Oracle Banking Digital Experience

Live Experience Configuration Guide Release 19.2.0.0.0

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Live Experience Configuration Guide December 2019

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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 19.2.0.0.0, 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';

- 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

 Dvnamic Module 	Deposit Installment Amount Limit	50000	Application Server Host	mumaa012.in.oracle.com
> Prood	IPM Host application name	FLEXCUBE	FATCA Compliance check required(Y/N)	Y
> bianu	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
	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
. Ornie Denvet	OBVAM Port	7003	Handoff File Path for FCORE	/scratch/obdx/wls/handoff/FCORE
> Servicekequesi	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.

ORACLE WebLogic Server Administration Console 12c									
Change Center	hange Center 🖉 Home Log Out Preferences 🖉 Record Help 🔍 🔍 Welcome, webbiogic Connected to: obdx, doma								
View changes and restarts	arts Home >Summary of Servers >Summary of Deployments								
Configuration editing is enabled. Future	Sumr	Summary of Deployments							
changes will automatically be activated as you modify, add or delete items in this domain.	Con	Configuration Control Monitoring							
Domain Structure									
obdx_domain	Th	s page displays the list of Java EE applications and standalone application modules installed to this domain.							
B-Domain Partitions	Yo	a can update (redeploy) or delete installed applications and modules from the domain by selecting the checkbox next to the application nar	ne and the	en using th	e controls on this page.				
Deployments Deployments	То	install a new application or module for deployment to targets in this domain, click Install.							
Security Realms	D Cu	stomize this table							
Diagnostics	Dep	loyments							
	In	stall Update Delete						Showing 1 to 8	0 of 80 Previous Next
		Name 🗞	State	Health	Туре	Targets	Scope	Domain Partitions	Deployment Order
	6	adf.oracle.businesseditor(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
How do I	E	Cade.domain(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
Install an enterprise application		adf.oracle.domain.groovy(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
Configure an enterprise application	C	adf.oracle.domain.webapp(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
Monitor the modules of an enterprise		adf.oracle.domain.webapp.ant/r-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
Application Deploy EIB modules		adf.oracle.domain.webapp.apache.http://ent(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
Custom Chatan	C	adf.oracle.domain.webapp.apache.httpcore(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
Health of Punning 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)		Cadf.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
		Scoherence-transaction-rar	Active	🖋 ОК	Resource Adapter	AdminServer, obdx-server	Global		100
		⊕com.ofss.digx.app.connector	Active	🖋 ок	Enterprise Application	obdx-server	Global		100
		Com.ofss.digx.infra.channel(18.3.0.0.0,693)	Active		Library	obdx-server	Global		100
	6	DMS Application (12.2.1.1.0)	Active	🛩 ок	Web Application	AdminServer, obdx-server	Global		5
	C	E Com	Active	🗸 ок	Enterprise Application	AdminServer	Global		400
		memagentsdkimplpriv_jar(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	Туре	Targets	Scope	Domain Partitions	Deployment Order
df.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
adf.oracle.domain.groovy(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
ng adf.oracle.domain.webapp(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
ng adf.oracle.domain.webapp.antir-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
df.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
ng adf.oracle.domain.webapp.apache.velocity(110,12.2.1.3.0)	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
ng 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
En com.ofss.digx.app.connector	Active	🖋 ок	Enterprise Application	obdx-server	Global		100
Modules							
orm.ofss.digx.connector.rar			Resource Adapter				
E 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	ORACLE WebLogic Server Administration Console 120								
Change Center	Change Center 🖉 Hame Log Out Preferences 🗵 Record Help 🔍 Welcome, weblogic Connected to: obdx_don								
View changes and restarts Home scon dis dig.connector rar s Summary of Diployments scon dis dig.connector rar s Roles									
Configuration editing is enabled. Future									
changes will automatically be activated as you modify, add or delete items in this domain.	Overview Configuration Security Control Testing Mor	itoring							
Domain Structure	Roles Policies Outbound Credential Mappings Inbound	Principal Mappings Principals							
obdx_domain	Outbound credential mappings let you map WebLogic Server usem resource adapter, or specify particular outbound credential mappin	ames to usernames in the Enterprise Information System (EIS) to ps 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									
Surtam Statur	3								
Health of Running Servers as of 3:04 PM									
Falid (0) Critical (0) Overbaded (0) Warning (0) OK (2)									
WebLogic Server Version: 12.2.1.3.0 Copyright (c) 1996,2017, Oracle and/or its affiliates. <i>I</i> Oracle is a registered trademark of Oracle Corporation	All rights reserved. on and/or its affiliates. Other names may be trademarks of their respective owners.								

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

ORACLE' WebLogic Server Ad	dministration Console 12c	õ						
Change Center	🔒 Home Log Out Preferences 🖾 Record Help	Welcome, weblogic Connected to: obdx_domain						
View changes and restarts	Home >com.afss.digr.connector.rar >Summary of Deployments >com.afss.digr.connector.rar >Roles >com.afss.digr.connector.rar >Roles							
Configuration editing is enabled. Future changes will automatically be activated as you	Greate a New Security Credential Mapping							
modity, add or delete items in this domain.	Back Next Finish Cancel							
Domain Structure	Outbound Connection Pool							
obdx_domain 횬-Domain Partitions 횬-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. Each themselves to override these credentials.	Outbound Connection Pool can then configure						
Deployments								
Security Realms	Create a New Security Credential Hap Entry for:							
E-Interoperability		Showing 1 to 10 of 13 Previous Next						
- Diagnosios	□ Outbound Connection Pool ネ							
	a/DIGKConnectorAES							
	a (DIGKConnectorAPNS							
	ra/DIGKConnector6IREPORTS							
How do I 🗄	a/DIGKConnectorFCM							
Create outbound credential mappings	a [DigiConnectorFILEUPLOAD							
	a /DIGKConnectorGBIERICREST							
System Status	ra/DIGKConnectorIPM_OBDX_BU							
Health of Running Servers as of 3:04 PM	ra[DIGKConnectorIPM_OBDX_BU1							
Failed (0)	a DIGKConnector/WT0KEN							
Critical (0)	✓ ra[DIGIConnectorLI/EEIP							
Warning (0)		Showing 1 to 10 of 13 Previous Next						
OK (2)	Back Nett Finish Cancel							
WebLonic Server Version: 12.2.1.3.0								
Copyright (c) 1996,2017, Oracle and/or its affiliates. A	All rights reserved.							
Uracle is a registered trademark of Oracle Corporation	n anojor its amilates, umer names may be trademarks of their respective owners.							

6. Then Select Default user option and click Next

ORACLE WebLogic Server Ad	riministation Console 12c	þ
Change Center	🟦 Home Log Dut Preferences 🖾 Record Help 🔍 🔍	ain
View changes and restarts	Home » com ofta digu connector ar » Summary of Diployments » cam ofta digu connector ar » 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 Hopping Back, Bed, Tritlini Carcet	
Domain Structure	WebLogic Server User	1
edus (Jonania	Select the WebLog: Server user that you would like to map an EIS user to. Selecting User for creating initial connections when the resource adapter is first started. Selecting Default User 'will configure the user that will be used for creating initial connections when the resource adapter is first started. Selecting Default User 'will configure the user that will be used for an unadhenticated WebLog: Server user. If you used Configured User you want that connections when the resource adapter is first started. Selecting Default User 'will configure the user that will be used for an unadhenticated WebLog: Server user. If you used Configured User you are configured User you are configured WebLogic Server user. If 'will be used for an unadhenticated webLogic	
	WebLogic Server User Name:	
How do I • Create outbound credential mappings	Back Next Finish Cancel	
System Status		
Health of Running Servers as of 3:10 PM		
Failed (0) Ontical (8) 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	NI rights reserved. and/or its alliales. Other names may be trademarks of their respective sweers.	

 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	CRACLE WebLogic Server Administration Consule T2c					
Change Center	🔒 Home Log Out Preferences 🔛 Record Help	Welcome, weblogic Connected for: obdx_doma				
View changes and restarts	Home >com.ofss.digx.connector.rar >Summary of Deployments >com.ofss.digx.connector.rar	>Roles >com.ufss.dgs.comeetor.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 Hend Enish 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 featu	re.	

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.