

Oracle Banking Digital Experience

**Live Experience Configuration Guide
Release 19.1.0.0.0**

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ORACLE®

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 <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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 19.1.0.0.0, 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_POSTLOGIN** 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 Dynamic 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.

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
> Payment	Deposit Cumulative Amount Limit	500000	Anonymous Security Policy	oracle/wss_username_token_client_policy
> OTHERMODULE	Application Server Host	mumaa012.in.oracle.com	Application Server Port	13003
	Port	7753	Limits Effective from Same Day (Y/N)	Y
	Allow Multiple Goods (Y/N)	Y	OBVAM No. of Remitters Limit	3
	Port	7753	OBVAM Branch Code	004
	Date Default	CURRENT	IDCS Host IP	
	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	mum00ao0.in.oracle.com
	OAUTH Port	13003	FCIS IP	ofss220392
	FCIS Port	9101	OBCLPM IP	ofss222886
	OBCLPM Port	7004	OBLM IP	10.184.159.200
	OBLM Port	8003	OBVAM IP	10.184.160.23
	OBVAM Port	7003	Handoff File Path for FCORE	/scratch/obdx/wls/handoff/FCORE
> Origination	Handoff File Path for UBS	/scratch/obdx/wls/handoff/UBS	IP Address for UBS File Handoff	10.184.155.74
> ServiceRequest	Port for UBS File Handoff	5039	OBVAM token expiry time in seconds	300
> Common				

2. Store Oracle live Experience Client-id and secrete in a credential store in weblogic with following steps-

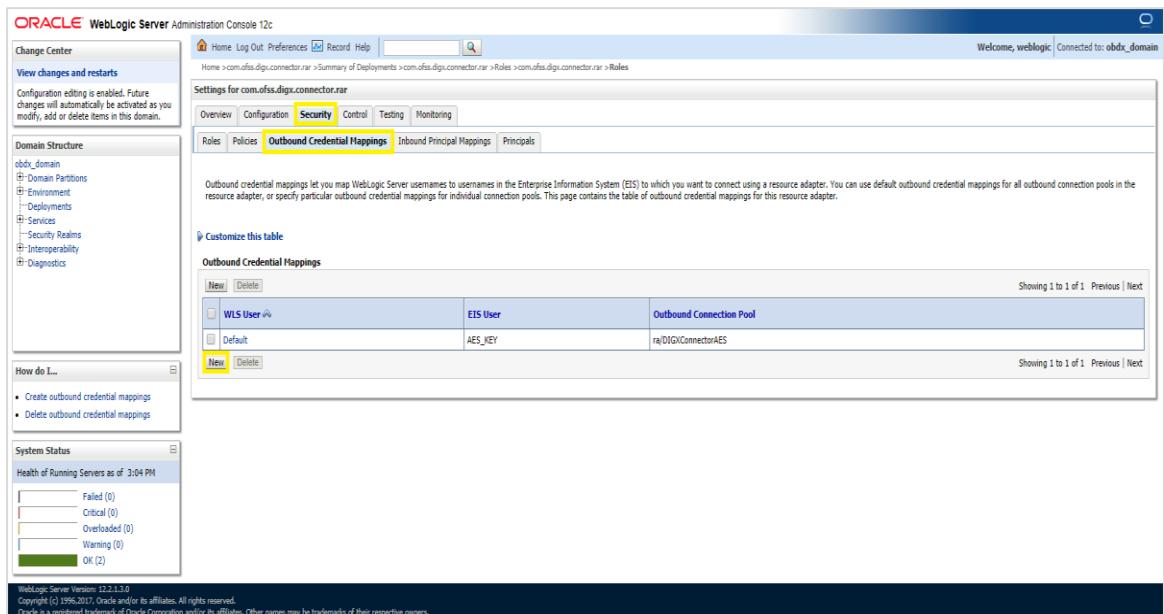
- Login into weblogic server console page with required username/password .
- Click on Deployment section which will show all the deployed projects and libraries.

Name	State	Health	Type	Targets	Scope	Domain Partitions	Deployment Order
adfd.oracle.businesseditor(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.groovy(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.and-runtime(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.apache.httpclient(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.apache.httpclient.cache(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.apache.httpcore(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.apache.httpmime(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.apache.velocity(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.batt-bundle(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.guava(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
adfd.oracle.domain.webapp.xml-api-ext(1.0,12.2.1.3.0)	Active	Library	AdminServer, obdx-server	Global			100
coherence-transaction-rar	Active	Resource Adapter	AdminServer, obdx-server	Global			100
com.ofss.digx.app.connector	Active	Enterprise Application	obdx-server	Global			100
com.ofss.digx.infra.channel(18.3.0.0,693)	Active	Library	obdx-server	Global			100
DMS Application (12.2.1.1.0)	Active	Web Application	AdminServer, obdx-server	Global			5
em	Active	Enterprise Application	AdminServer	Global			400
emagentsdimplpriv_jer(12.4,12.1.0.4.0)	Active	Library	AdminServer	Global			100

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

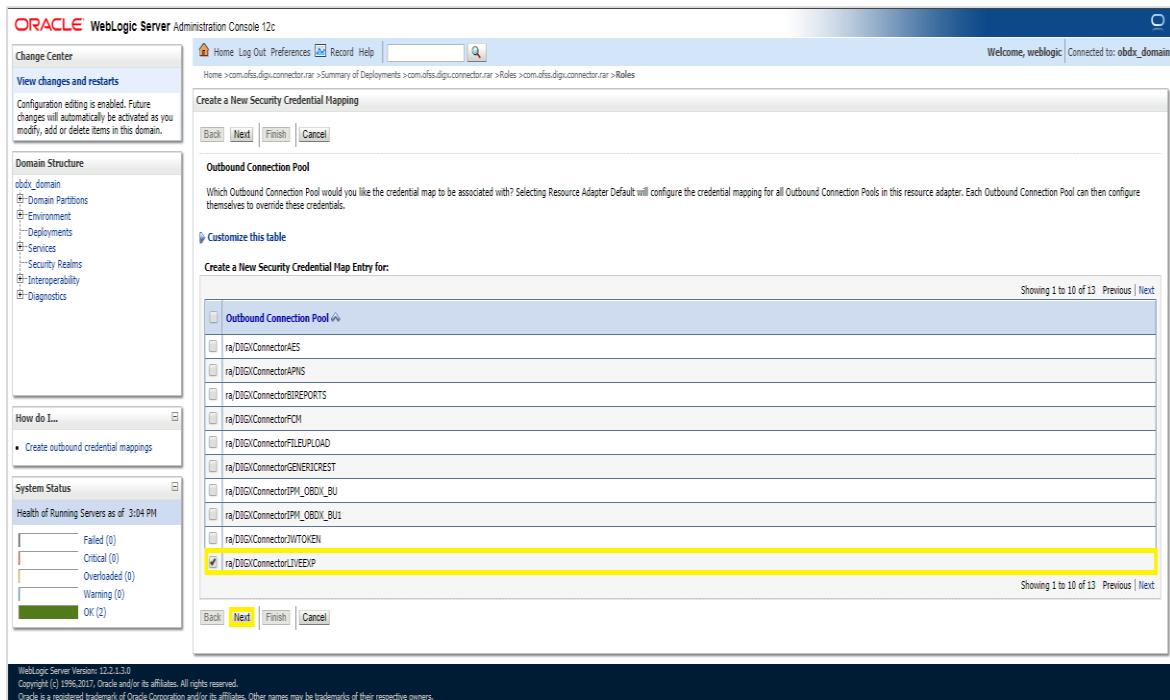
Name	State	Health	Type	Targets	Scope	Domain Partitions	Deployment Order
adf.oracle.businesseditor(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.groovy(1.0,12.2.1.3.0)	Active		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.antlr-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.httpclient(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
adf.oracle.domain.webapp.apache.httpclient-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
coherence-transaction-rar	Active	OK	Resource Adapter	AdminServer, obdx-server	Global		100
com.ofss.digx.app.connector	Active	OK	Enterprise Application	obdx-server	Global		100
Modules							
com.ofss.digx.connector.rar			Resource Adapter				
EJBs							
None to display							
Web Services							
None to display							

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

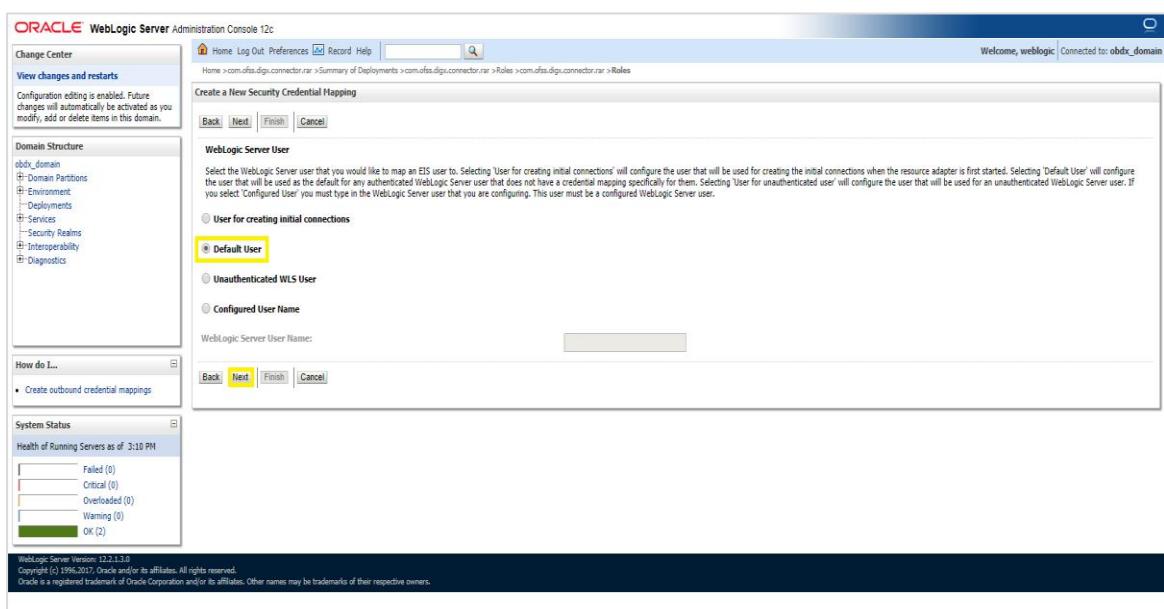


The screenshot shows the Oracle WebLogic Server Administration Console. The left sidebar shows the domain structure under 'obdx_domain'. The main content area is titled 'Settings for com.ofss.digx.connector.rar'. The 'Security' tab is selected. Below it, the 'Outbound Credential Mappings' tab is selected. A table titled 'Outbound Credential Mappings' is displayed, showing one row: 'Default' with 'EIS User' 'AES_KEY' and 'Outbound Connection Pool' 'ra/DIGXConnectorAES'. A 'New' button is highlighted with a yellow box in the top-left corner of the table. The bottom of the screen shows the WebLogic Server status with 2 running servers, all marked as 'OK'.

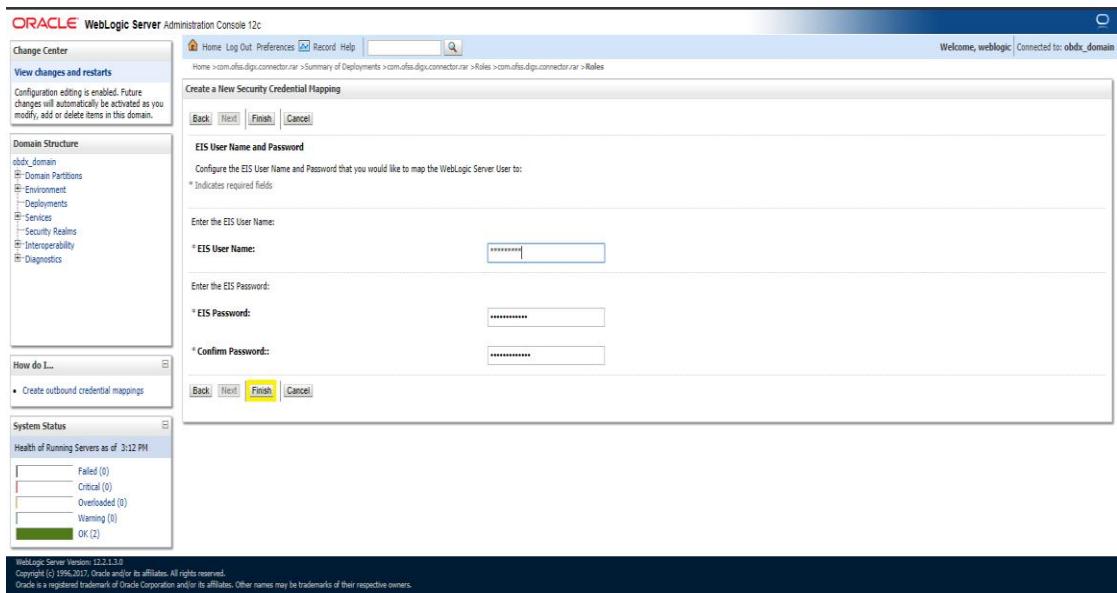
5. After going on next screen from the list of outbound connection pool select **ra/DIGXConnectorLIVEEXP** and click on **Next**.



6. Then Select Default user option and click Next

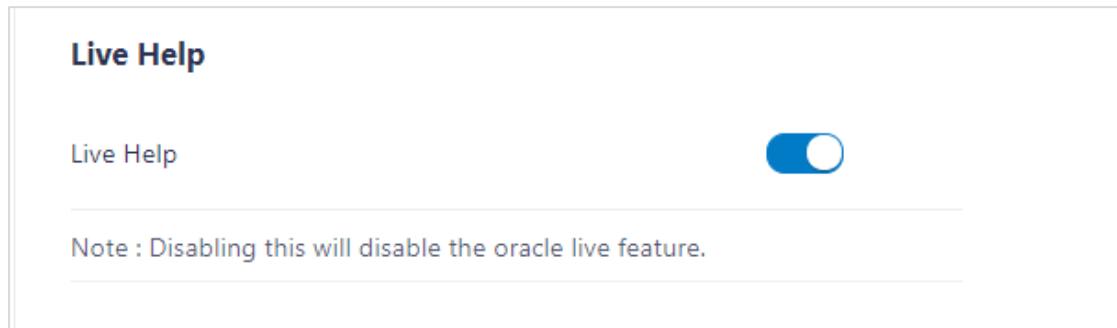


7. Enter Client_id provided by Oracle Live Experience Cloud in EIS user name field and Enter your Client_Secret key of the same in EIS password field. (Client_id and Client_secret are provided after subscribing to the oracle live experience cloud service). After entering the details click on the Finish.



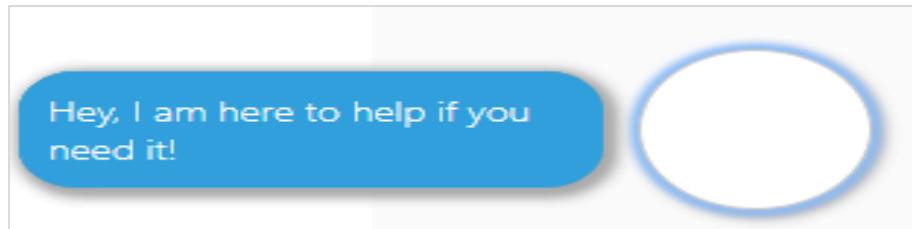
Above mentioned steps are required for enabling the live Experience cloud service within OBDX application.

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.



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 pre-login 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.