

Live Experience Configuration Guide  
Oracle Banking Digital Experience  
Patchset Release 22.2.1.0.0

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**ORACLE®**

Live Experience Configuration Guide

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Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax:+91 22 6718 3001

[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

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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 22.2.1.0.0, 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';
```



3. Search for **com.ofss.digx.app.connector** application,

Summary of Deployments

Configuration Control Monitoring

This page displays the list of Java EE applications and standalone application modules installed to this domain.

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.

To install a new application or module for deployment to targets in this domain, click **Install**.

Customize this table

Name	State	Health	Type	Targets	Deployment Order
<input checked="" type="checkbox"/> com.ofss.digx.app.connector	Active	OK	Resource Adapter	obdx_cluster	0
<input type="checkbox"/> digx-admin	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-cms	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-coherence	Active	OK	Web Application	obdx_cluster	0
<input type="checkbox"/> digx-common	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-corporateloan	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-creditfacility	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-edt	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-eurikasever	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-extbfcesimulator	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-infra	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-kafkanotification	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-liquiditymanagement	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-loanapplication	Active	OK	Web Application	obdx_cluster	100
<input type="checkbox"/> digx-oavments	Active	OK	Web Application	obdx_cluster	100

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

ORACLE WebLogic Server Administration Console 12c

Home Log Out Preferences Record Help

Welcome, weblogic Connected to: obdx\_domain

Settings for com.ofss.digx.connector.rar

Overview Configuration **Security** Control Testing Monitoring

Rules Policies **Outbound Credential Mappings** Inbound Principal Mappings Principals

Outbound credential mappings let you map WebLogic Server usernames to usernames in the Enterprise Information System (EIS) to which you want to connect using a resource adapter. You can use default outbound credential mappings for all outbound connection pools in the resource adapter, or specify particular outbound credential mappings for individual connection pools. This page contains the table of outbound credential mappings for this resource adapter.

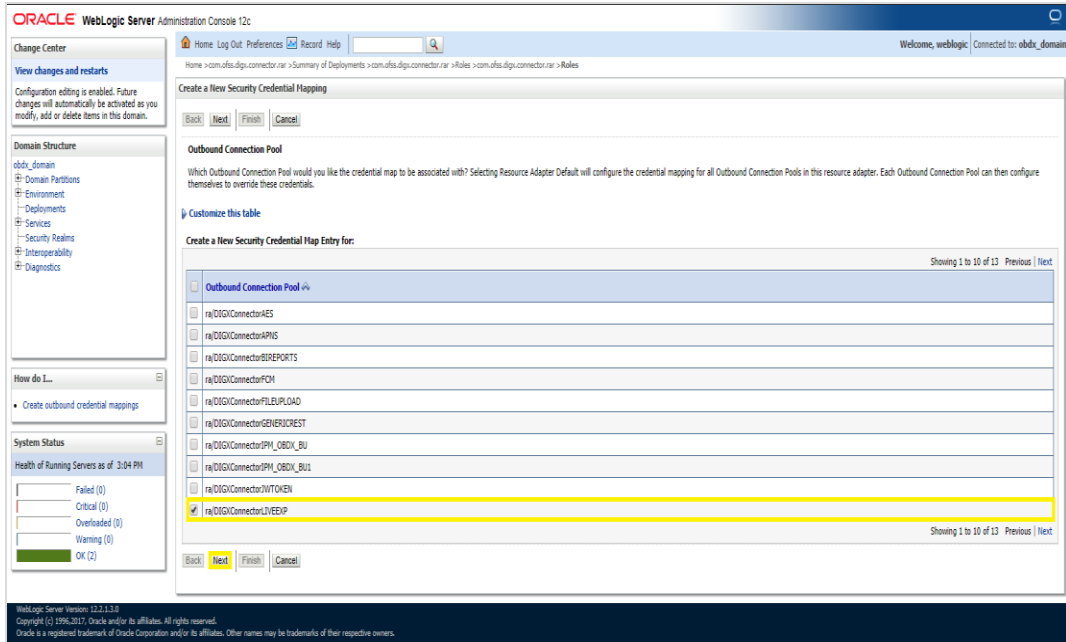
Customize this table

Outbound Credential Mappings

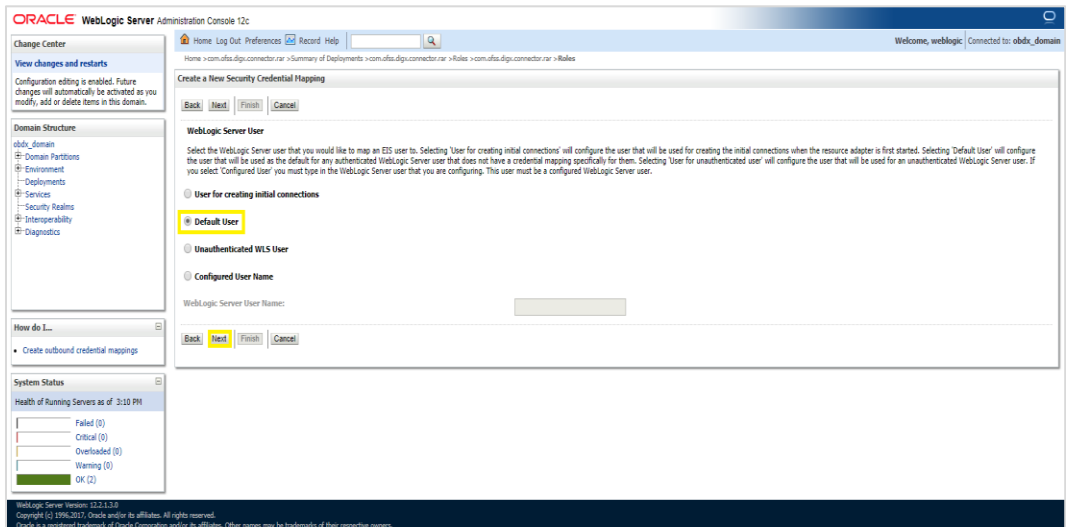
WLS User	EIS User	Outbound Connection Pool
<input checked="" type="checkbox"/> WLS User	EIS User	Outbound Connection Pool
<input type="checkbox"/> Default	AES_KEY	ra/DIGXConnectorAES

New Delete

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

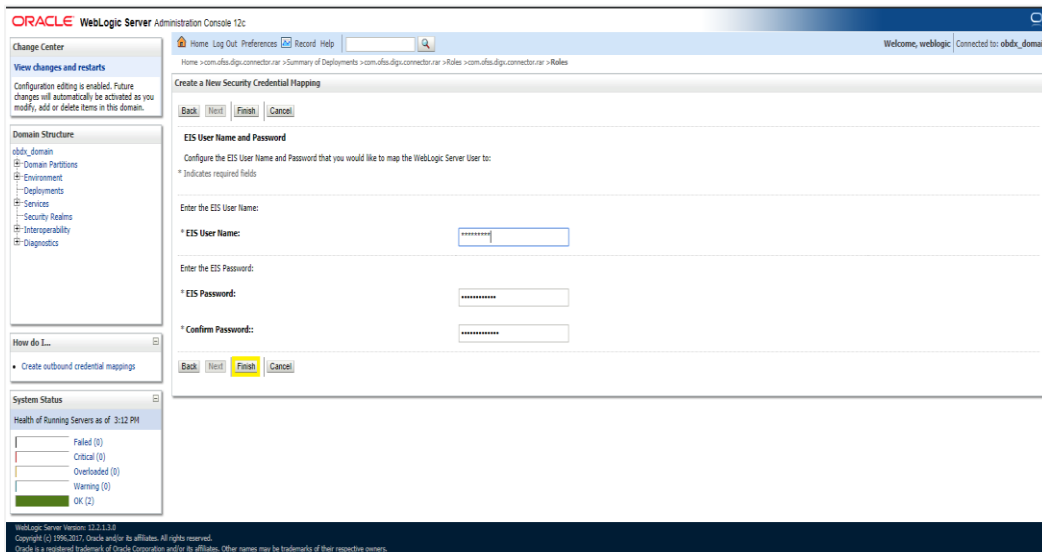
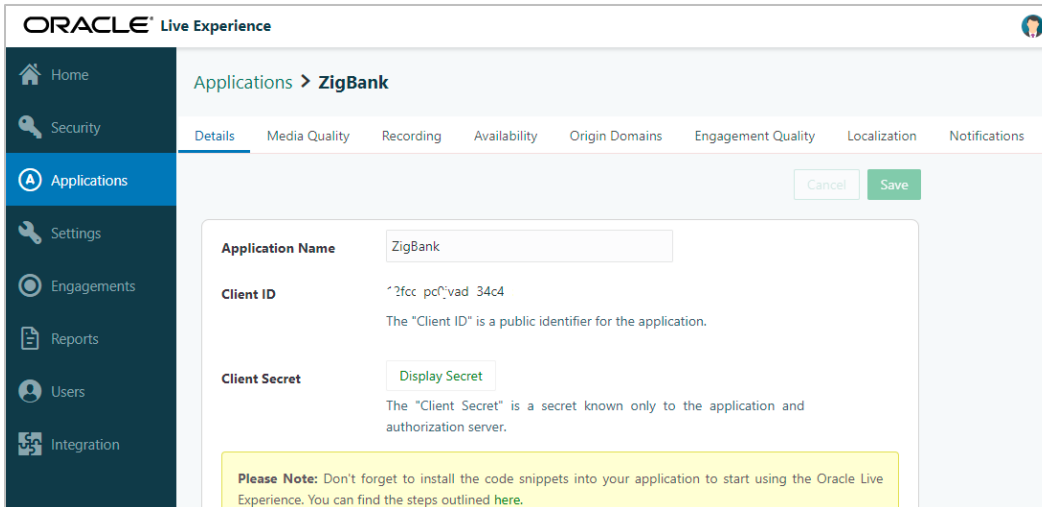


## 6. Then Select Default user option and click Next



## 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.



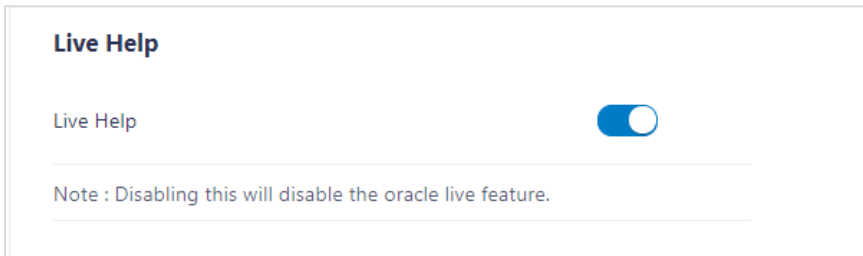


Above mentioned steps are required for enabling the live Experience cloud service within OBDX application.

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

http://<OHS host>:<OHS port>/digx-common/common/v1/liveExperience/accessToken

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.

Engagement scenarios are maintained in DIGX\_CM\_LIVEEXP\_CONFIG, these to be maintained for each touchpoint as configured in Live Experience console. For origination KYC scenarios, engagement scenario must be maintained for anonymous role for required touch points

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