

Oracle Digital Assistant Integration Guide

Oracle FLEXCUBE Universal Banking

Release 14.7.4.0.0

Part No. F98075-01

[June][2024]



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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 needs 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 FLEXCUBS 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 Chabot'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  
};
```

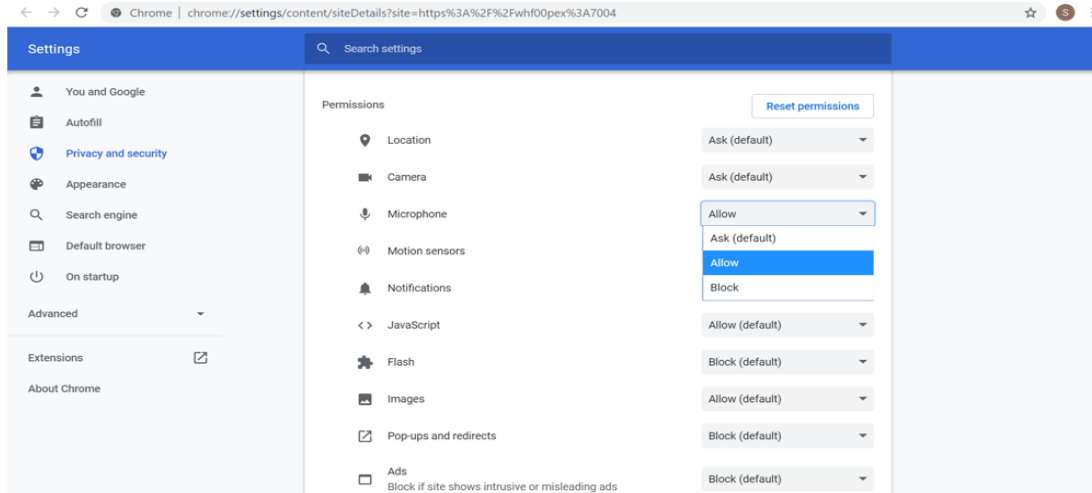
After modification, place settings.js and web-sdk.js files inside FLEXCUBE UBS osdc folder location in the below path.

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

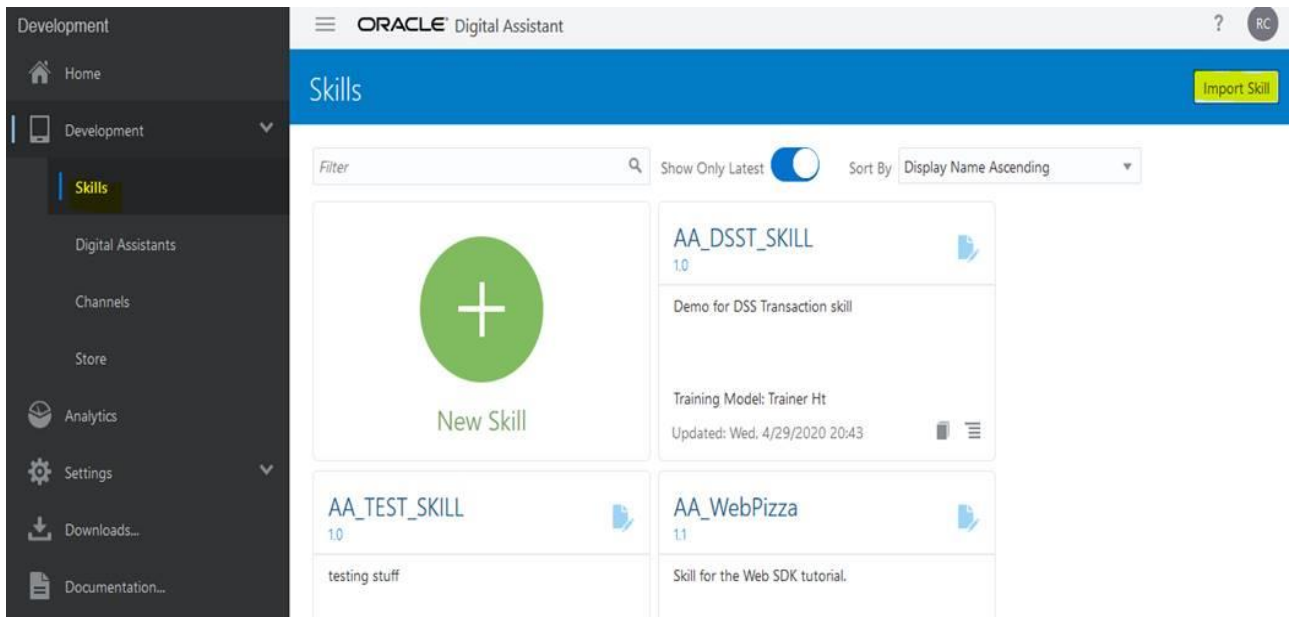
After deployment, when trying to access the FLEXCUBE UBS url, Microphone access shall be given in browser level for the application url.



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

Channels

Users Agent Integrations DA as Agent Applications System

+ Channel

Filter

- CustomerReviewChannel
- cmobile
- cmobile2
- DSM_Kohls
- EA_WebChannel
- FCR_CHANNEL
- FCUBS_BOT**
- GroupTesting

Route To: FCUBS_Bot DRAFT - LO

Channel Enabled: Reset Sessions

* Name: FCUBS_BOT

Description: *Optional short description for this channel*

Channel Type: Oracle Web

* Allowed Domains: *

Secret Key: A2lxPFDNmXR6pyHQDPdVCXj3TivSzWPmR Reset

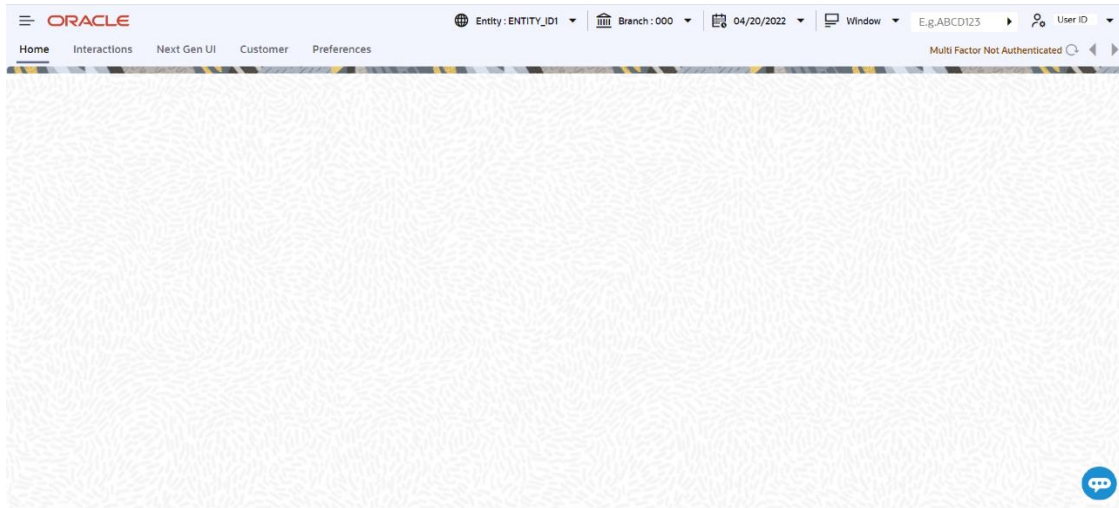
Channel Id: 8e212975-5e7c-442a-a14a-54bad49de5b5

Client Authentication Enabled:

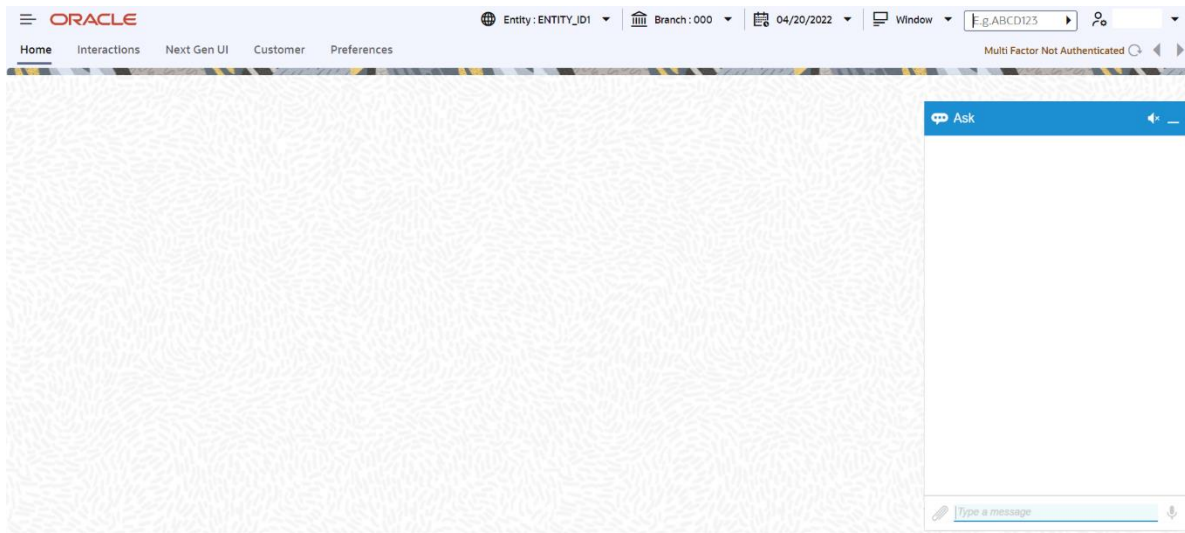
Session Expiration (minutes): 60 Default

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 shows the Oracle Customer Accounts Maintenance web application. The interface includes a top navigation bar with the Oracle logo, user information (Entity: ENTITY_ID1, Branch: 000, Date: 04/20/2022), and a 'Multi Factor Not Authenticated' notification. The main content area is titled 'Customer Accounts Maintenance' and contains several form sections: 'New' and 'Enter Query' buttons, 'Customer No' and 'Currency' search fields, 'Account Class' with a 'Fetch' button, 'Special Acc No Generation' toggle, 'SD User Reference', 'Account Class Description', 'Customer Name', 'Account', 'Branch', 'Private Customer' toggle, 'Multi Currency Account', and 'Reserved Account' fields. Below these are sections for 'Main' (Account Description, Account Type), 'Auxiliary' (Account Facilities with 'Cheque Book' and 'Passbook' toggles), and 'Options' (Replicate Customer Sign, Salary Ac). A bottom navigation bar contains buttons for 'Interest', 'Charges', 'Consolidated Charges', 'Bank Identifier Code', 'Instructions', 'Standing Instructions', 'Linked Entities', 'Reg', 'Account Status', 'Restrictions', 'Curre', 'Audit', and 'Exit'. A chatbot window titled 'Ask' is overlaid on the right side, displaying a conversation: a grey bubble asking 'Do you want me to invoke the function id?', a white bubble with 'Yes', a grey bubble with 'No', a blue bubble with 'Yes', and a grey bubble with the response 'Sure!! Please wait while I open the function for you. Function name: STD C U S A C.' The chatbot has a 'Type a message' input field at the bottom.



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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
<https://www.oracle.com/industries/financial-services/index.html>

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