Live Experience Configuration Guide
Oracle Banking Digital Experience
Patchset Release 21.1.4.0.0

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Live Experience Configuration Guide

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Table of Contents

1. Preface

1.1 <u>Intended Audience</u>

This document is intended for the following audience*:*

- Customers
- Partners

1.2 <u>Documentation Accessibility</u>

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 <u>Access to Oracle Support</u>

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 <u>Structure</u>

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 <u>Related Information Sources</u>

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

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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';

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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>

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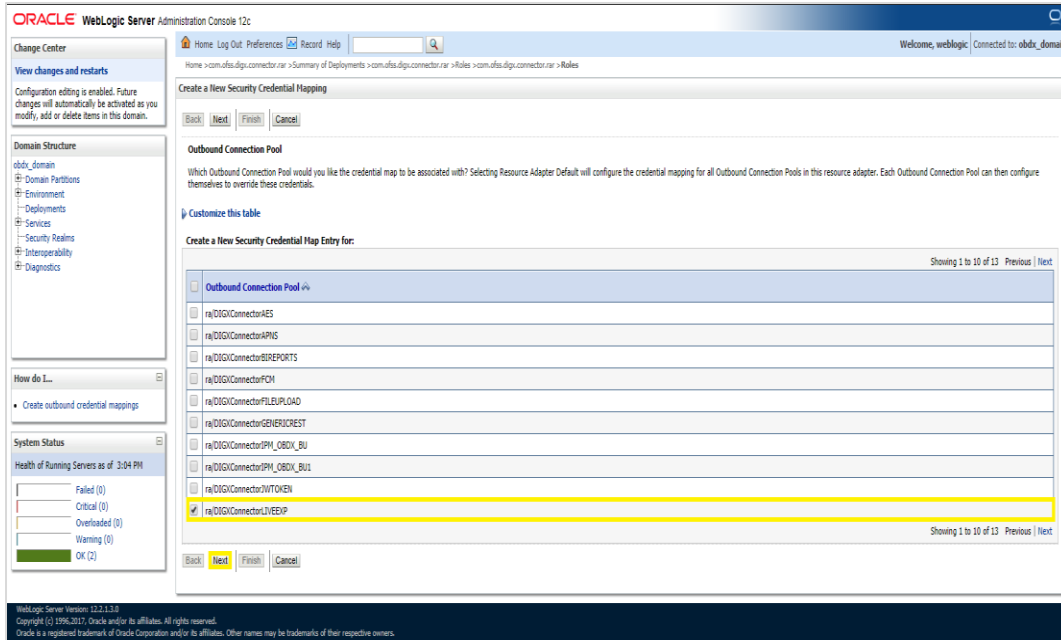
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3. Search for **com.ofss.digx.app.connector** application, expand the same by clicking on it and select com.ofss.digx.connector.rar.

	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.


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
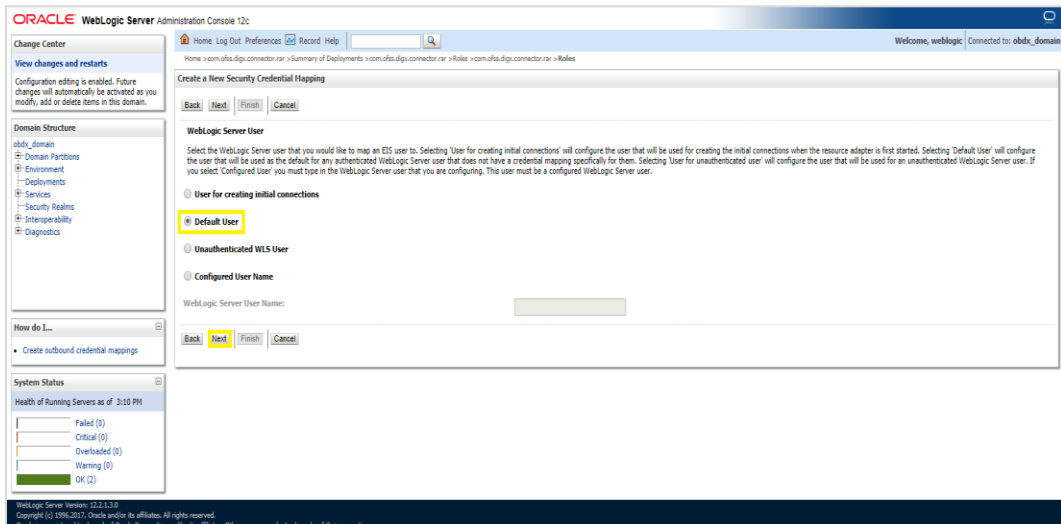
7. Enter Client_id provided by Oracle Live Experience Cloudin EIS user name field and Enter your Client_Secret key of the same in EIS password field. (Client_id and Client_secret are provided after subscribing to the oracle live experience cloud service and shown in below screenshot). After entering the details click on the Finish.
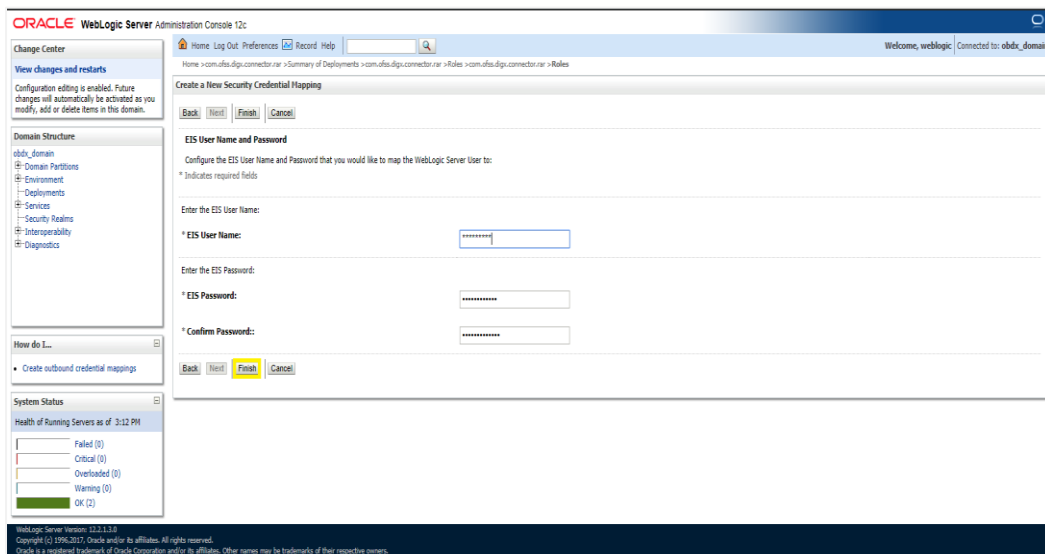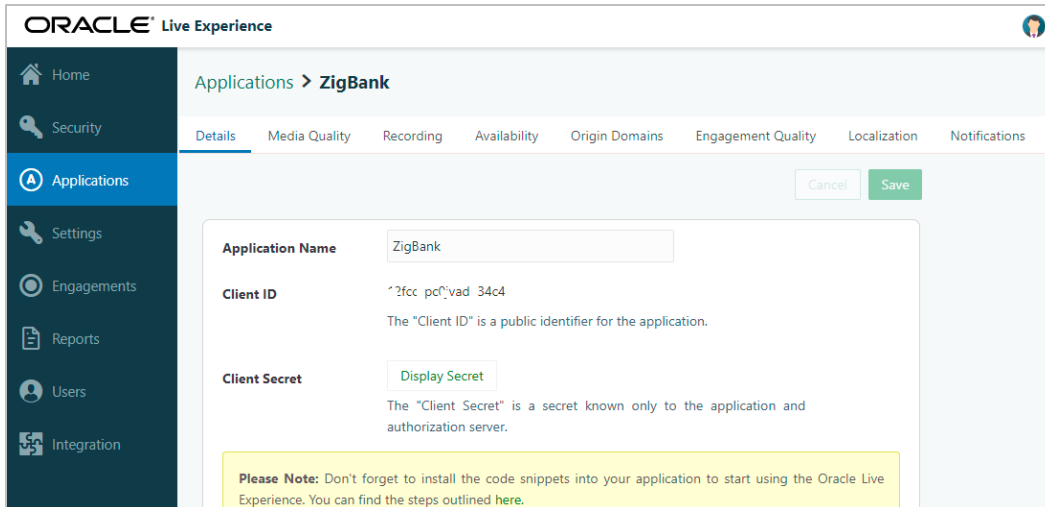
Above mentioned steps are required for enabling the live Experience cloud service within OBDX application.

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.
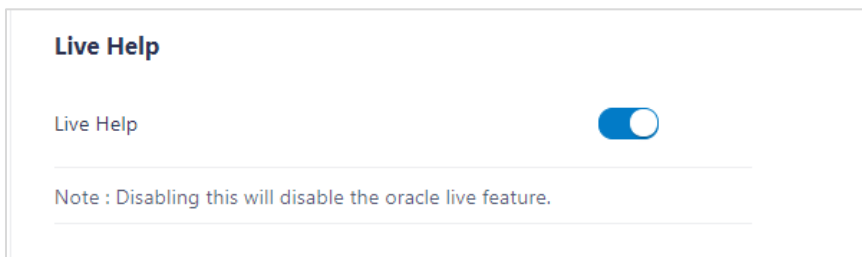
Note: If admin level control property/flag LIVE_EXP_ENABLED_POSTLOGIN is set to 'No' then user cannot override the preference to enable the live experience i.e. in that case Live experience service will be disabled for all the user irrespective of their preferences.)

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.
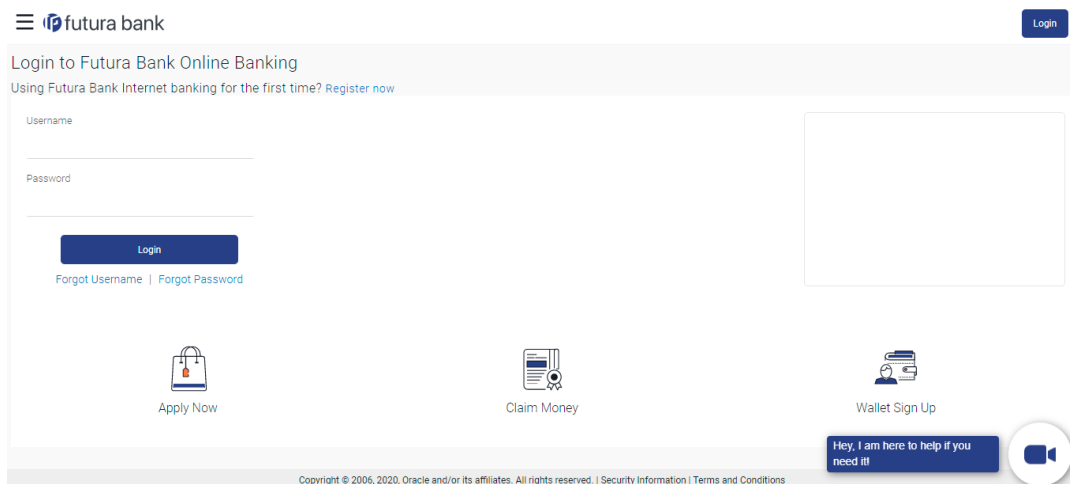
When clicked on the prompted widget, depending on the Customer engagement scenarios configured by the bank customer will be able to interact dynamically with bank associate using any combination of voice, video and screen share.

Home