

Live Experience Configuration Guide
Oracle Banking Digital Experience
Patchset Release 21.1.3.0.0

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ORACLE®

Live Experience Configuration Guide

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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 21.1.3.0.0, 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 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 an 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>

<ul style="list-style-type: none"> Dynamic Module > Brand > Payment > OTHERMODULE > File Upload > ForexDeal > Origination > ServiceRequest > Common 	Deposit Installment Amount Limit 50000 IPM Host application name FLEXCUBE Deposit Cumulative Amount Limit 500000 Application Server Host Port mumaa012.in.oracle.com 7753 Allow Multiple Goods (Y/N) Y Port 7753 Date Default CURRENT Feedback for a Transaction ALWAYS IPM Host username infra Live Experience Host IP live.oraclecloud.com DAUTH Port 13003 FCIS Port 9101 OBCLPM Port 7004 OBLM Port 8003 OBVAM Port 7003 Handoff File Path for UBS /scratch/obdx/wls/handoff/UBS Port for UBS File Handoff 5039	Application Server Host mumaa012.in.oracle.com FATCA Compliance check required(Y/N) Y Anonymous Security Policy oracle/wss_username_token_client_policy Application Server Port Limits Effective from Same Day (Y/N) 13003 Y OBVAM No. of Remitters Limit 3 OBVAM Branch Code 004 IDCS Host IP 10.184.155.231 IPM Host IP address 10.184.155.231 Live Experience Host Port 443 CAUTH IP mum00aoo.in.oracle.com FCIS IP ofsss220392 OBCLPM IP ofsss222886 OBLM IP 10.184.159.200 OBVAM IP 10.184.160.23 Handoff File Path for FCORE /scratch/obdx/wls/handoff/FCORE IP Address for UBS File Handoff 10.184.155.74 OBVAM token expiry time in seconds 300
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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.

Name	State	Health	Type	Targets	Scope	Domain Partitions	Deployment Order
oracle.businesscenter(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.groovy(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.anti-runtime(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.apache.httpclient(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.apache.httpclient-cache(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.apache.https(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.apache.httpsmime(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.apache.velocity(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.bahm-bundle(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.guice(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
oracle.domain.webapp.wmfl-app-wst(1.0.12.2.1.3.0)	Active	OK	Library	AdminServer, obdx-server	Global	100	
coherencetransaction-rar	Active	OK	Resource Adapter	AdminServer, obdx-server	Global	100	
com.oracle.digip.app.connector	Active	OK	Enterprise Application	obdx-server	Global	100	
com.oracle.digip.infra.channel(18.3.0.0.0.0.0.0)	Active	OK	Library	obdx-server	Global	100	
OHS Application (12.2.1.1.0)	Active	OK	Web Application	AdminServer, obdx-server	Global	5	
em	Active	OK	Enterprise Application	AdminServer	Global	400	
emagentsimplrv_jar(12.4.12.1.0.4.0)	Active	OK	Library	AdminServer	Global	100	

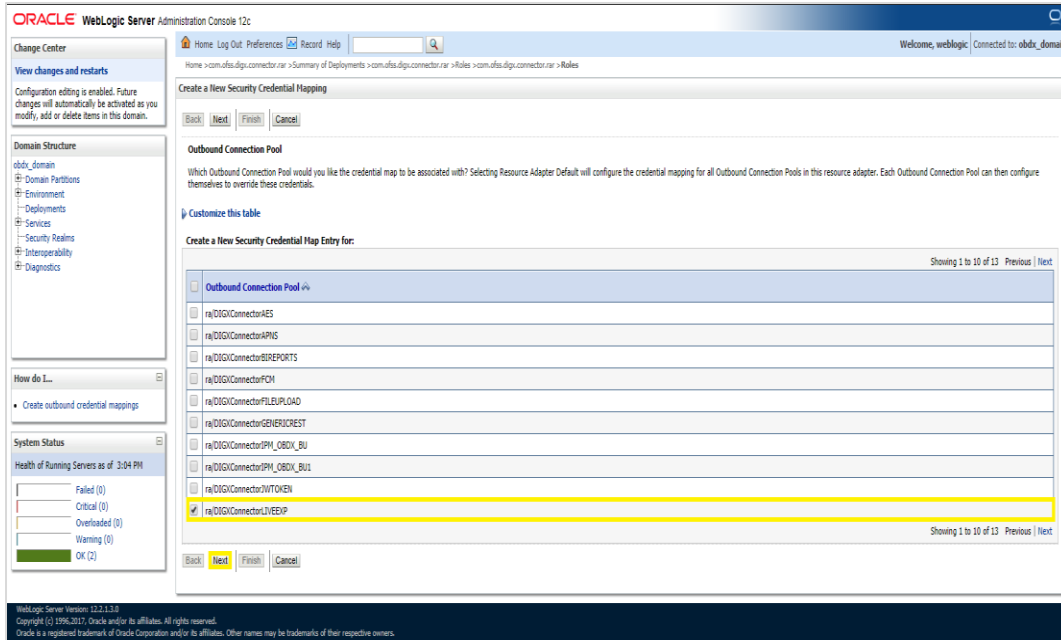
3. Search for **com.ofss.digx.app.connector** application, expand the same by clicking on it and select **com.ofss.digx.connector.rar**.

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							

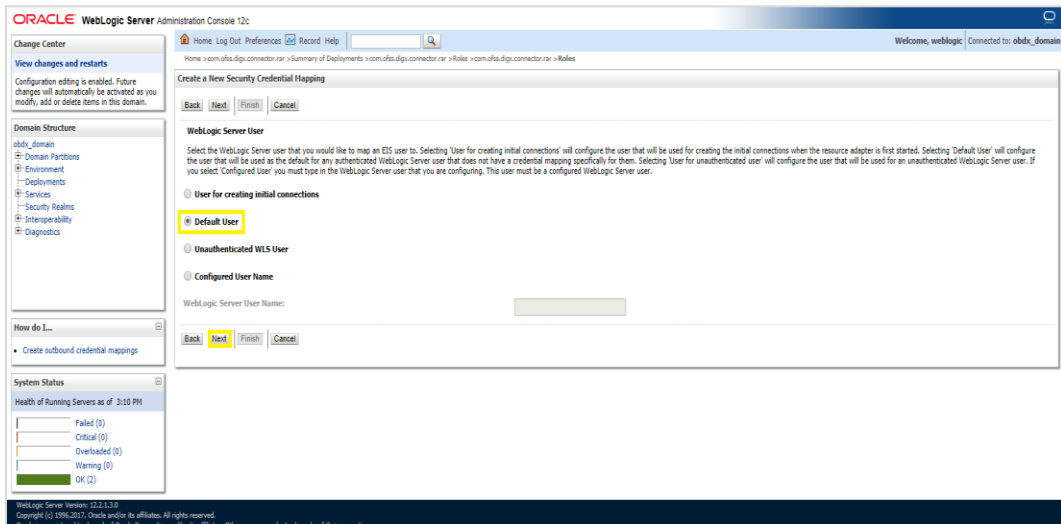
4. Then got select Security->Outbound Credential Mappings tab and select **New** within that tab.

The screenshot shows the Oracle WebLogic Server Administration Console interface. The main content area displays the configuration for the 'com.ofss.digx.connector.rar' application, specifically the 'Security' tab and 'Outbound Credential Mappings' sub-tab. The page includes a 'Customize this table' section with an 'Outbound Credential Mappings' table. The table has columns for 'WLS User', 'EIS User', and 'Outbound Connection Pool'. Two entries are listed: 'WLS User' with 'EIS User' 'AES_KEY' and 'Outbound Connection Pool' 'ra/DIGXConnectorAES', and a 'Default' entry with 'EIS User' 'AES_KEY' and 'Outbound Connection Pool' 'ra/DIGXConnectorAES'. A 'New' button is visible at the bottom left of the table area.

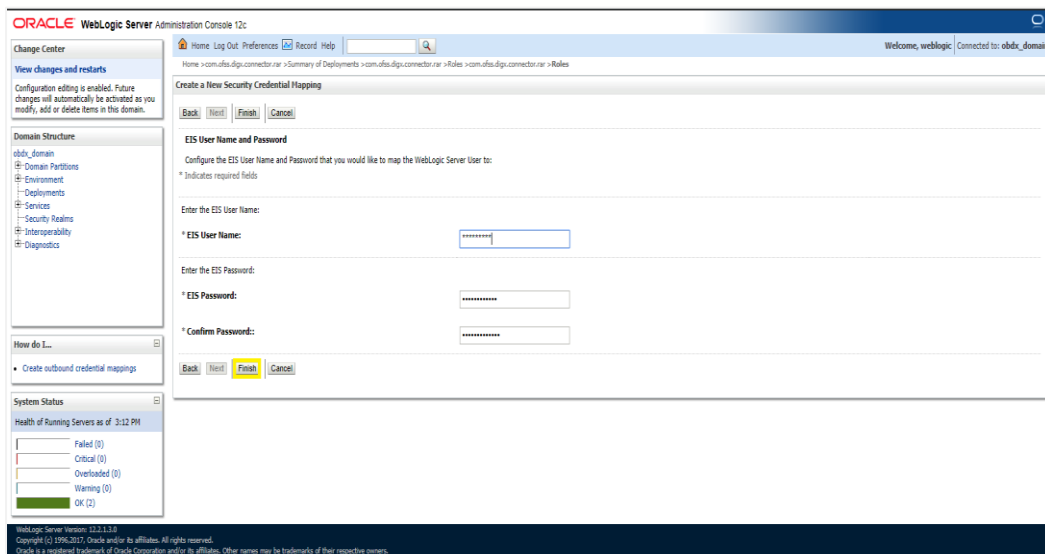
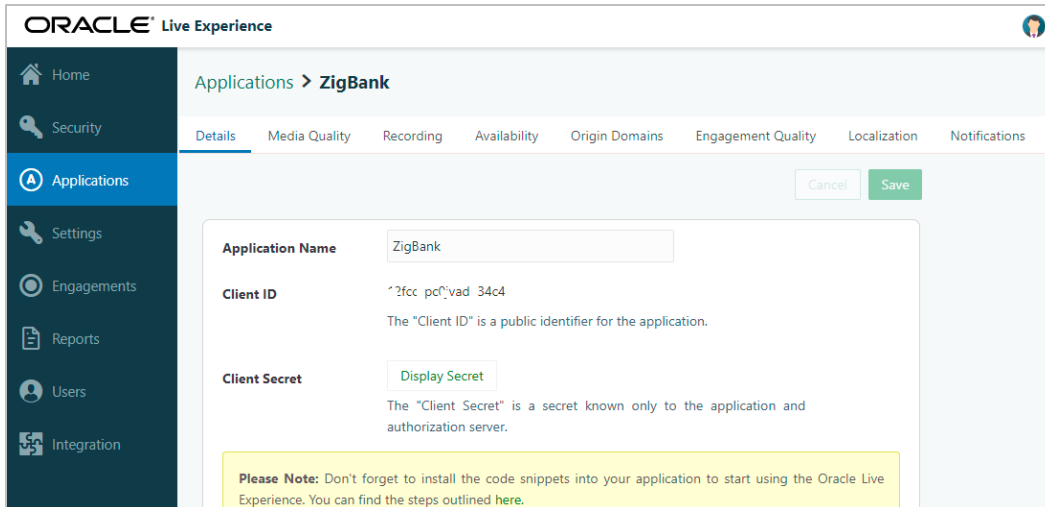
5. After going on next screen from the list of outbound connection pool select **ra/DIGXConnectorLIVEEXP** and click on **Next**.



6. Then Select Default user option and click Next



7. Enter Client_id provided by Oracle Live Experience 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.

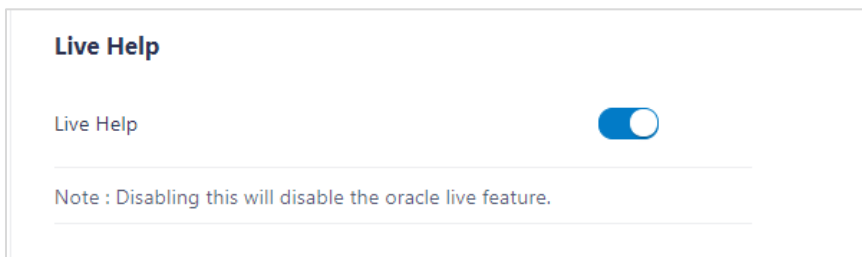


Above mentioned steps are required for enabling the live Experience cloud service within OBDX application.

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.



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.

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