

Oracle Digital Assistant Integration Guide

Oracle FLEXCUBE Investor Servicing

Release 14.5.4.0.0

[May[2022]



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1. Introduction

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

FCIS 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.

FCIS makes use of web-sdk provided by Oracle to connect to the chatbot server. The web-sdk JavaScript files are not bundled with FCIS. These files need to be downloaded separately.

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 FCIS. 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 Chabots to the external environment. A specific channel of type "Oracle Web" shall be created dedicatedly for FCIS. Various parameters as detailed in the below diagram (figure 3) 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 FCIS 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 FCIS related software are present and configured properly.

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

3. Integration

For the Integration, web-sdk related javascript files are downloaded.

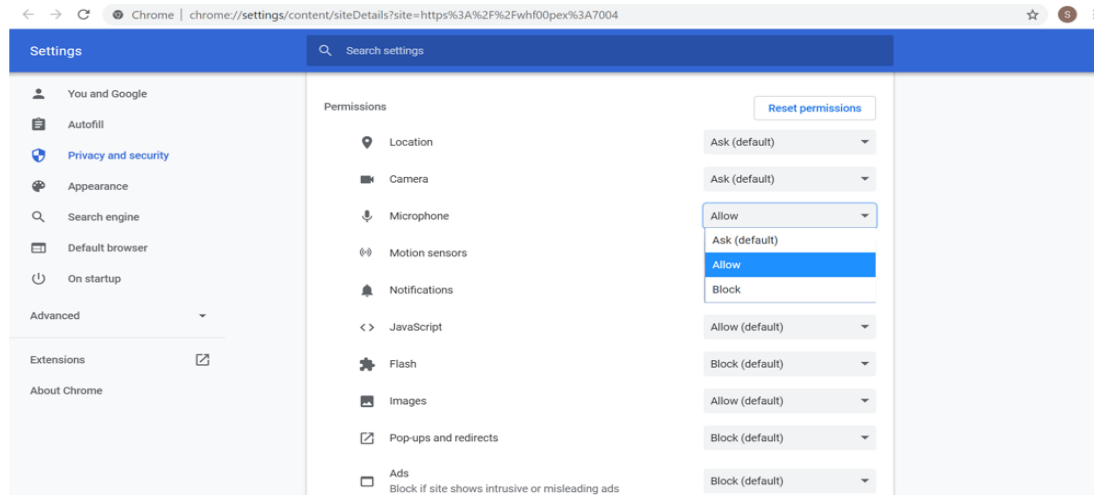
Then the web-sdk.js files are placed inside FCIS osdc folder in the path, INFRA\FCJNeoWeb\Web-Content\script\JS.

Now the ChatBot needs to be enabled while creating property file for FCIS Application.

Detailed information on configuring Chatbot properties is provided in FCIS_property file creation document.

4. Microphone Access to the application

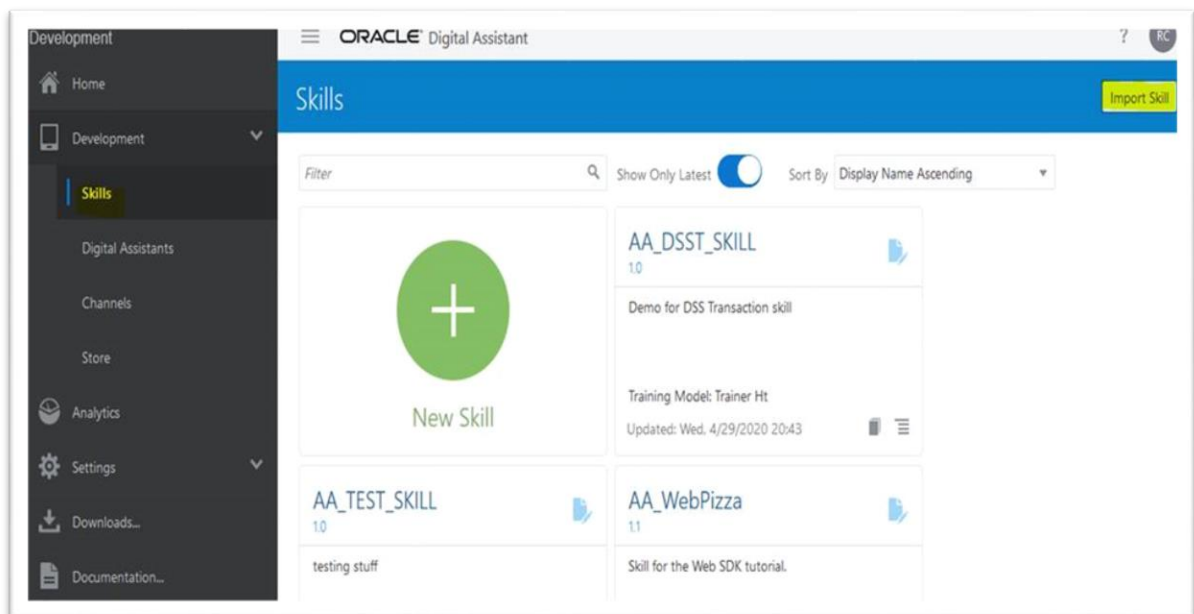
After deployment, when trying to access the FCIS url, Microphone access shall be given in browser level for the application url.



5. Import skills to ODA server

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

1. In the FCISODA.war file in osdc path (ADAPTERS\ODA), provide the below in channel.properties file.
 - smsjndi
 - source ("ODA")
 - ubsComp
 - branch
 - service (Example: fundBalanceService=http://<host>:<port>/FundBalanceService/)
2. Deploy the fcisoda.war file as an application in the weblogic server.
3. Deploy jax-rs-2.0.war as Library in the weblogic server.
4. Note down ODA service URL. Example : http://<host>:<port>/fcisoda/v1/fulfillment
5. 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 FCISSkill zip file in osdc path (ADAPTERS\ODA), needs to be selected to import. Once the zip file is imported successfully, the chatbot shall be available in the skills list.
6. In ODA skill, under components section, add new service by providing the service name and service type as External.
7. Give the Metadata URL like in step 4. Modify the Username and Password with weblogic credentials and click on create.
8. 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

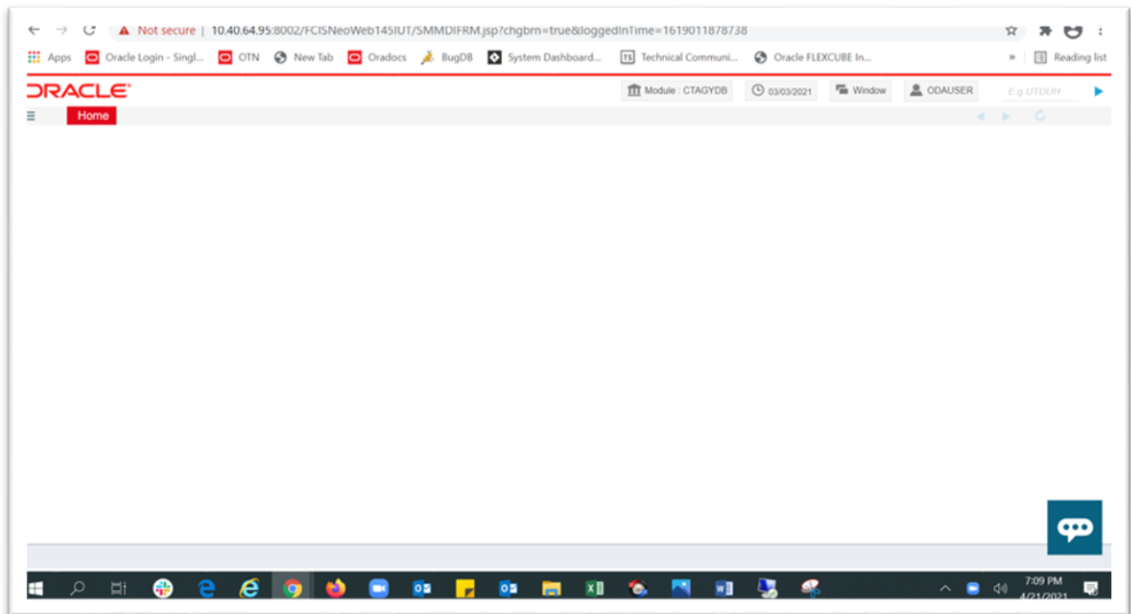
'Channels' need to be created at the ODA side to expose the chatbots to the external environment. Click on '+Channel' button in the 'channels' section to create a new channel. Channel of type "Oracle Web" has to be created for FCIS. Preferred channel name should be mentioned, followed by the various 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 fcubs.properties file.

The screenshot shows the 'Channels' management interface. On the left is a sidebar with navigation options: Digital Assistants, Channels, Store, Analytics, Settings, Downloads..., and Documentation... The main area is titled 'Channels' and features a '+ Add Channel' button and a search filter. A list of channels is displayed, with 'FCISChatbotChannel' selected and highlighted in green. To the right of the list, the configuration details for the selected channel are shown. These include: 'Channel Enabled' (checked), 'Route To' (set to 'FCIS_Chatbot'), 'Name' (FCISChatbotChannel), 'Description' (Optional short description for this channel), 'Channel Type' (Oracle Web), 'Allowed Domains' (empty field), 'Secret Key' (auto-generated: IQQXlBzyUvYY6958kuJTW7wOgEmsZ), 'Channel Id' (auto-generated: a11b2c28-ce62-4dd6-a876-b62be507243c), and 'Client Authentication Enabled' (checked). A 'Reset Sessions' button is located in the top right corner.

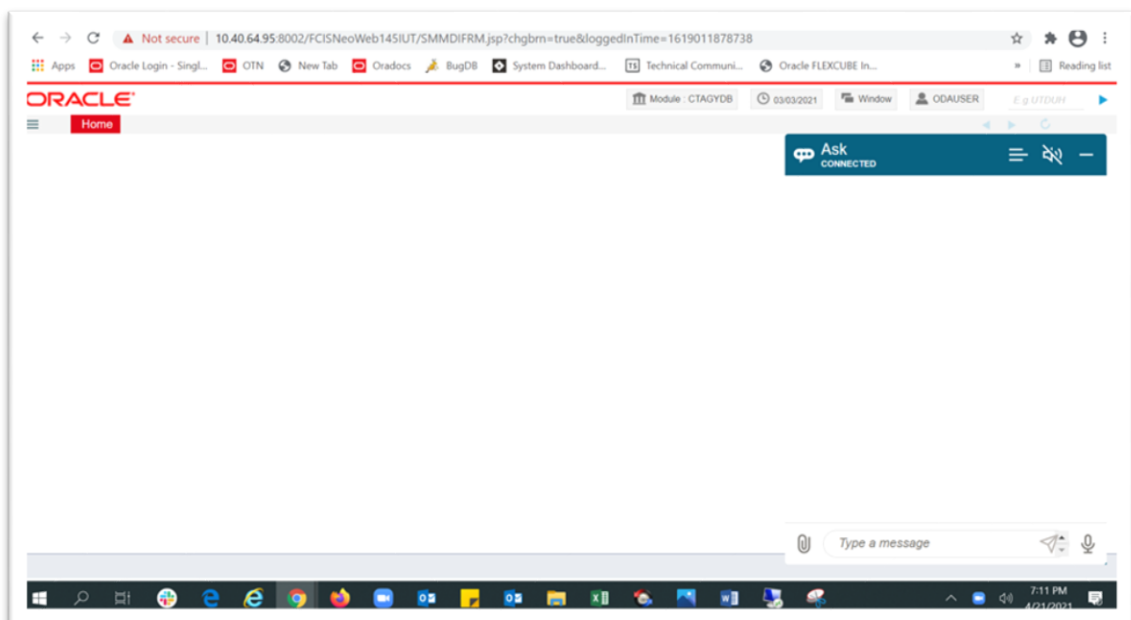
- NOTE: In the TA side, a new external source should be maintained as 'ODA'.

6. Testing ChatBot

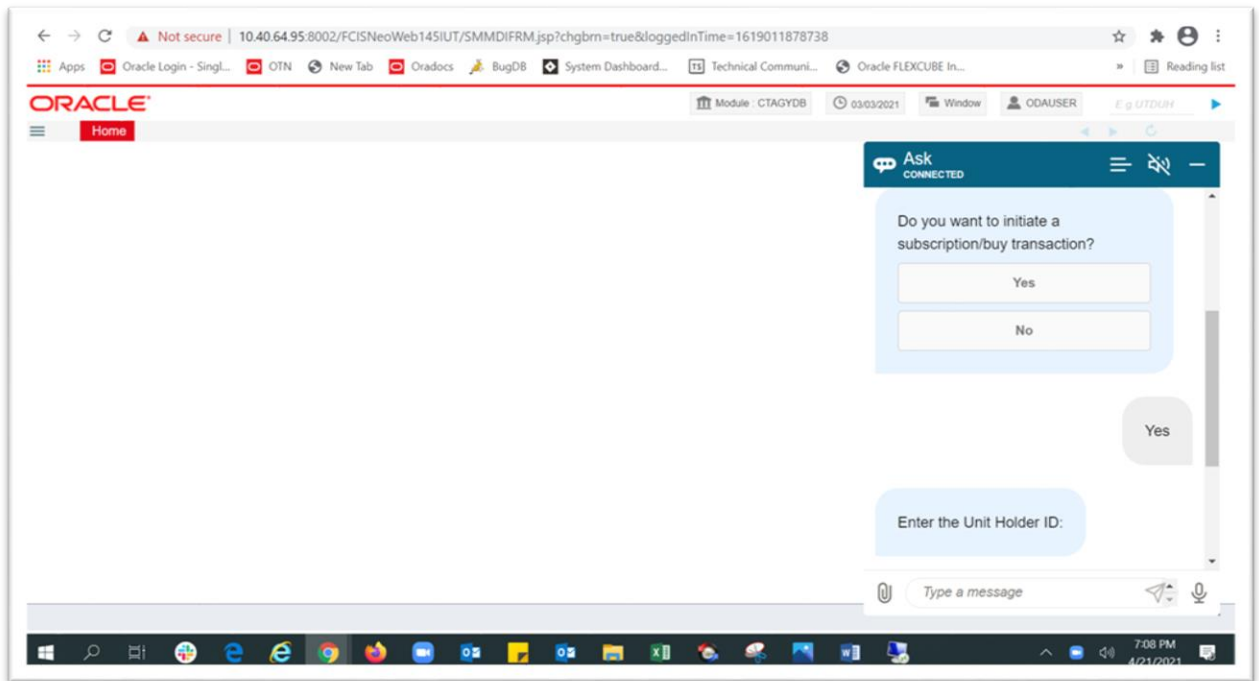
1. Once login to the application there will be a chat bubble at the right bottom corner of the application window.



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



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





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