

Oracle Digital Assistant Integration Guide
Oracle FLEXCUBE Universal Banking
Release 14.7.3.0.0
Part No. F91985-01
[February] [2024]



Table of Contents

1. INTRODUCTION	1-1
2. PREREQUISITES	2-1
3. INTEGRATION	3-1
4. MICROPHONE ACCESS TO THE APPLICATION	2
5. IMPORT SKILLS TO ODA SERVER.....	3
6. TESTING CHATBOT.....	5

1. Introduction

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

FLEXCUBE UBS 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.

FLEXCUBE UBS makes use of web-sdk provided by Oracle to connect to the chatbot server. The web-sdk JavaScript files are not bundled with FLEXCUBE UBS. These files need to be downloaded separately and necessary changes made.

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 FLEXCUBE UBS. 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 Chatbot's to the external environment. A specific channel of type "Oracle Web" shall be created dedicatedly for FLEXCUBE. Various parameters as detailed in the below diagram (figure 4) 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 FCUBS 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 FLEXCUBE UBS related software are present and configured properly.

- Web-sdk related javascript files related to Oracle Development Assistant (ODA) are downloaded (<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 once web-sdk related javascript files are downloaded there are few modifications required. There is a file named as settings.js, and in this file correct URI and channel Id need to be specified.

```
chatWidgetSettings = {  
    URI: <ODA URI>,  
    channelId:<ODA Channel ID>,  
        enableSecureConnection: true,  
        enableSpeech: true,  
        enableBotAudioResponse: true  
};
```

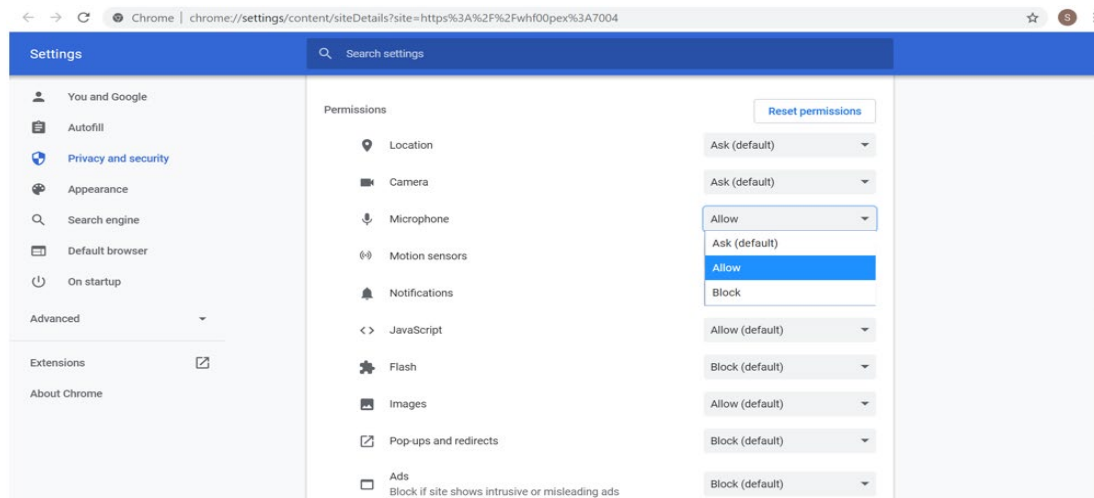
After modification, place settings.js and web-sdk.js files inside FLEXCUBE UBS osdc folder location in the below path.

INFRA\FCJNeoWeb\Web-Content\script\JS

Now ChatBot needs to be enabled while creating property file for FLEXCUBE UBS Application. Please refer property file creation document for the same.

4. Microphone Access to the application

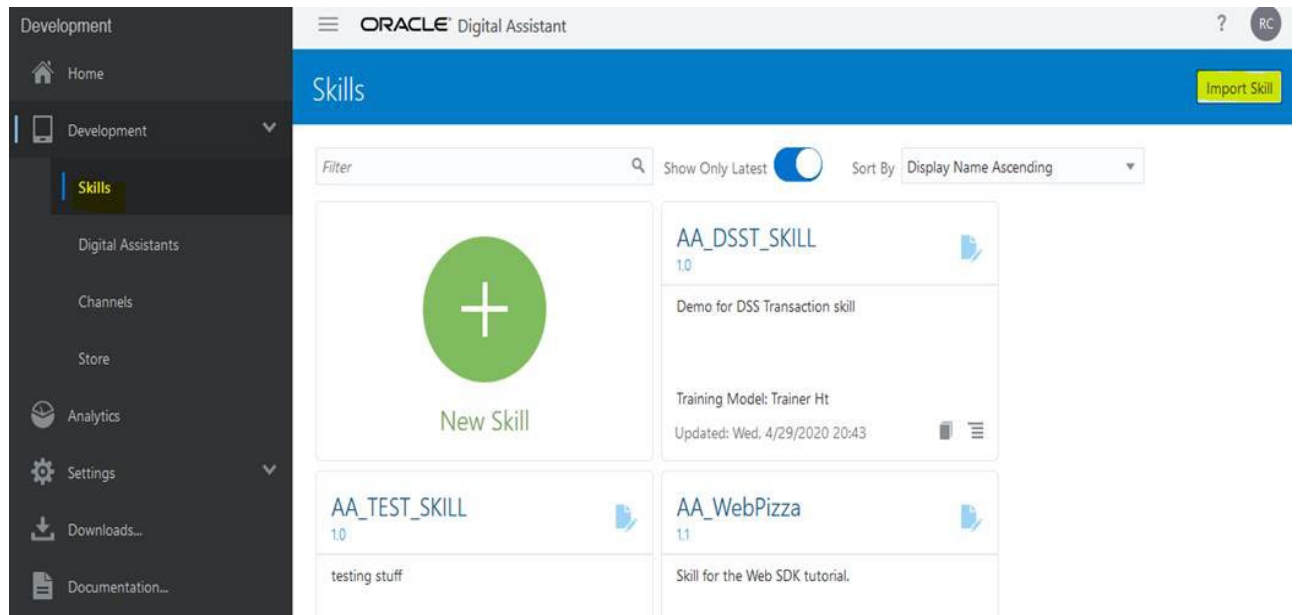
After deployment, when trying to access the FLEXCUBE UBS url, Microphone access shall be given in browser level for the application url.



5. Import skills to ODA server

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

- 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 FCUBS chatbot zip file needs to be selected to import. Once the zip file is imported successfully, the chatbot shall be available in the skills list.
- 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 FLEXCUBE. 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 web-sdk client.

Development

Home

Development

Skills

Digital Assistants

Channels

Store

Analytics

Settings

Downloads...

Documentation...

ORACLE Digital Assistant

?

AC

Channels

UsersAgent IntegrationsDA as AgentApplicationsSystem

+ Channel

Filter

CustomerReviewChannel

cmobile

cmobile2

DSM_Kohls

EA_WebChannel

FCR_CHANNEL

FCUBS_BOT

GroupTesting

Route ToFCUBS_BOTDRAFT + 1.0

Channel Enabled

* NameFCUBS_BOT

DescriptionOptional short description for this channel

Channel TypeOracle Web

* Allowed Domains

Secret KeyA2lxPFDNmXR6pyHQDPdVCXj3TwSzWPmRReset

Channel Id8e212975-5e7c-442a-a14a-54bad49de5b5

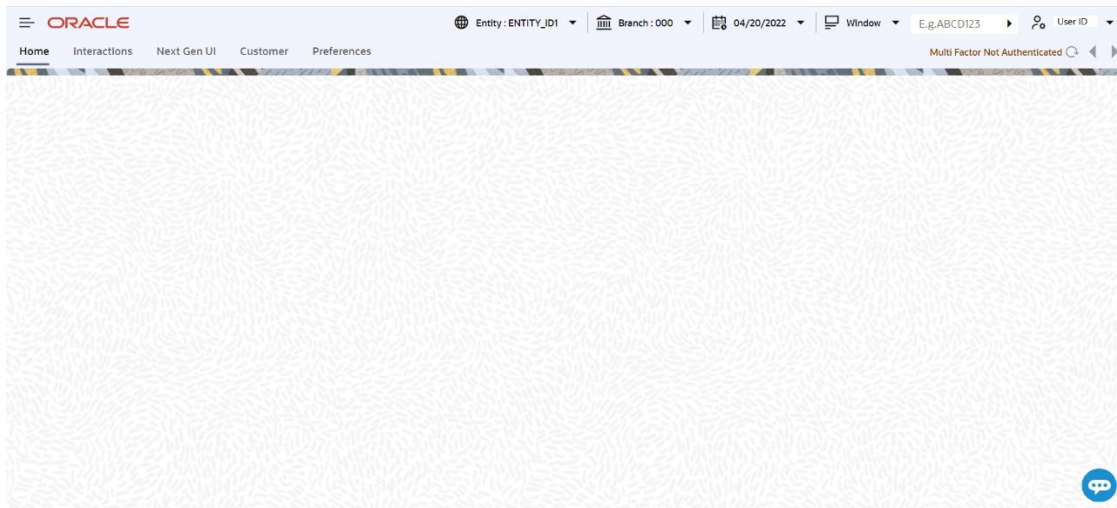
Client Authentication Enabled

Session Expiration (minutes)60Default

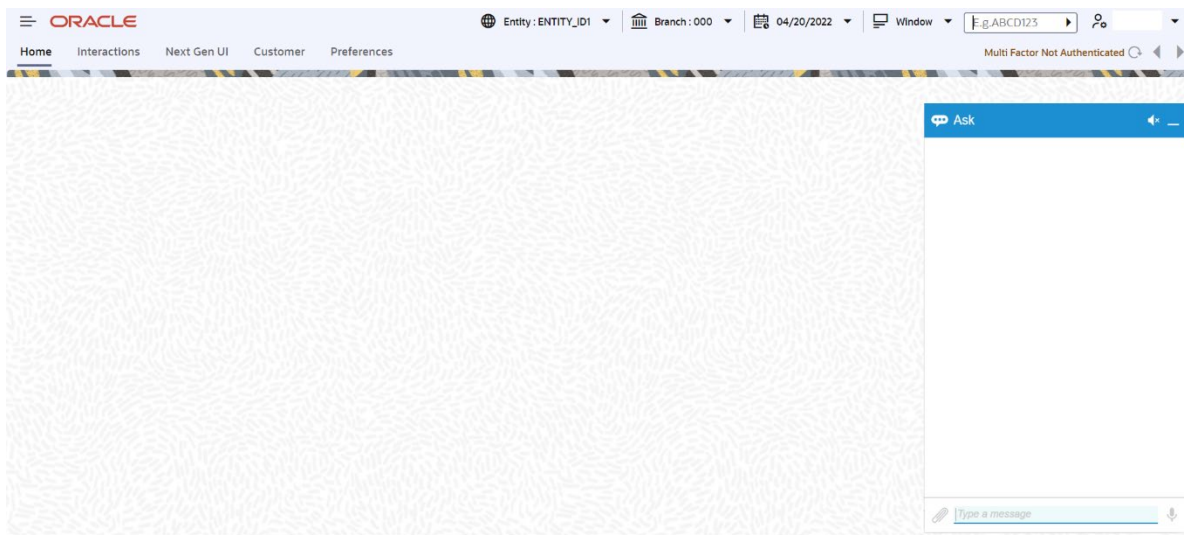
Reset Sessions

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.

The screenshot displays the Oracle Customer Accounts Maintenance web application. The top navigation bar includes the Oracle logo, a menu icon, and links for Home, Interactions, Next Gen UI, Customer, and Preferences. The header area shows the current session details: Entity: ENTITY_ID1, Branch: 000, Date: 04/20/2022, Window, and User: STDCUSAC. A security notice "Multi Factor Not Authenticated" is visible on the right.

The main content area is titled "Customer Accounts Maintenance" and features a "New" button and an "Enter Query" input field. The form is divided into several sections:

- Customer Information:** Includes fields for Customer No, Currency, Account Class (with a "Fetch" button), Special Acc No Generation (checkbox), SD User Reference, and Account Class Description.
- Customer Details:** Includes fields for Customer Name, Account, Branch, Private Customer (checkbox), Multi Currency Account, and Reserved Account.
- Main Section:** Includes Account Description and Account Type (radio buttons for Single and Joint).
- Auxiliary Section:** Includes Account Facilities with checkboxes for Cheque Book and Passbook.
- Nominee Section:** Includes a field for Nominee.
- Options Section:** Includes a checkbox for Replicate Customer Sign and a field for Salary Ac.

At the bottom, there is a row of tabs: Interest, Charges, Consolidated Charges, Bank Identifier Code, Instructions, Standing Instructions, Linked Entities, Reg, Account Status, Restrictions, Curre, Audit, and Exit.

Overlaid on the right side of the form is a chatbot interface titled "Ask". It contains a message from the bot: "Do you want me to invoke the function id?". Below this message are two buttons: "Yes" and "No". The "Yes" button is highlighted in blue. Below the buttons is another message from the bot: "Sure!! Please wait while I open the function for you. Function name: S T D C U S A C." At the bottom of the chatbot interface is a text input field with the placeholder "Type a message" and a microphone icon.



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