Live Experience Configuration Guide Oracle Banking Digital Experience Patchset Release 21.1.2.0.0

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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 describes following details:

- Introduction
- Preferences & Database
- Configuration / Installation.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Patchset Release 21.1.2.0.0, refer to the following documents:

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 clientsecret (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.
 - c. Oracle Live Experience Cloud User ID <Tenant value from live exp url>
 - d. Oracle Live Experience Cloud Tenant ID <Tenant value from live exp url>

 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
	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	443
			Port	
> 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
> ServiceRequest	OBVAM Port	7003	Handoff File Path for FCORE	/scratch/obdx/wls/handoff/FCORE
> servicencequest	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 secret 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.

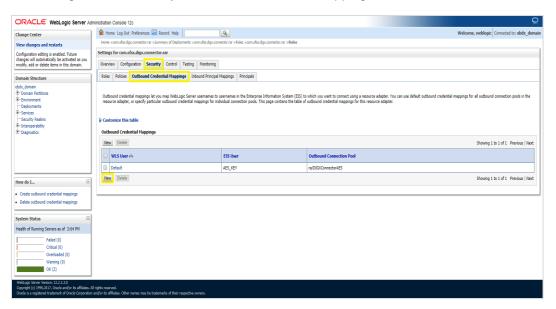
Change Center		Home Log Out Preferences 🛃 Record Help	Q							Welcome, weblogic	Connected to: obdx_do
fiew changes and restarts		ne >Summary of Servers >Summary of Deployment									
Configuration editing is enabled. Future		mary of Deployments									
changes will automatically be activated as you nodify, add or delete items in this domain.		figuration Control Monitoring									
omain Structure											
odx_domain	This page displays the list of Java EE applications and standalione application modules installed to this domain.										
-Domain Partitions -Environment	Yo	u can update (redeploy) or delete installed applica	ations and modules from the domain by selecting the	checkbox next to the application name a	and the	en using th	e controls on this page.				
Deployments	то	install a new application or module for deployment	nt to targets in this domain, click Install.								
Services Security Realms											
- Interoperability	🖗 Cu	ustomize this table									
Diagnostics	Dep	ployments									
	In	nstall Update Delete								Showing 1 to 8	0 of 80 Previous Ne
	E	Name 🔗		s	itate	Health	Туре	Targets	Scope	Domain Partitions	Deployment Order
		adf.oracle.businesseditor(1.0,12.2.1.3.0)		A	ctive		Library	AdminServer, obdx-server	Global		100
ew do I	0	adf.oracle.domain(1.0,12.2.1.3.0)		Ad	ctive		Library	AdminServer, obdx-server	Global		100
Install an enterprise application		adf.oracle.domain.groovy(1.0,12.2.1.3.0)		Ad	ctive		Library	AdminServer, obdx-server	Global		100
Configure an enterprise application Update (redeploy) an enterprise application	8	adf.oracle.domain.webapp(1.0,12.2.1.3.0)		A	ictive		Library	AdminServer, obdx-server	Global		100
Monitor the modules of an enterprise		adf.oracle.domain.webapp.antir-runtime(1.0),12.2.1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
application Deploy EJB modules	8	adf.oracle.domain.webapp.apache.httpclient	t(1.0,12.2.1.3.0)	A	ctive		Library	AdminServer, obdx-server	Global		100
Install a Web application		adf.oracle.domain.webapp.apache.httpclient	t-cache(1.0,12.2.1.3.0)	Ad	ictive		Library	AdminServer, obdx-server	Global		100
vstem Status 🖂	8	adf.oracle.domain.webapp.apache.httpcore	(1.0,12.2.1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
ealth of Running Servers as of 1:32 PM		adf.oracle.domain.webapp.apache.httpmime	e(1.0,12.2.1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
Failed (0)	8] adf.oracle.domain.webapp.apache.velocity(1.0,12.2.1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
Critical (0)] adf.oracle.domain.webapp.batik-bundle(1.0,	,12.2.1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
Overloaded (0) Warning (0)	0	adf.oracle.domain.webapp.guava(1.0,12.2.1	1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
OK (2)		adf.oracle.domain.webapp.xml-apis-ext(1.0,	12.2.1.3.0)	Ad	ctive		Library	AdminServer, obdx-server	Global		100
	8] 🤯 coherence-transaction-rar		Ad	ictive	🗸 ок	Resource Adapter	AdminServer, obdx-server	Global		100
	8	E com.ofss.digx.app.connector		Ad	ctive	🗸 ок	Enterprise Application	obdx-server	Global		100
	8	com.ofss.digx.infra.channel(18.3.0.0.0,693)		Ad	ictive		Library	obdx-server	Global		100
		E DMS Application (12.2.1.1.0)		A	ctive	🗸 ок	Web Application	AdminServer, obdx-server	Global		5
		B Gem		A	ctive	🗸 ок	Enterprise Application	AdminServer	Global		400



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
adf.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
ngadf.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
adf.oracle.domain.webapp.antr-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
ng 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
df.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(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
ng 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
ng 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
E Com.ofss.digx.app.connector	Active	🖋 ОК	Enterprise Application	obdx-server	Global		100
Modules							
🐼 com.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.



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



ORACLE' WebLogic Server Ad	nistration Console 12c	õ					
Change Center	🔒 Home Log Out Preferences 🔤 Record Hélp 📃 🔍 Welcome, weblogic Co	onnected to: obdx_domain					
View changes and restarts	Home >cam.dss.dgr.cometor.rar >Summary of Deployments >com.dss.dgr.cometor.rar >Roles >cam.dss.dgr.cometor.rar >Roles						
Configuration editing is enabled. Future	Create a New Security Credential Happing						
changes will automatically be activated as you modify, add or delete items in this domain.	Book Next Print Cancel						
Domain Structure	Outbound Connection Pool						
obdx_domain	Which Outboand Connection Pool would you like the credential map to be associated with? Selecting Resource Adapter Default will configure the credential mapping for all Outboand Connection Pools in this resource adapter. Each Outboand Connection Pool themselves to wentify these credentials.	can then configure					
⊕-Services	ji Customize this table						
Security Realms	Create a New Security Credential Hap Entry for:						
Interoperability Diagnostics	Showing 1 to 10	of 13 Previous Next					
	Outboard Connection Pool A						
	apDGXConnectorAES						
	apDGxConnectorAPIIS						
	apDGxConnectodBRFPORTS						
How do I 🛛	i njDGKCometorFCM						
Create outbound credential mappings	apDGxComectorFLEIPLOAD						
	apDGxComectorGENERICREST						
System Status	rpDGXCometedPM_060X_BU						
Health of Running Servers as of 3:04 PM	apDGKConnectorIPM_C60C_BU1						
Failed (0)	R DIGKConnector/VTOKEN						
Critical (0) Overloaded (0)	RUGKConnectorLIVEDP						
Warning (0)	Showing 1 to 10) of 13 Previous Next					
OK (2)	Back Next Finish Cancel						
WebLogic Server Version: 12.2.1.3.0							
Copyright (c) 1996,2017, Oracle and/or its affiliates. A	gibs reserved. dor is utilities. Other names may be trademarks of their respective owners.						

6. Then Select Default user option and click Next

	ninistation Console 12c 🖸
Change Center	🏦 Home Log Out. Preferences 🔛 Record Help 📃 🔍 Welcome, weblogic Connected to: obdx_domain
View changes and restarts	Home > can das dige.cometar za > Summary of Deploymenta > can afas dige.cometar za > Rabes
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
Domain Structure	WebLogic Server User
obdx_domain	Select the Welcage Server user that you would like to map an ESS user to. Selecting: User for creating initial connections' will configure the user that will be used for creating the initial connections when the resource adapter is first started. Selecting: Default User' will configure the user that will be used for creating the initial connections when the resource adapter is first started. Selecting: Default User' will configure the user that will be used for creating the initial connections when the resource adapter is first started. Selecting: Default User' will configure the user that will be used for an unastheticated Welcage. Server user. If you are Configured Welcage: Server user. If you are Configured Welcage: Server user, the total configure the user that you are configured. Welcage: Server user.
Security Realms	Pefault User
⊕-Diagnostics	
	Unauthenticated WLS User
	Configured User Name
	WebLogic Server User Name:
How do I 🖂	Book Next Finish Cancel
Create outbound credential mappings	
System Status	
Health of Running Servers as of 3:10 PM	
Faled (0) Critical (0) Overloaded (0) Warning (0) OK (2) Critical (0)	
WebLogic Server Version: 12.2.1.3.0 Copyright (c) 1996,2017, Oracle and/or its affiliates. Al Oracle is a service and trademark of Oracle Concerning	l right mored. and/or it allilate. Other same may be tradematic of their resortium sames.

7. Enter Client_id provided by Oracle Live Experience Cloudin 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 and shown in below screenshot). After entering the details click on the Finish.



ORACLE [®] Live Experience								
倄 Home	Applications > ZigBan	ık						
🔍 Security	Details Media Quality	Recording Availability	Origin Domains	Engagement Quality	Localization	Notifications		
Applications					cel Save			
🔧 Settings	Application Name	ZigBank						
O Engagements	Client ID	12fcc pcfivad 34c4						
Reports		The "Client ID" is a public ide	ntifier for the applica	ition.				
Users	Client Secret	Display Secret The "Client Secret" is a se	cret known only to	the application and				
Scalar Integration		authorization server.		-F.F				
		rget to install the code snippe d the steps outlined here.	ets into your applica	tion to start using the Or	acle Live			
ORACLE WebLogic Server Adr						Ď		
Change Center	Home Log Out Preferences Record Help Home >com.ofss.digv.connector.rar >Summary of Deployments >com				Welcome, web	ologic Connected to: obdx_domain		
View changes and restarts	Home >com.obs.digu.connector.rar >summary of Deployments >com Create a New Security Credential Mapping	n.otss.digx.connector.rar >Koles >com.otss.digx.connector.rar >K	015					
Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.	Back Nett Finish Cancel							
Domain Structure								
obdx_domain	EIS User Name and Password							
Domain Partitions Environment	Configure the EIS User Name and Password that you would like * Indicates required fields	e to map the weblogic server user to:						
Deployments								
Services Security Realms	Enter the EIS User Name:							
Interoperability Diagnostics	* ES User Name:							
	Enter the EIS Password:							
	* EIS Password:							
How do I	Confirm Password:							
Create outbound credential mappings	Back Herl Fresh 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. Al	l rights reserved.							

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

Restart the managed server. For verification, below API should return token

http://<OHS host>:<OHS port>/digx/v1/liveExperience/accessToken?locale=en

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.

\Xi 🕼 futura bank		Login
Login to Futura Bank Online Bankin Using Futura Bank Internet banking for the first	-	
Usemame		
Password		
Login Forgot Username Forgot Password		
Apply Now	Claim Money	Wallet Sign Up
	Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. Security Information Terms and Conditions	Hey, I am here to help if you need it!
	copyright @ 2000, 2020, oracle and/or its anniates. An rights reserved. Security Information Terms and Conditions	

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.

Home

