Live Experience Configuration Guide Oracle Banking Digital Experience Patchset Release 21.1.4.0.0

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# ORACLE

Live Experience Configuration Guide February 2022

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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 <a href="http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc">http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc</a>.

# 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 21.1.4.0.0, 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>

<ul> <li>Dynamic Module</li> </ul>	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 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
> 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.

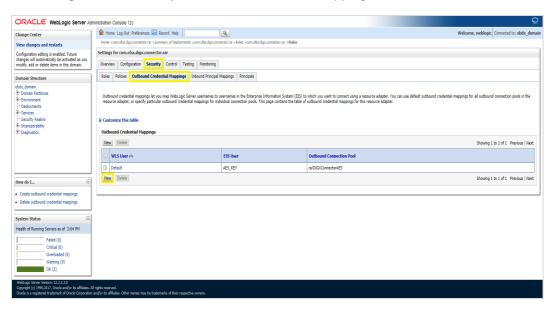
Change Center	🔒 Home Log Out Preferences 🔛 Record Help						Welcome, weblogic	Connected to: obdx_d		
	an rome ou your resentes gi record roy interested in the resented of the resen									
View changes and restarts Configuration editing is enabled. Future	Summary Organization of the second seco									
configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.										
Domain Structure	This page displays the list of Java EE applications and standalone application modules installed to this domain.									
bdx_domain E-Domain Partitions										
Environment	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.									
Deployments Services	To install a new application or module for deployment to targets in this domain, click Install.									
Security Realms	© Customize this table									
Diagnostics	Deployments									
	Install Update Delete						Showing 1 to 8	0 of 80 Previous   N		
	🔲 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		
iow do I 😑	def.oracle.domain(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
Install an enterprise application	Add. Control and Control an	Active		Library	AdminServer, obdx-server	Global		100		
Configure an enterprise application Update (redeploy) an enterprise application	adf.oracle.domain.webapp(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
Monitor the modules of an enterprise application	df.oracle.domain.webapp.antir-runtime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
application Deploy EJB modules	Andf.oracle.domain.webapp.apache.httpclient(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		
System Status	adf.oracle.domain.webapp.apache.httpcore(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
Health of Running Servers as of 1:32 PM	df.oracle.domain.webapp.apache.httpmime(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
Failed (0)	df.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.batil-bundle(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
Overloaded (0) Warning (0)	adf.oracle.domain.webapp.guava(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
OK (2)	df.oracle.domain.webapp.xml-apis-ext(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100		
	coherence-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		
	f_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	🗸 ок	Web Application	AdminServer, obdx-server	Global		5		
	E B CB em	Active	💙 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
n 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
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
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
n adf.oracle.domain.webapp.xml-apis-ext(1.0,12.2.1.3.0)	Active		Library	AdminServer, obdx-server	Global		100
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E Com.ofss.digx.app.connector	Active	🖋 ОК	Enterprise Application	obdx-server	Global		100
C Modules							
Com.ofss.digx.connector.rar			Resource Adapter				
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	dministration Console 12c	ŏ				
Change Center	🛍 Home Log Out Preferences 🔤 Record Help	obdx_domain				
View changes and restarts	Home xamulasdigucometariar x3ummay al Daploymeta xamulasdigucometariar xRales xamudasdigucometariar xRales					
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.	Back Next Finds Carcel					
Domain Structure	Outbound Connection Pool					
obdx_domain Domain Partitions Derivironment	Which Outbound Connection Poll would you like the orelential map to be associated with? Selecting Resource Adapter Default will configure the orelential mapping for all Outbound Connection Pools in this resource adapter. Each Outbound Connection Pool can then configure themselves to verrife these orelentials.					
Deployments     Services	W Customize this table					
Security Realms	Create a New Security Credential Map Entry for:					
Interoperability     Diagnostics	Showing 1 to 10 of 13 Previ	ous   Next				
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	a [DioXiconetrates					
	a [DioXicanetarAPIIS					
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How do I	a (DioxicanetarFCM					
Create outbound credential mappings	RUGK/Cometor/FLDPL040					
	RUGK/Cometor/EMEXICEST					
System Status	R/DGXCometor/PH_080X_BU					
Health of Running Servers as of 3:04 PM	RUDK/Cometor/PM_080X_BU1					
Failed (0)	RUBACCAMERTA/VTOICEN					
Critical (0) Overloaded (0)	Righting and the state of the s					
Warning (0)	Showing 1 to 10 of 13 Previ	ous   Next				
OK (2)	Back Next Finish Cancel					
WebLooi: Server Version: 12.2.1.3.0						
Copyright (c) 1996,2017, Oracle and/or its affiliates. A	, All rights meaned. on and/or to affliates. Other name may be toolerands of their respective owners.					

#### 6. Then Select Default user option and click Next

	ministation Console 12c O
Change Center	😭 Home Log Out. Preferences 🔐 Record Help 📃 🔍 Welcome, weblogic Connected to: obdrx_domain
View changes and restarts	Hame > cam ofas digs connector sar > Summary of Deployments > com ofas digs connector rar > Rollee >
Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.	Create a liew Security Credential Happing
Domain Structure	WebLogic Server User
obdx_domain Deployments Services	Select the Welcage Server user that you would like to map an ESS user to. Selecting 'Der for creating initial connections' will configure the user that will be used for default to an authenticated Welcage Server user that you are configured in the second server and the second server an
⊞-Diagnostics	
	O Unauthenticated WLS User
	O Configured User Name
	WebLogic Server User Name:
How do I   • Create outbound credential mappings	Back Int Finit Canal
System Status 🖂	
Health of Running Servers as of 3:10 PM	
Faled (0) Critical (0) Overloaded (0) Werning (0) OK (2) WebLog: Server Version 12.2.1.3.0	
Copyright (c) 1996,2017, Oracle and/or its affiliates. A	I rights reserved. and/or to Alliater Other sames may be todownake at their reserved on anover.

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 > ZigBank							
🔍 Security	Details Media Quality Recording Availability Origin Domains Engagement Quality Localization Notifications							
Applications	Cancel Save							
🔧 Settings	Application Name ZigBank							
O Engagements	Client ID ^2fcc pcf_vad 34c4							
Reports	The "Client ID" is a public identifier for the application.							
Users	Client Secret Display Secret The "Client Secret" is a secret known only to the application and							
र्नुः Integration	authorization server.							
	Please Note: Don't forget to install the code snippets into your application to start using the Oracle Live Experience. You can find the steps outlined here.							
ORACLE WebLogic Server Ad	ministation Console 12c							
Change Center	Hume Log Out Performes Internet Record Help     Welcome, weblinging: Connected to: obder_domain							
View changes and restarts	Home > com/dis.dgi.comedor.ar > Summary of Deployments > com/dis.dgi.comedor.rar > Roles							
Configuration editing is enabled. Future changes will automatically be activated as you	Greate a New Security Gredential Happing							
modify, add or delete items in this domain.	Back Nett Frish Cancel							
Domain Structure	EIS User Name and Pessword							
obdx_domain 욘-Domain Partitions 욘-Environment	Configure the EIS User Name and Personal that you would like to map the WebLogic Sener User to: * Indicates required fields							
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	* EIS Password:							
How do I	* Confirm Pessword:							
Create outbound credential mappings	Back Hert Fran Carcel							
System Status								
Health of Running Servers as of 3:12 PM								
Failed (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 recend.							

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

