Oracle Digital Assistant Integration Guide Oracle FLEXCUBE Universal Banking Release 14.4.0.1.0 [August] [2020]

FINANCIAL SERVICES

Table of Contents

1.	INTRODUCTION	. 1-1
2.	PREREQUISITES	. 2-1
3.	INTEGRATION	. 3-1
4.	MICROPHONE ACCESS TO THE APPLICATION	2
5.	IMPORT SKILLS TO ODA SERVER	2
6.	TESTING CHATBOT	4



1. Introduction

Oracle Digital Assistant is provided by Oracle as a cloud based product.

FLEXCUBE UBS connects to the chat server via URI and channel id. URI is the Chat Server URL and channel id is Web Channel Id through which communication happens.

FLEXCUBE UBS makes use of web-sdk provided by Oracle to connect to the chatbot server. The web-sdk JavaScript files are not bundled with FLEXCUBE UBS. These files needs to be downloaded separately and necessary changes made.

The parameter chatbot to denote enable/disable is added in fcubs.properties file.

A small popup screen is available as a chatbot where user can type his/her query related to FLEXCUBS UBS. The chatbot replies on the same window to the user. Chatbot can also launch the screen based on the user confirmation.

In 'Oracle Digital Assistant', chatbots for different purposes are created as 'Skills'. Once a chatbot (skill) is created, 'Channels' need to be created in ODA to expose the Chabot's to the external environment. A specific channel of type "Oracle Web" shall be created dedicatedly for FLEXCUBE. Various parameters as detailed in the below diagram (figure 4) shall be configured while creating a channel. It includes channel identifier, channel type, allowed domains, secret key (auto-generated) and channel ID. Client authentication and session expiration shall also be set here. The parameters for FCUBS are set as mentioned in the screenshot. The secret key and the channel ID help the client pick the right channel and interact with desired chatbot.



2. Prerequisites

This document assumes that the FLEXCUBE UBS related software are present and configured properly.

- Web-sdk related javascript files related to Oracle Development Assistant (ODA) are downloaded (<u>https://www.oracle.com/downloads/cloud/amce-downloads.html</u>)
- ODA instance are created and chat server url and channel id are readily available.



3. Integration

For the Integration once web-sdk related javascript files are downloaded there are few modifications required. There is a file named as settings.js, and in this file correct URI and channel Id need to be specified.

chatWidgetSettings = {

URI: <ODA URI>,

channelId:<ODA Channel ID>,

enableSecureConnection: true,

enableSpeech: true,

enableBotAudioResponse: true

};

After modification, place settings.js and web-sdk.js files inside FLEXCUBE UBS osdc folder location in the below path.

INFRA\FCJNeoWeb\Web-Content\script\JS

Now ChatBot needs to be enabled while creating property file for FLEXCUBE UBS Application. Please refer property file creation document for the same.



4. Microphone Access to the application

After deployment, when trying to access the FLEXCUBE UBS url, Microphone access shall be given in browser level for the application url.

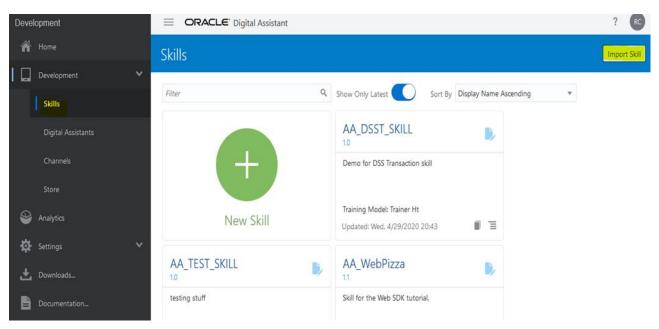
← → C	ngs/content/siteDetails?site=https%3A%2F%2Fwhf00pex%3A7004		\$ 6
Settings	Q. Search settings		
You and Google Autofiil Privacy and security Appearance Search engine Default browser U on startup	Permissions Cacation Camera Microphone Microphone Microphone	Reset permissions Ask (default) Ask (default) Allow Ask (default) Ask (default)	
U On startup	Notifications AvaScript	Block Allow (default)	
Extensions 🗹	r Flash ■ Images	Block (default)	
	Pop-ups and redirects	Block (default)	
	Ads Block if site shows intrusive or misleading ads	Block (default)	

5. Import skills to ODA server

To import the chatbot into Oracle Digital Assistant (ODA), follow the steps below.

- In ODA, under the development pane to the left, select "Skills" and click on "Import Skill" button which appears on the right hand top corner.
- A new window pops up from where the FCUBS chatbot zip file needs to be selected to import. Once the zip file is imported successfully, the chatbot shall be available in the skills list.
- Then, a channel needs to be created as mentioned in the next section and the imported skill needs to be mapped to that channel





Channel Creation

'Channels' need to be created at the ODA side to expose the chatbots to the external environment. Click on '+Channel' button in the 'channels' section to create a new channel. Channel of type "Oracle Web" has to be created for FLEXCUBE. Preferred channel name should be mentioned, followed by the various parameters as detailed in the below diagram (figure below) can be configured while creating a channel. It includes channel identifier, channel type (Mandatorily "Oracle Web"), allowed domains, secret key (auto-generated) and channel ID (auto-generated). Client authentication and session expiration can also be set here. In "Route To" field, the skill (chatbot) which had got imported as zip file needs to be mapped. The secret key and the channel ID helps the client pick the right channel and interact with desired chatbot. Once a channel is created, chatbot Url and the channel id which gets generated should be configured in the web-sdk client.



)evelopment		stant			?
n Home	Channels				
Development	·				
Skills	Users Agent Integrations	DA as Agent	Applications System		
Digital Assistants	+ Channel		Route To	FCUBS_Bot DRAFT - 1.0	
Channels	Filter	Q,	Channel Enabled		Reset Sessions
Store	O CustomerReviewChannel	×	* Name	FCUBS_BOT	
Store Analytics	i comobile	×	Description	Optional short description for this channel	
Settings	() comobile2	×	Channel Type	Oracle Web	
	DSM_Kohls	×	Allowed Domains	*	
➡ Downloads	EA_WebChannel	×	Secret Key	A2lxPFDNmXR6pyHQDPdVCXj3TwSzWPmR	Res
Documentation	6 FCR_CHANNEL	×	Channel Id	8e212975-5e7c-442a-a14a-54bad49de5b5	
		×	Client Authentication Enabled	\bigcirc	
	GroupTesting	×	Session Expiration	60 🗸 🔿 Default	
	A	0	(minutes)		

6. Testing ChatBot

1. Once login to the application there will be a chat bubble at the right bottom corner of the application window.

ADMINUSER1 -	000 - 000 - 000 - OI	racle Financial Services -	ENG - Transaction Input - Google C	hrome					- 0)
127.0.0.1:71	01/FCJNeoWeb/S	iMMDIFRM.jsp								
RACL	.E [.]		Multi Factor Not Authenticated	Entity : ENTITY_ID1	franch : 000	③ 2019-11-22	The Window	Lefault Admin User1	E.g.ABCD12 ▼	
Home	Interactions	Preferences			< >					
										5

2. On Click of the bubble actual chat window appears.



🕄 AD	MINUSER1 - 00	0 - 000 - 000 - Or	acle Financial Services - E	NG - Transaction Input - Google C	hrome				- 🗆 X
① 1	27.0.0.1:7101	/FCJNeoWeb/S	MMDIFRM.jsp						04
O	RACLE			Multi Factor Not Authenticated	Entity ENTITY_ID1	ff Branch 000	O 2019-11-22	Carlos Constanting	
=	Home	Interactions	Preferences					🗭 Ask	* -
_								Type a message	ą.
1								(<u>1</u>	

3. User can ask question to the bot and bot responds back.

127.0.0.1:7101/FCJNeoWel	/SM MDIFRM.jsp				
RACLE Home Interaction		Multi Factor Not Authenticated		000 (S 2019-11-22)	op Ask
ustomer Accounts Maintenan lew Enter Query	ce				
Customer No * Currency * Account Class *	Feldi		Cust	mar Name Account * Branch * Private Cus	Do you want me to invoke the function id? Yes
SD User Reference	Special Acc No Generation		Reserv Multi Curren	ad Account	No Wednexday, April 15, 2020, 12:38:31 AV-7
Account Description Account Type Mode of Operation	Single Joint *	Account Facilitie	s Cheque Book Passbook CAS Account ATM Direct Banking	Options IB4	Yes Wodnesday, April 15, 2020, 12:29:35 AM
Account Open Date Address Code Address 1	YYYY-MI4DD	Initial Funding Account Openi		IBAN Mul	Sure!! Please wa't while I open the
terest Charges Consoli Maker	dated Charges Bank Identifie	r Code Instructions Si	tanding Instructions Linked Entities Mod No	Reg Account Status	I Type a message





FCUBS_ODA Integration User Guide [August] [2020] Version 14.4.0.1.0

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 https://www.oracle.com/industries/financial-services/index.html

Copyright © [2007], [2020], 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.

