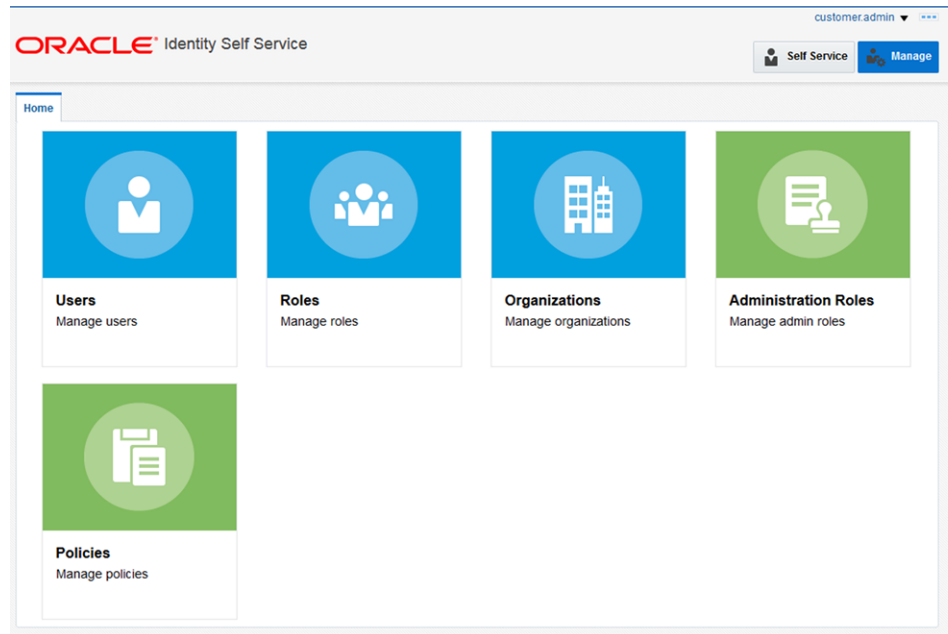
6. In the Remove Roles screen, click **Submit**.

Figure 1–16 Remove Roles Screen

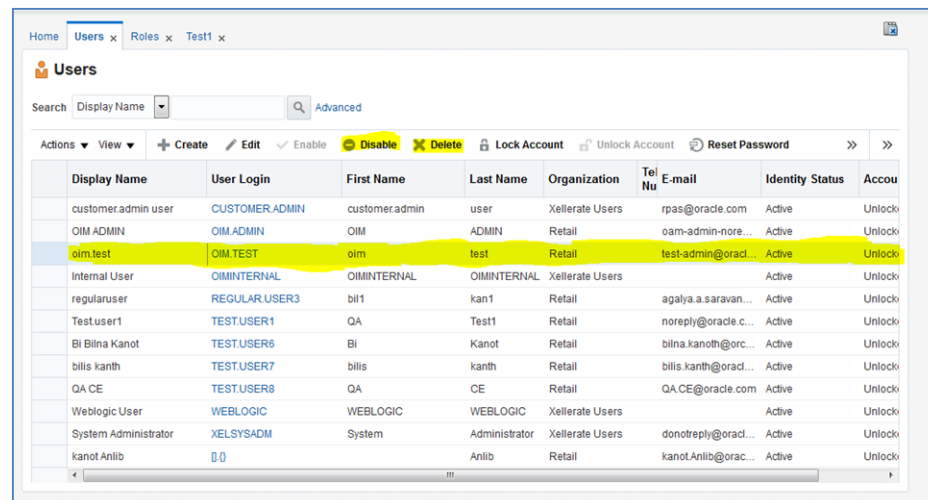
Deleting a User or Disabling User Privileges

To delete or disable a user

1. Log into the OIM application.
2. Under Administration, click **Users**.

Figure 1–17 Select Users

3. Select the user and click **Disable** or **Delete** as necessary.

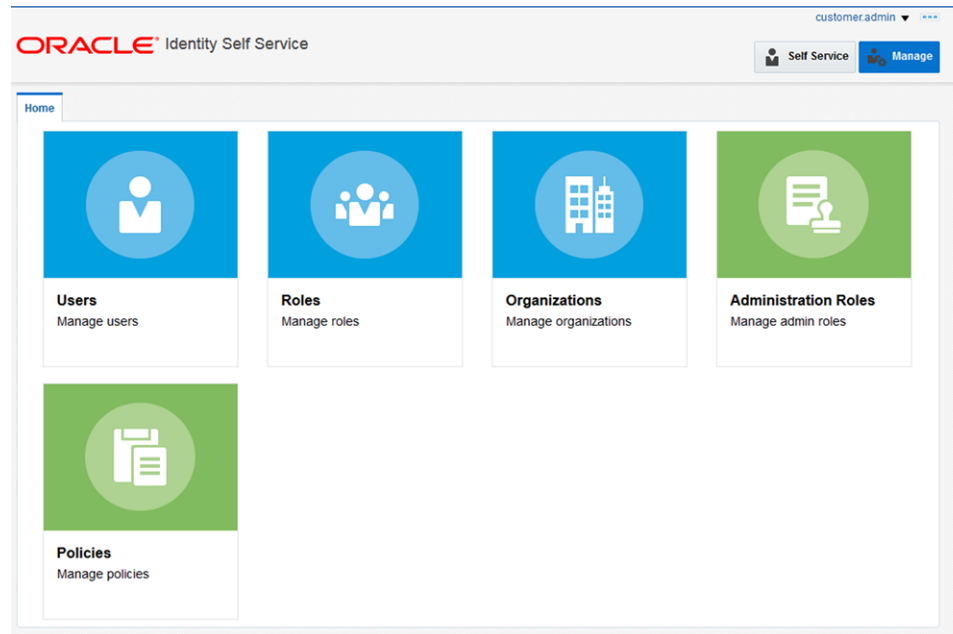
Figure 1–18 Delete and Disable

4. You can also Lock or Unlock a particular user from the same screen if needed.

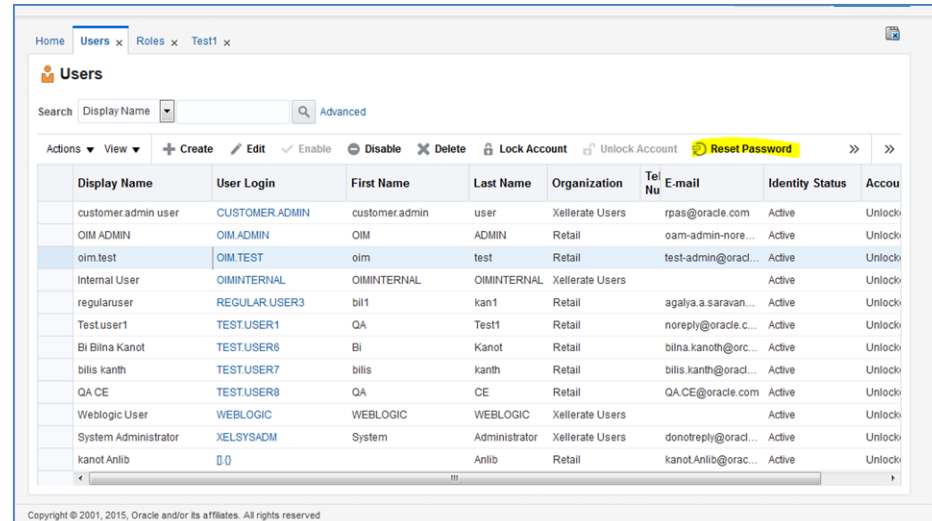
Resetting a User Password

To reset the password of a user:

1. Log into the OIM application.
2. Under Administration, click **Users**.

Figure 1–19 Select Users

3. Click the **Search** tab and then select on the User you want to reset the password.
4. Click **Reset Password**.

Figure 1–20 Reset Password Button

5. In the Reset Password screen, make sure Auto-generate the Password is selected and Click **Reset Password**. (The system will auto-generate the password and then email it to the user.)

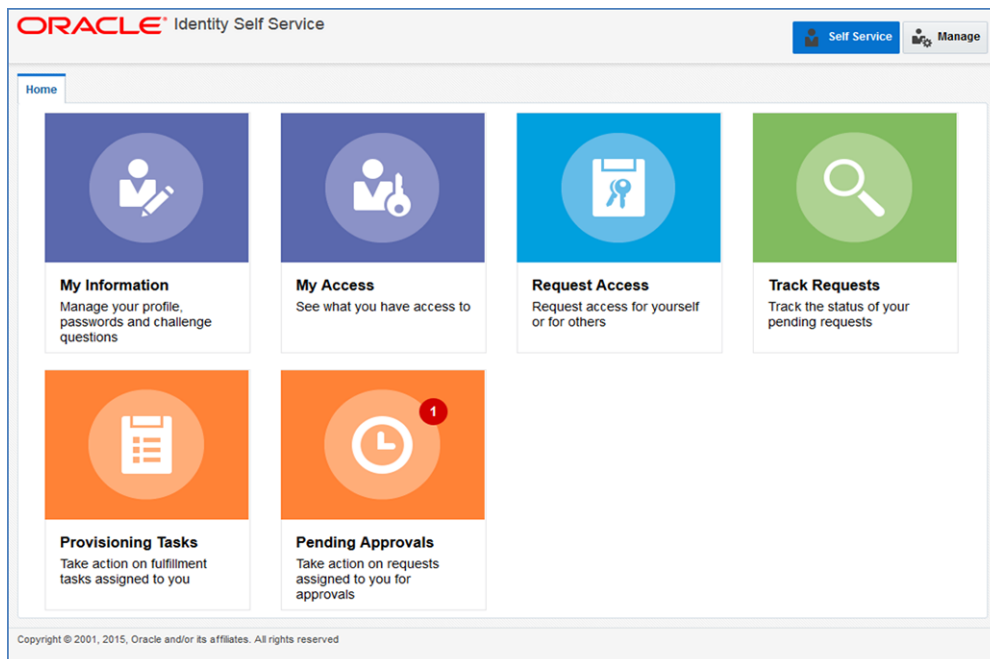
Figure 1–21 Reset Password

Approve Requests from User

Users can also request for the Roles or revoke those that are available for them to access the RIS Service. Here are the steps to approve the request from the User.

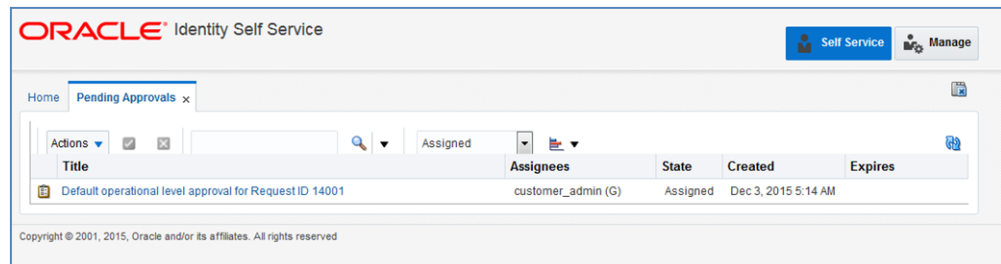
1. Log into OIM Application.
2. Click **Pending Approvals**.

Figure 1–22 Select Pending Approvals



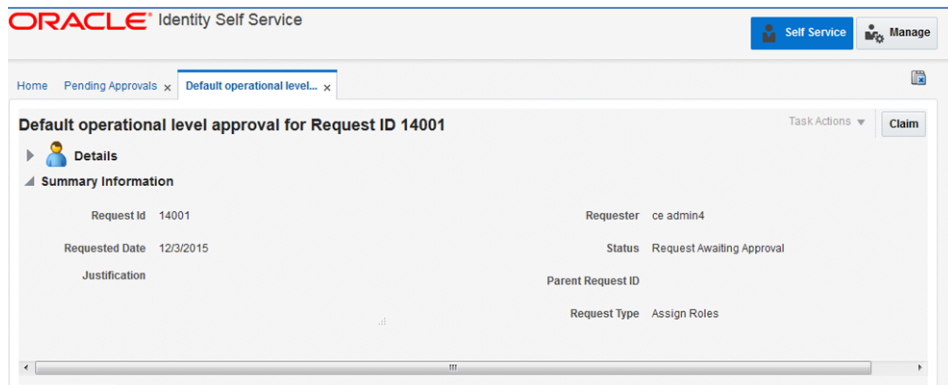
3. Click the Action that is assigned to you.

Figure 1–23 Pending Approvals Tab



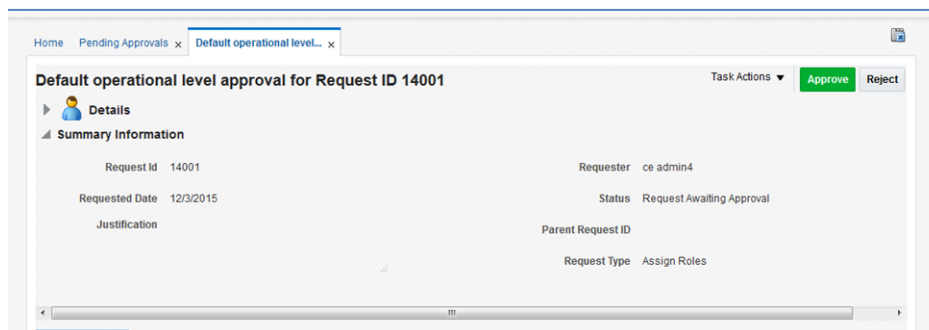
4. Click the **Claim** button.

Figure 1–24 Claim the Pending Approval



5. Click **Approve** or **Reject**.

Figure 1–25 Approve Pending Approval



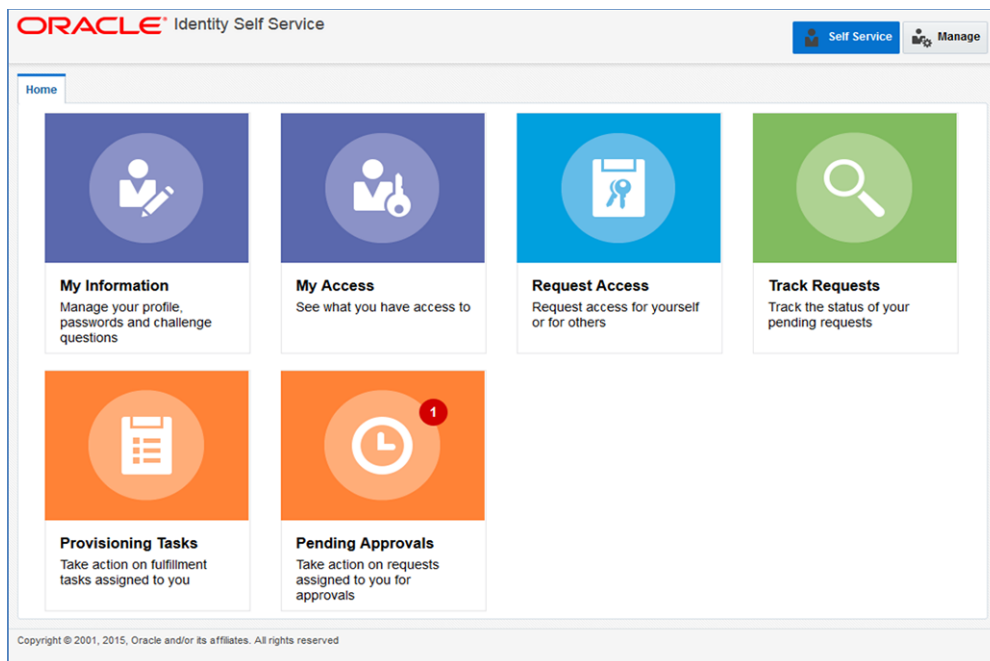
6. Once done, the request is completed.

Approve Requests from User for Multiple Roles

Users can also request for the multiple Roles or revoke them if they are available for them to access the RIS Service. Here are the steps to approve the request from the User.

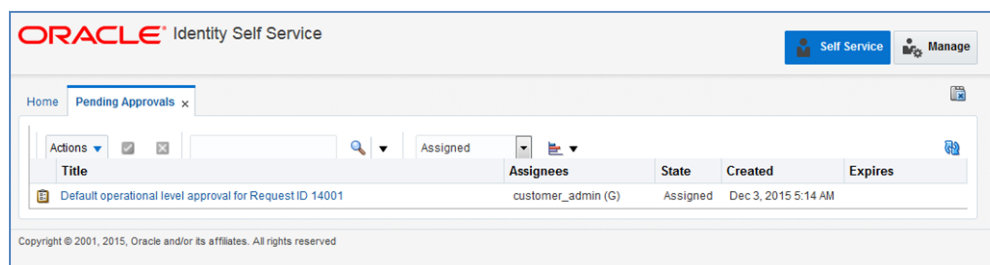
1. Log into OIM Application.
2. Click **Pending Approvals**.

Figure 1–26 Select Pending Approvals



3. Click on the Action that is assigned to you.

Figure 1–27 Pending Approvals Tab

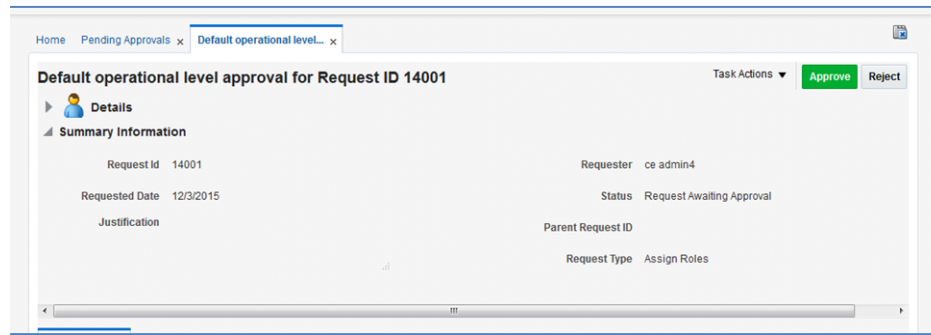


4. Click the Claim button.

Figure 1–28 Claim the Pending Approval



5. Click Approve or Reject.

Figure 1–29 Approve Pending Approval

6. Once done, if approved, the request is split into multiple requests, one for each role for each user. Approve all of them by following steps 3 to 5.
7. Once all the requests are approved, all the roles will be assigned to users.

Note: The customer administrator can request multiple roles for multiple users. Once this request is made, the customer administrator is required to approve the request using the Approve Requests from User for Multiple Roles process.

Importing a Batch of User Accounts

If you have batch of users that have to be created, the Oracle team can bulk load the users into the OIM Application. When users are bulk loaded their initial password will be set to the current password of a template user. The new users will be required to change their password on first login.

To request the creation of accounts by bulk loading, follow these steps.

1. Create CSV file listing all users to create (see example below).
2. Create or identify a user to whose password will be used as the initial password for all created users.
3. Open an SR with Oracle support and provide the CSV file and user from steps 1 and 2.

```
#####
filename.csv
#####
#####
USR_LOGIN,USR_FIRST_NAME,USR_LAST_NAME,USR_EMAIL,ORG_NAME
ce.admin1,ce,admin1,ce.admin1@oracle.com,Retail
ce.admin2,ce,admin2,ce.admin2@oracle.com,Retail
ce.admin3,ce,admin3,ce.admin3@oracle.com,Retail
ce.admin4,ce,admin4,ce.admin4@oracle.com,Retail
ce.admin5,ce,admin5,ce.admin5@oracle.com,Retail
ce.admin6,ce,admin6,ce.admin6@oracle.com,Retail
ce.admin7,ce,admin7,ce.admin7@oracle.com,Retail
ce.admin8,ce,admin8,ce.admin8@oracle.com,Retail
ce.admin9,ce,admin9,ce.admin9@oracle.com,Retail
ce.admin10,ce,admin10,ce.admin10@oracle.com,Retail
#####
```

Bulk Role Membership Update (Optional)

If you have a number users that have roles to be assigned to, the Oracle team can bulk update the role membership into the OIM Application.

To update the membership of the by bulk update, follow these steps.

1. Create CSV file with the user role mapping. Note that the user name must be in upper case (see example below).
2. Open an SR with Oracle support and provide the CSV file and user from steps 1.

```
#####
role.csv
#####
#####
UGP_NAME,USR_LOGIN
Role1,CE.ADMIN1
Role2,CE.ADMIN1
Role1,CE.ADMIN2
Role3,CE.ADMIN3
Role4,CE.ADMIN4
Role5,CE.ADMIN5
Role6,CE.ADMIN6
Role7,CE.ADMIN7
Role8,CE.ADMIN8
Role2,CE.ADMIN8
Role2,CE.ADMIN9
#####
```

Note: If you want more than one role attached to a particular user, add one more row with the role that you want the user to have and the user name. Refer to the CE.ADMIN1 in above table for example.

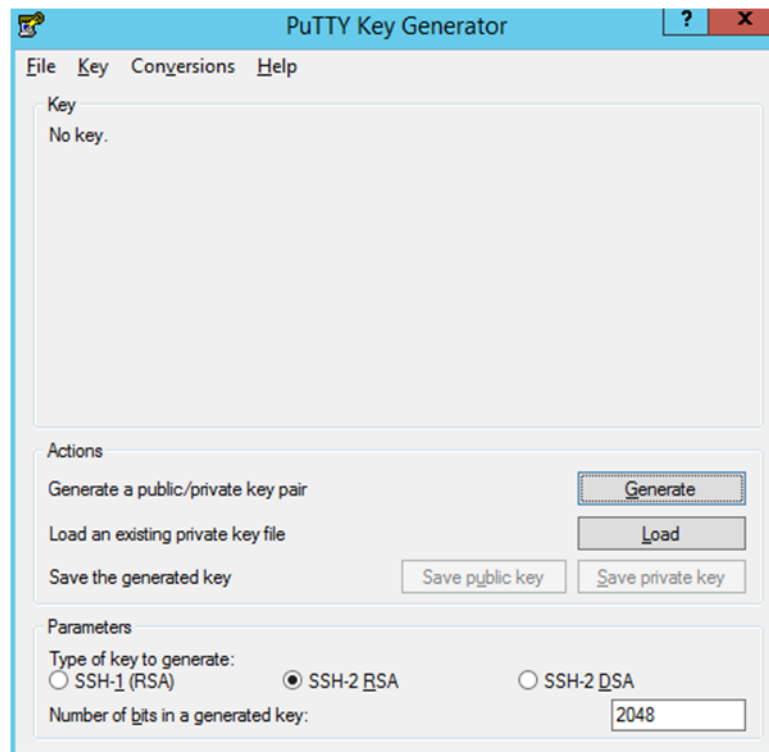
Nightly Batch File Uploads

This section describes the file upload process. For details regarding file contents and formatting refer to the *Oracle Retail Advanced Science Cloud Services Implementation Guide*. The Private/Public Keys must be generated and the public Key must be associated with your SFTP Account for the file uploads. The [Adding Authorized Keys](#) section describes the step-by-step method to generate the Keys (2048 bit RSA Keys).

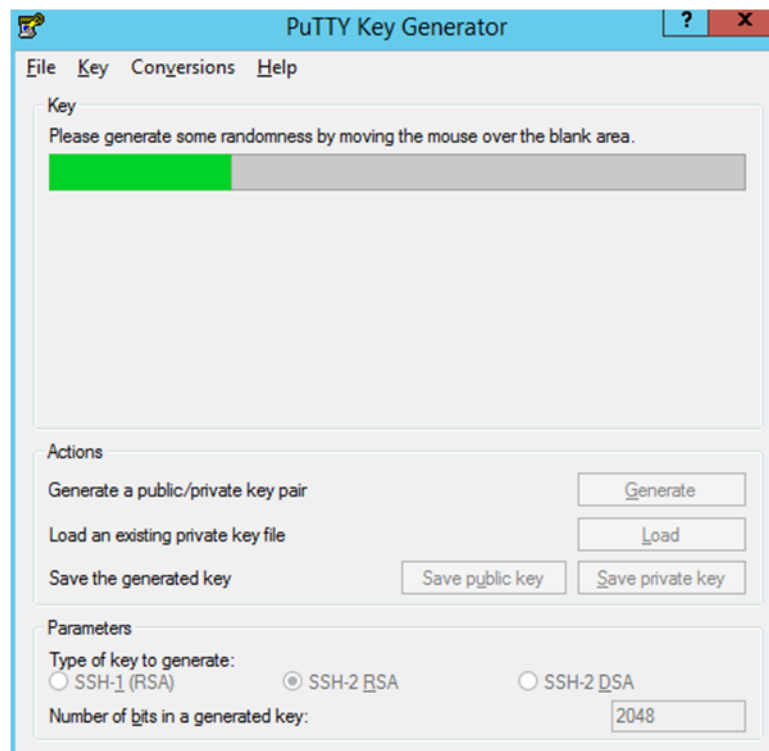
Adding Authorized Keys

Here is the process to generate a 2048 bit RSA key and add the same to the SFTP server. This is done with the help of WinSCP tool on Windows. However, the same can be done using ssh-keygen on Linux as well.

1. Launch WinSCP and select Tools -> Run PuttyGen.
2. Select "SSH-2 RSA" for the type of key to generate and enter "2048" for the number of bits in a generated key field. Click **Generate**.

Figure 1–30 Key Generator

3. Move the mouse over the blank space in the window until the key is generated.

Figure 1–31 Key Generator Progress

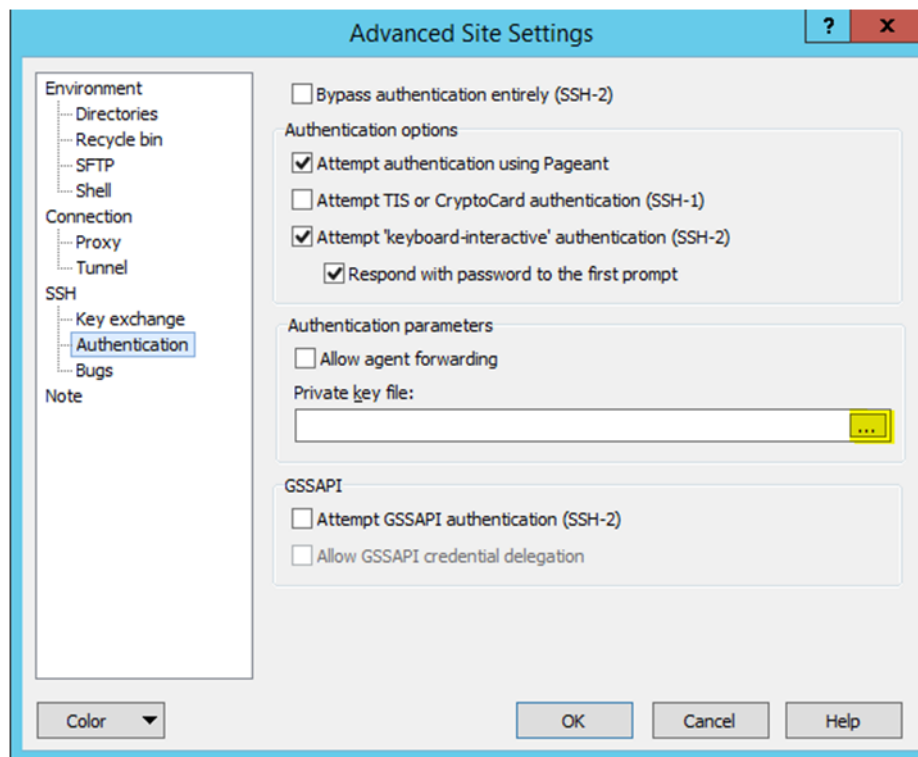
4. Once the key is generated, click the **Save public key** button to save the public key to a file.
5. Click the **Save private key** button to save the Private key to a file. Confirm to save it with/without a passphrase.
6. Open an SR with Oracle Support, to associate the Public half of the Key with your SFTP account (attach the Key with the SR).

Steps – Log into WinSCP

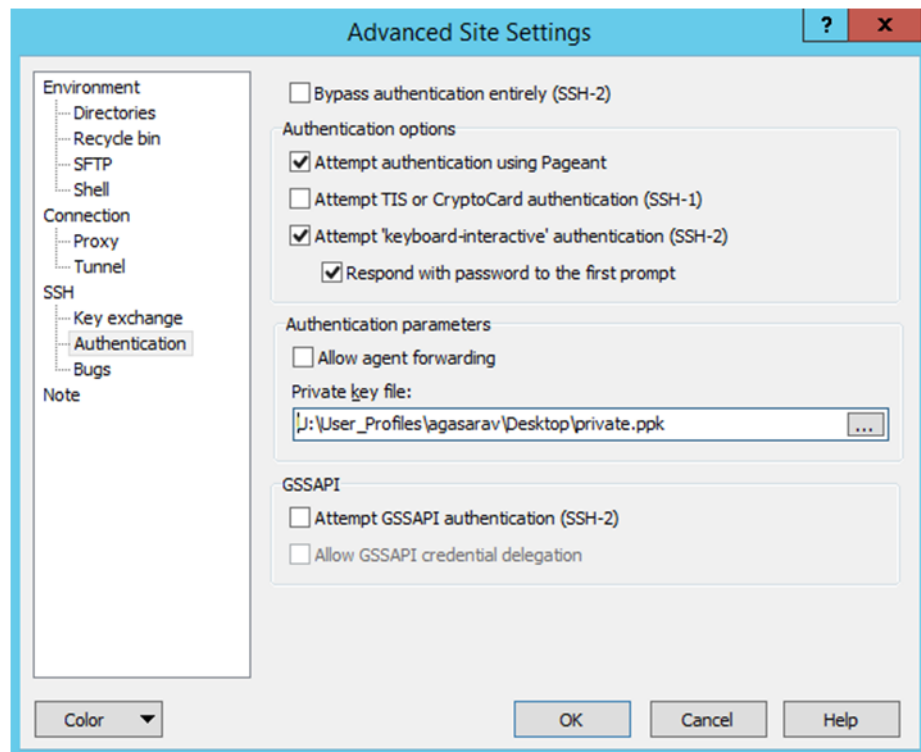
The Upload steps uses the private key generated in the earlier section.

1. Launch WinSCP and connect to <SFTP Server> using port 22.
2. Enter the username and click **Advanced**.
3. Click **Authentication**.
4. In the Private Key File field, click the **Browse** button and select the private key created in the earlier section.

Figure 1–32 Advanced Site Settings Dialog



5. After loading the private key file, click **OK**.

Figure 1–33 Private Key File Loaded

6. Click **Login**. The window does not prompt for a password and logs into the SFTP server. Provide a passphrase if one has been set up.

Steps to Upload the Batch File

Log into the WinSCP by following the [Steps – Log into WinSCP](#) section.

1. Transfer all data files to the directory /<SFTP User>.
2. Create a directory called COMMAND under /<SFTP User> if it does not already exist.
3. Change to the /<SFTP User>/COMMAND directory.
4. Transfer an empty file called COMPLETE.

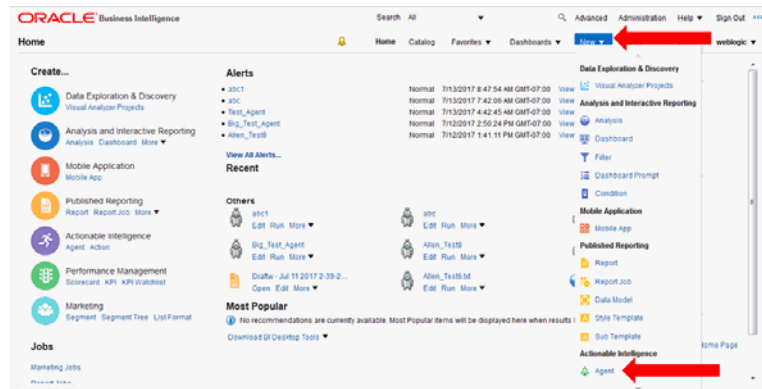
Export File Downloads

Log into the WinSCP by following the [Steps – Log into WinSCP](#) section. Here is the download file process.

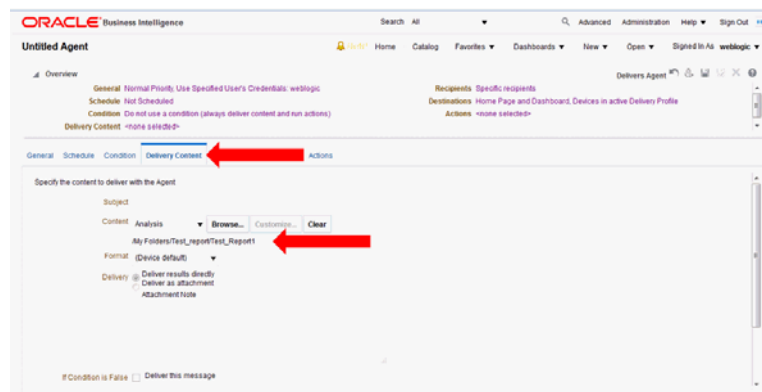
1. Change directory to /<SFTP User>/EXPORT.
2. Download all data files.

Archiving_Reports – Agent Creation and Execution

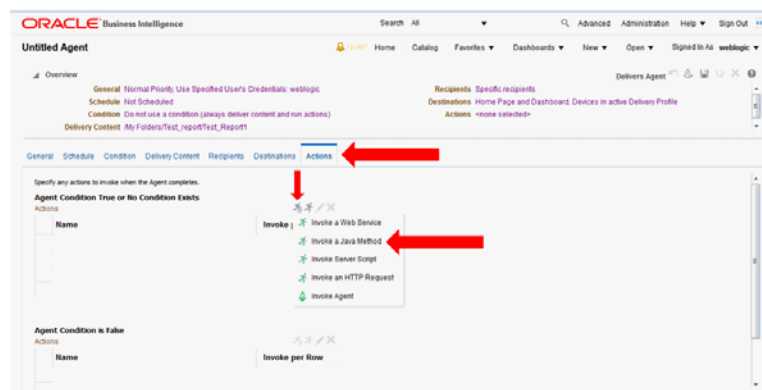
1. After creating an Analysis (report) that must be refreshed and saved to a file for downloading, from the OBIEE home screen select **New -> Agent**.

Figure 1–34 Create a New Agent

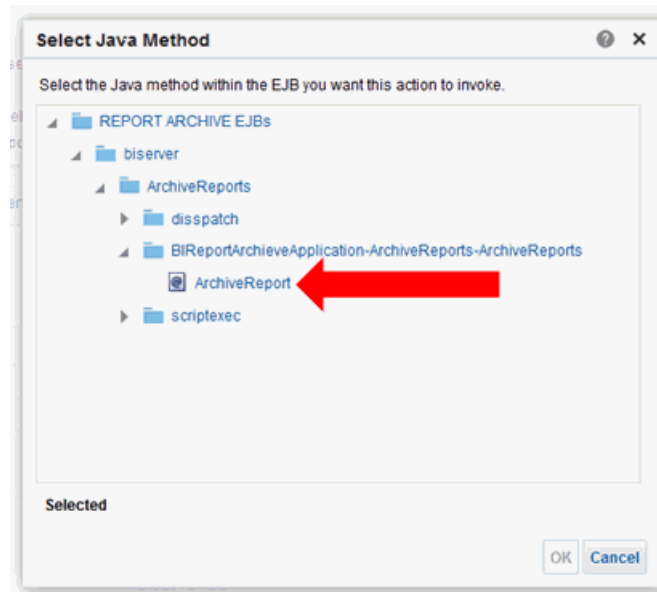
2. After setting the schedule for the Agent execution, go to the Delivery Content tab and select the analysis report. The other settings on this tab such as format will be overridden by other selections on the Actions tab.

Figure 1–35 Delivery Content Tab

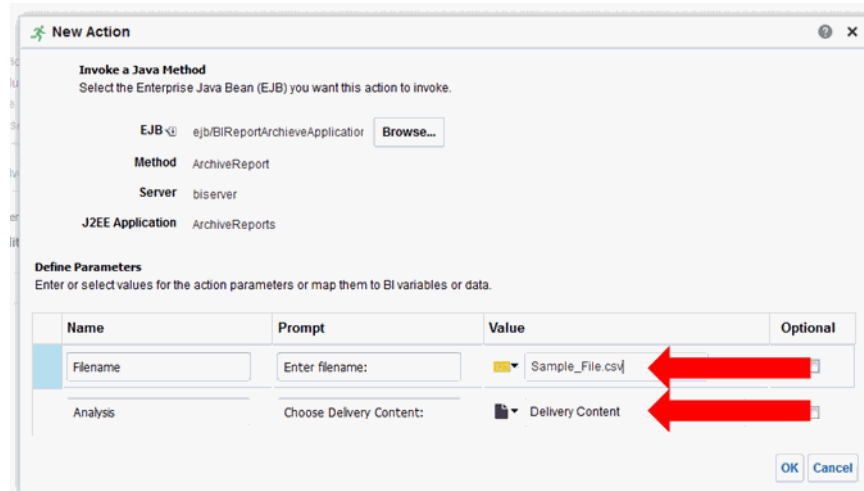
3. Ignore the Recipients and Destinations tabs. Go to the Actions tab and add a new Action that Invokes a Java Method.

Figure 1–36 Action Tab

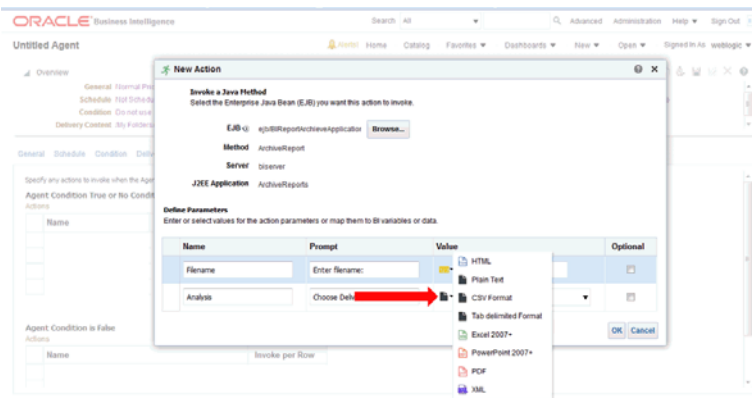
4. Select "REPORT ARCHIVE EJBS / biserver / ArchiveReports / BIReportArchiveApplication-ArchiveReports-ArchiveReports / ArchiveReport".

Figure 1–37 Select Java Method

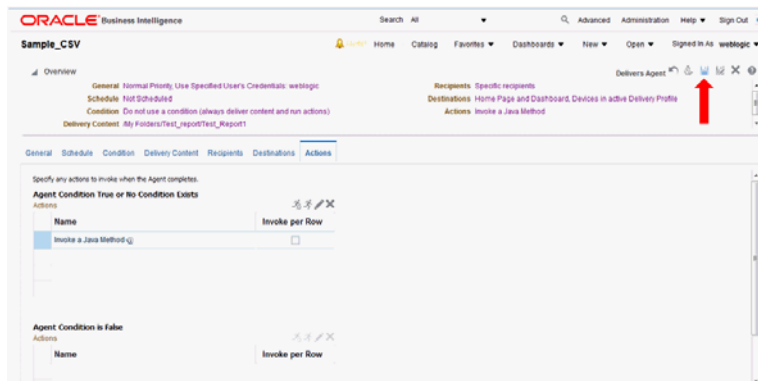
5. Enter the filename that the report must be written to and select **Delivery Content**.

Figure 1–38 New Action Window

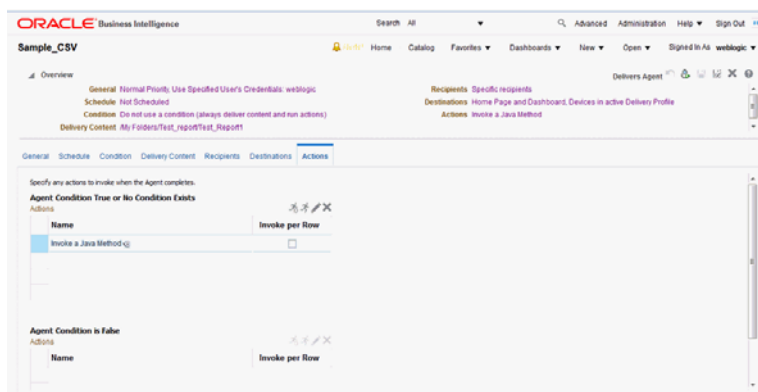
6. Click the small black page icon with the turned corner and select the file format to be written, then click **OK**.

Figure 1–39 Select File Format

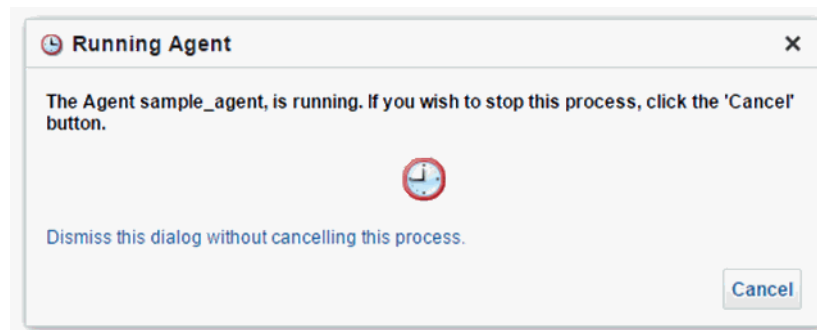
7. Click **Save Agent** and give the Agent a name. At this point the Agent has been defined and will execute according to the defined schedule.

Figure 1–40 Save the Agent

8. If you would like to do an immediate execution of the Agent, you can click **Run Agent Now**.

Figure 1–41 Execute the Agent

The following dialog box displays while the agent is running:

Figure 1–42 *Running Agent Dialog Box*

Oracle Digital Assistance

Oracle Digital Assistance (ODA) is a NLP and Machine Learning-based cloud service that enables application-specific interactions. It is a virtual user that assists end users with complex engagements using transactional data to review key business insights and exceptions. It also provides out-of-the-box knowledge sharing by responding to typical Q&A-style questions for customer service and support. ODA features are supported using voice along with conversational interface to distill end user intents, invoke actions, and provide reasonable responses. This enhances consulting services with minimal training and support.

Digital assistance is not a replacement for a web application but a channel that allows the user to complete context-driven tasks using a combination of text messages, voice and, simple UI.

This chapter lists the tasks that a Cloud Administrator must complete to enable digital assistance.

Cloud Administration

As part of cloud administration and deployment, there are two key task that must be performed in a cloud environment:

- Oracle Autonomous Mobile Cloud Enterprise
- Oracle Retail Science Platform

The following tasks must be performed in the Oracle Autonomous Mobile Cloud Enterprise:

- Accessing/Provisioning Bot Service

Here is the URL to use for Oracle Autonomous Mobile Cloud Enterprise.

<https://docs.oracle.com/en/cloud/paas/mobile-autonomous-cloud/service-administration/getting-started.html#GUID-B958C87C-027F-4BF5-A523-C6B64DB64718>

- Set up SSL certificates for Retail AI

<https://docs.oracle.com/en/cloud/paas/mobile-autonomous-cloud/manage/credentials-csf-keys-and-certificates.html#GUID-C6467B5F-E07D-4947-8A8A-D511457861E2>

The following tasks must be performed in the Oracle Retail Science Platform.

- Set up SSL certificates for Bot Service in Retail AI. The Cloud Team must know how to do this.
- Create users and set up roles.

CHATBOT_SERVICE_JOB	Chatbot Service Role will be configured with Webservices for getting data from application database for transactional bots
CHATBOT_VIEW_ROLE	Role to enable Transactional bot in application UI in the contextual area
QNA_VIEW_ROLE	Role to enable QnA bot in application UI in the contextual area

- Test if you are able to access Bot using following url:
<http://<hostname or ip>:8080/botsui/bot>

General Privacy and Security Information

This appendix describes data privacy and security relevant to Retail Insights (RI).

Privacy by Design

In support of data privacy enhancements, retail applications have created a data privacy web service interface and command line tool to provide retailers with services for requesting access to personal information for review and forget/update the personal information if requested.

Here are examples of the personal information.

- Full Name
- Home address
- Email address
- Date of birth

The following features are provided by Retail Insights for using the data privacy command line tool:

- Right to Access (RTA)

Retailers can accept and respond to end-user requests for data access, correction, and deletion for individual end-user data records they store in the Oracle service.

- Right to be Forgotten (RTF)

In support of an end-user's right to request to forget/update personal information, retailers can delete/update (mask) an end-user's personal data during the services period. Certain data that is critical for the business or that is part of the legal requirement may not be deleted.

Data Minimization

RI uses the database role, enterprise role, and application role to control who has access to the data. Via the front-end, RI provides default enterprise roles based on their corresponding application roles provided by RI. Users assigned to a specific enterprise role can only access a specific function area. See [Chapter 1](#) for details. At the database level, different database roles are assigned to different type of users. The front-end user role only has read permission to RI data. The batch user role has read, insert, update, and delete permission to RI data.

In the future release, RI will provide customers with controls and tools to configure data purging based on certain criteria in order to minimize the amount of data used and the length of storage.

Data Deletion

Retail Insights is a Business Intelligence system that stores the customer centric/merchandising data for a specified time limit only, as this is required for making business decisions. When data reaches the threshold, it is deleted from the system.

Customers will have access to controls to configure data purging in a future release of RI.

Right to Access / Right to Forget

RI provides a web service interface (file RetailAppsDataPrivServices-7.0.1-RetailAppsDataPrivServices.ear) for right to access and right to forget. The service provides a REST call to return end-user information based on a provided key and provides a REST call to forget the end-user based on a provided key. The feature is also available via the command line by using jar file RetailAppsDataPrivServices-7.0.1-RetailAppsDataPrivTool.jar

RI provides three groups (type_id) for right to access and right to forget.

- CustomerRecord
By providing the customer number as key, the end user can access or forget the PII data for the customer, customer address, and history sales information related to this customer.
- Employee
By providing the employee number as key, the end user can access or forget the PII data for the employee.
- Supplier
By providing the primary contact name as key, the end user can access or forget the supplier contact name and supplier contact phone number information.

Data Portability

RI provides the capability for the end users to export the downloaded report to transmit data to another controller.

Encryption

RI uses Oracle Transparent Data Encryption TDE tablespace encryption to encrypt entire RI tablespaces.

Data Masking

Oracle data redaction is used for RI data masking. A data redaction policy has been created in RI on columns W_PARTY_PER_D. ETHNICITY_NAME and W_PARTY_PER_D. ETHNICITY_CODE. Only users who are granted EXEMPT REDACTION POLICY can view the data. Out of the box, only the RI batch user is granted EXEMPT REDACTION POLICY.