

Oracle Banking Digital Experience

Live Experience Configuration Guide
Release 19.2.0.0.0

Part No. F25153-01

December 2019

ORACLE®

Live Experience Configuration Guide
December 2019

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/

Copyright © 2019, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Table of Contents

1. Preface.....	4
1.1 Intended Audience	4
1.2 Documentation Accessibility	4
1.3 Access to Oracle Support	4
1.4 Structure	4
1.5 Related Information Sources.....	4
2. Oracle Live Experience Cloud.....	5

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 19.2.0.0.0, 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';
```

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.

<ul style="list-style-type: none"> Dynamic Module Brand Payment OTHERMODULE File Upload ForexDeal Origination ServiceRequest Common 	Deposit Installment Amount Limit	50000	Application Server Host	mumaa012.in.oracle.com
	IPM Host application name	FLEXCUBE	FATCA Compliance check required(Y/N)	Y
	Deposit Cumulative Amount Limit	500000	Anonymous Security Policy	oracle/wss_username_token_client_policy
	Application Server Host Port	mumaa012.in.oracle.com 7753	Application Server Port	13003
	Allow Multiple Goods (Y/N)	Y	Limits Effective from Same Day (Y/N)	Y
	Port	7753	OBVAM No. of Remitters Limit	3
	Date Default	CURRENT	OBVAM Branch Code	004
	Feedback for a Transaction	ALWAYS	IDCS Host IP	
	IPM Host username	infra	IPM Host IP address	10.184.155.231
	Live Experience Host IP	live.oraclecloud.com	Live Experience Host Port	443
	QAUTH Port	13003	QAUTH IP	mum00aoo.in.oracle.com
	FCIS Port	9101	FCIS IP	ofss220392
	OBCLPM Port	7004	OBCLPM IP	ofss222886
	OBLM Port	8003	OBLM IP	10.184.159.200
	OBVAM Port	7003	OBVAM IP	10.184.160.23
Handoff File Path for UBS	/scratch/obdx/wls/handoff/UBS	Handoff File Path for FCORE	/scratch/obdx/wls/handoff/FCORE	
Port for UBS File Handoff	5039	IP Address for UBS File Handoff	10.184.155.74	
		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

Home > Summary of Servers > Summary of Deployments

Configuration Control Monitoring

This page displays the list of Java EE applications and standalone application modules installed to this domain.

You can update (redeploy) or delete installed applications and modules from the domain by selecting the checkbox next to the application name and then using the controls on this page.

To install a new application or module for deployment to targets in this domain, click **Install**.

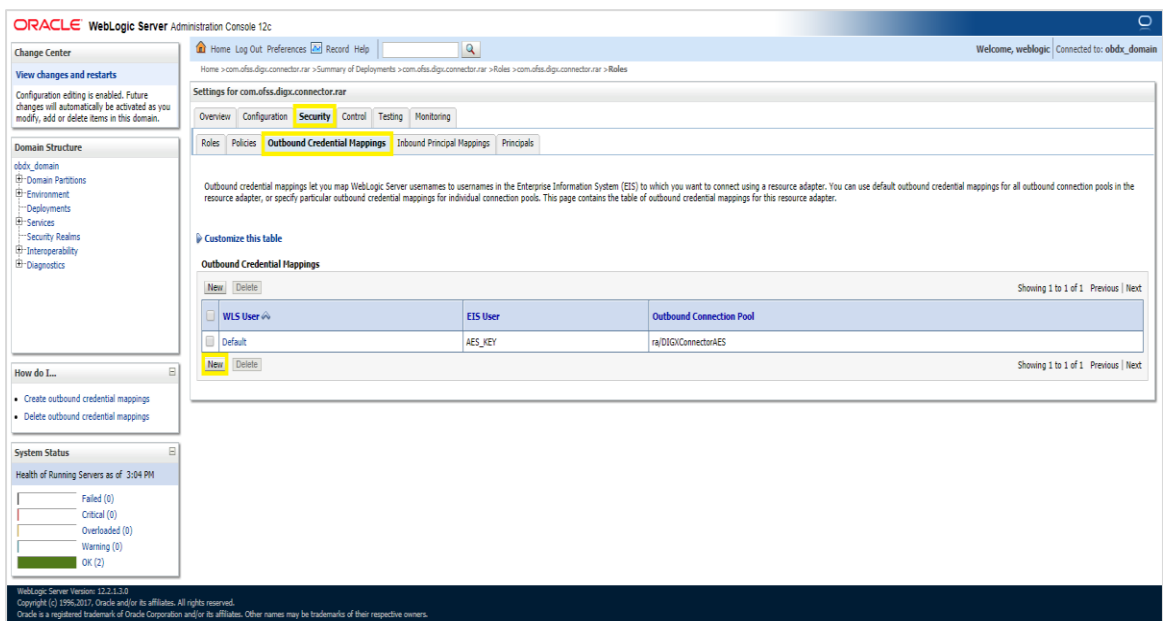
Customize this table

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.android-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.beik-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-api-ent(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
com.ofss.digx.infra.channel(18.3.0.0.0.693)	Active		Library	obdx-server	Global		100
DMS Application (12.2.1.1.0)	Active	OK	Web Application	AdminServer, obdx-server	Global		5
em	Active	OK	Enterprise Application	AdminServer	Global		400
emagentdsimpliv_jar(12.4.12.1.0.4.0)	Active		Library	AdminServer	Global		100

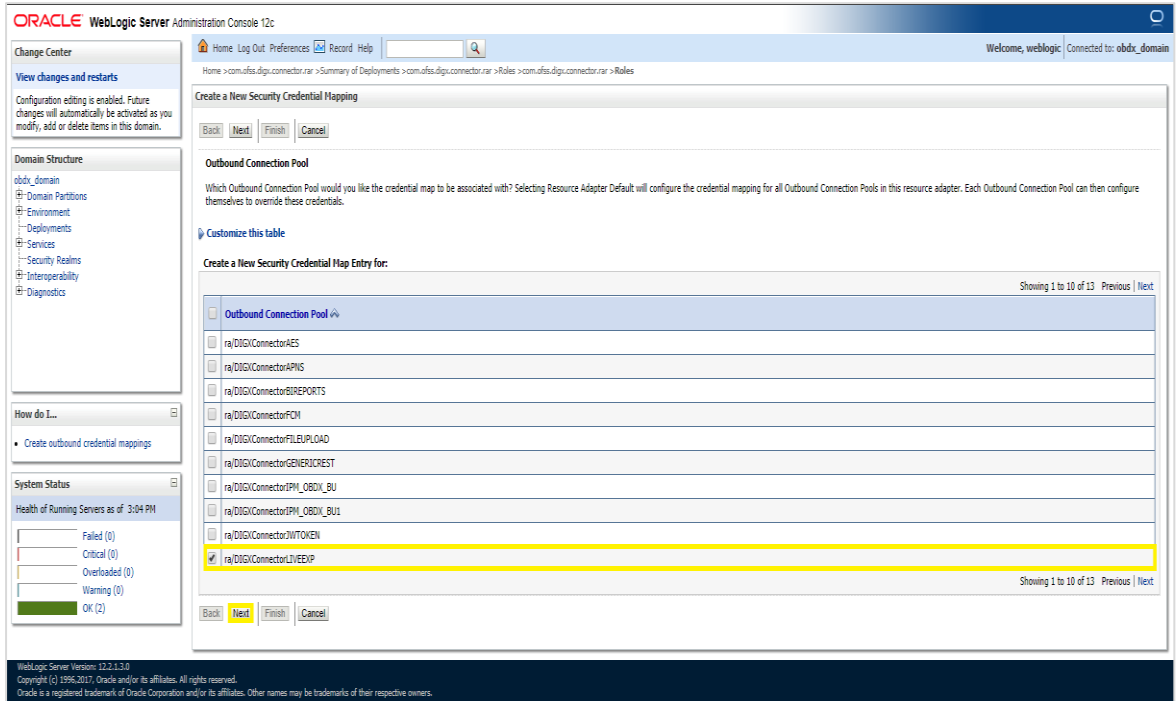
3. Search for **com.ofss.digx.app.connector** application, expand the same by clicking on it and select com.ofss.digx.connector.rar.

Name	State	Health	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.antir-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							

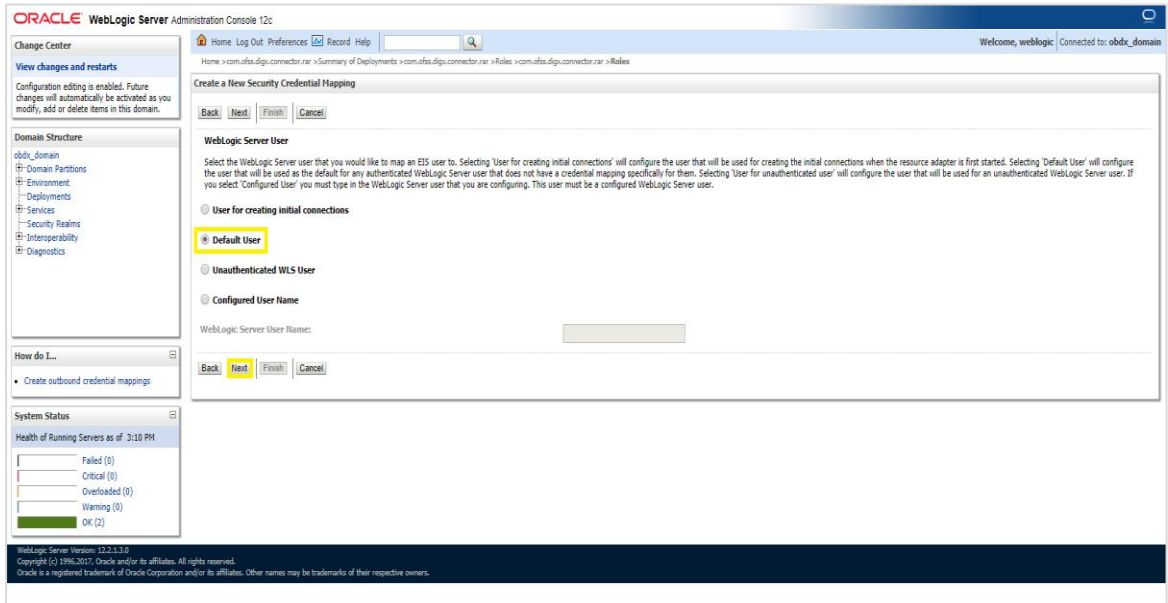
4. Then got select Security->Outbound Credential Mappings tab and select **New** within that tab.



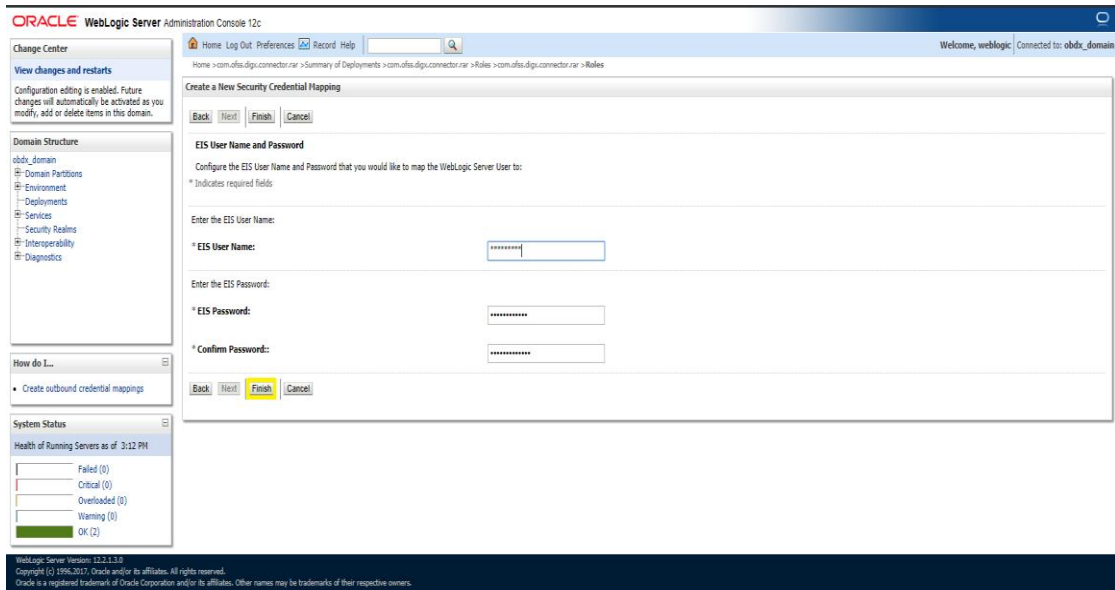
5. After going on next screen from the list of outbound connection pool select ra/DIGXConnectorLIVEEXP and click on **Next**.



6. Then Select Default user option and click Next

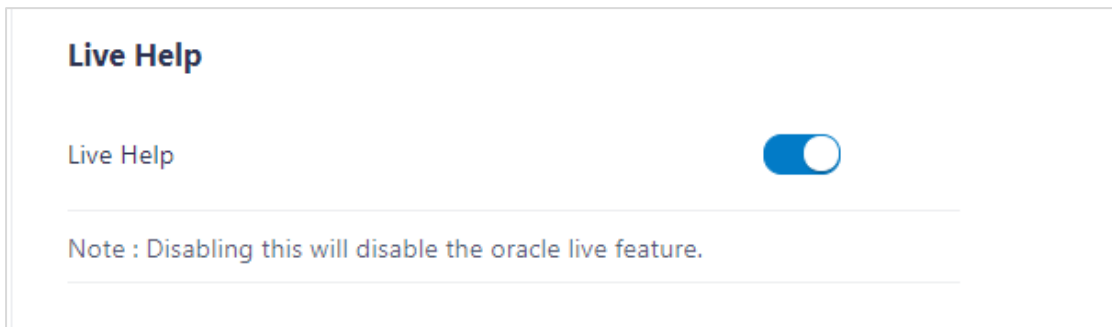


7. Enter Client_id provided by Oracle Live Experience Cloud in EIS user name field and Enter your Client_Secret key of the same in EIS password field. (Client_id and Client_secret are provided after subscribing to the oracle live experience cloud service). After entering the details click on the Finish.



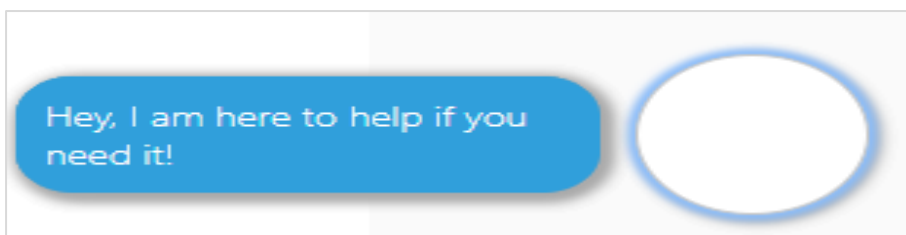
Above mentioned steps are required for enabling the live Experience cloud service within OBDX application.

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.