

Oracle Fusion Cloud Applications

**Digital Customer Service Questions
and Answers**



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Author: DYETTER

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1 Questions and Answers

How do I configure DCS profile options?

This topic describes Digital Customer Service profile options, including configuration instructions.

The following two task lists apply to profile options for Digital Customer Service:

- Manage Digital Customer Service Profile Options
- Manage Digital Customer Service Account Setup Profile Options

Overview of Profile Options

Profile options let you configure and control application data centrally. Administrators and setup users manage profile options in the Setup and Maintenance work area.

Profile options store various kinds of information, including the following:

- User preferences
- Installation information
- Configuration choices
- Processing options

Here we focus on Oracle Fusion Service profile options specific to Digital Customer Service.

Registration Profile Options

The following table lists the profile options for Digital Customer Service Registration Profile Options.

| Profile Option | Default Value | Possible Values | Effect |
|-------------------------------|-----------------|--|--|
| SVC_CSS_SELF_REGISTRATION | New Or Existing | None New Or Existing Existing Only | Specifies which contacts can self-register. If Existing is specified, only existing contacts can self-register. |
| SVC_CSS_SELF_REG_AUTO_APPROVE | False | True False | Enables automatic approval of self-service registration requests that are associated with an account. If SVC_CSS_SELF_REG_AUTO_APPROVE is set to False and SVC_CSS_ACCT_ADMIN_APPROVE is set to True, then the Digital Customer Service Account Administrators can approve user registration requests in the Digital Customer Service Customer user interface. Also, Digital Customer |

| Profile Option | Default Value | Possible Values | Effect |
|----------------------------|------------------|---|---|
| | | | Service Administrators can approve registration requests in the Digital Customer Service Administration user interface. |
| SVC_CSS_ACCT_ADMIN_APPROVE | True | True False | <p>Enables the approval of self-service user registration requests by users with Digital Customer Service Account Administrator roles.</p> <p>If set to True, Digital Customer Service Account Administrators can approve user registration requests in the Digital Customer Service customer user interface and Digital Customer Service Administrators can approve registration requests in the Digital Customer Service Administration user interface.</p> <p>If set to False, only Digital Customer Service Administrators can approve registration requests in the Digital Customer Service Administration user interface.</p> <p>Note: This option applies only when the SVC_CSS_SELF_REG_AUTO_APPROVE option is set to False.</p> |
| SVC_CSS_ACCT_KEY_FIELD | OrganizationName | Any field in the Account object | <p>Specifies a valid field name in the Account object. The field name is case sensitive.</p> <p>Note: You must create an attribute in the account object to be the account key, because the default account key of account name isn't secure.</p> |
| SVC_CSS_REG_CONT_MAP | An empty string | <p>An empty string.</p> <p>Any defined value, with a colon separating fields, and commas separating the pairs.</p> <p>For example, reg_field1:contact_field1, reg_field2:contact_field2</p> | <p>You specify a value for this profile option only if the name of the attribute in the Self Registration object is different from the name in the Contact object. Cases where they may happen are if you have created a custom attribute for an object. Custom attributes are designated with an _c, such as PlaceOfBirth_c. For this use case, you ignore the _c when</p> |

| Profile Option | Default Value | Possible Values | Effect |
|----------------------------------|---------------|--|---|
| | | | <p>determining whether an attribute maps or not.</p> <p>So, let's take the custom attribute in the Self Registration object PlaceOfBirth_c. Since the Contact object has a out of the box attribute called PlaceOfBirthno mapping is required since the two values match. If, however, the name of the custom attribute was BirthPlace_c the value of this profile option would then be BirthPlace_c:PlaceOfBirth.</p> <p>Here's a additional example with multiple mappings:</p> <p>First, you specify case sensitive name and value pairs to map the fields of the Registration View object to the Contact View object in the following way: reg_field1:contact_field1,reg_field2:contact_field2.</p> <p>The reg_field1 is the PlaceOfBirth_c in the Registration View Object which is a custom object created in Application Composer.</p> <p>The contact_field is the PlaceOfBirth field in the Contact View object. This attribute is already present in the Contact object.</p> <p>So the mapping would be:</p> <p>reg_field1:contact_field1 LIKE BirthPlace_c:PlaceOfBirth</p> |
| SVC_CSS_SIGN_IN_ATTR_NAME | EmailAddress | <p>The value of the assigned attribute must be unique.</p> <p>Possible values include:</p> <p>EmailAddress</p> | <p>Specifies the sign-in attribute that users must specify in the Login ID field in the Self-Service Registration object. This field is used to determine whether the user exists in the Lightweight Directory Access Protocol server.</p> |
| SVC_CSS_REG_FLD_CONTACT | EmailAddress | Any field on the Self-Service Registration object. | <p>Specifies the field to use during the user registration process to determine if the registering user is an existing contact. The field names are case sensitive.</p> <p>The SVC_CSS_REG_CONT_MAP profile option is used to locate</p> |

| Profile Option | Default Value | Possible Values | Effect |
|---------------------------------------|--|--|---|
| | | | the name of the attribute on the Contact. |
| SVC_CSS_SEND_WELCOME_EMAIL | True | True False | Enables sending a welcome email when a new user account is created. |
| SVC_CSS_USER_ROLE_COMMON_NAME | ORA_SVC_CUSTOMER_SELF_SERVICE_USER_ABSTRACT | A string representing the name of the role that's set up for Customer Self-Service users. Typically, this is a copy of a Customer Self-Service User with additional privileges added. | Specifies the common name of the role granted to previously created Customer Self-Service Users. |
| SVC_CSS_ACCT_ADMIN_ROLE_COMMON_NAME | ORA_SVC_CUSTOMER_SELF_SERVICE_ACCOUNT_ADMINISTRATOR_ABSTRACT | A string representing the name of the role that's set up for Customer Self-Service Account Administrator. Typically, this is a copy of a Customer Self-Service Account Administrator with additional privileges added. | Specifies the common name of the role granted to the previously created Customer Self-Service Account Administrators. |
| SVC_CSS_USER_CATEGORY | An empty string | A string | Specifies the user category that defines the URL to which the self-service user is redirected after a password reset. The user category is defined in the Security Console. |
| SVC_CSS_IMP_SIGN_IN_ATTR_NAME | PrimaryEmailAddress | Any field on the Contact object. | Specifies a field in the Contact object to be used as the sign-in attribute when importing data into the Self-Service Roles object. The field name is case sensitive. |
| SVC_CSS_USE_FA_AS_IDP | False | True False | Specifies whether the identity provider is Oracle Fusion Applications or Oracle Identity Cloud Service. When set to True, Oracle Fusion Applications is used. |
| ORA_SVC_CSS_SELF_REG_B2C_AUTO_APPROVE | True | True False | Enables automatic approval of self-service registration requests that aren't associated with an account. If set to True, users who register without an account will be auto approved to become self-service users. If set to False, users who register without an account will need to be approved by an |

| Profile Option | Default Value | Possible Values | Effect |
|--------------------------------|-----------------|--------------------|--|
| | | | administrator before they can become self-service users. |
| SVC_CSS_PUDS_CACHE_DURATION | 15 | Integer in minutes | Determine the amount of time, in minutes, that Self-Service Optimization objects are cached. |
| SVC_CSS_ALLOW_CONTACT | True | True False | Enables the self-service registration of B2C Service contacts. |
| SVC_CSS_ALLOW_CONSUMER | True | True False | Enables the self-service registration of consumers. |
| SVC_CSS_CONSUMER_USER_CATEGORY | An empty string | A string | Specify the user category for consumers defining the redirect URL for self-service users after a password reset. |

Account Setup Profile Options

The following table lists the profile options for Digital Customer Service Account Setup Profile Options.

| Profile Option | Default Value | Possible Values | Effect |
|-------------------------|---------------|-----------------|---------------------------------------|
| CSO_CONTENT_RATING_TYPE | None | True and False | Enables content rating for Knowledge. |

Set Digital Customer Service Profile Options

This topic describes how to set profile options for Digital Customer Service. The profile options specific to Digital Customer Service are found in two task areas: Manage Digital Customer Service Profile Options and Manage Digital Customer Service Account Setup Profile Options.

To find and set the Digital Customer Service profile options:

1. Sign in to Oracle Fusion Service as administrator or a setup user.
2. In the **Setup and Maintenance** work area, go to the following:
 - o Offering: Service
 - o Functional Area: Digital Customer Service
 - o Task: Manage Digital Customer Service Profile Options

or

 - o Task: Manage Digital Customer Service Account Setup Profile Options
3. Click the name of the profile option that you want to modify.

4. Set the profile option value as needed.
5. Click **Save and Close**.

How do I configure multiple business units with Digital Customer Service

When you have multiple business units, additional configuration is required once you have created your Digital Customer Service applications. Each business unit must have its own Digital Customer Service application.

Note: Only one business unit is supported per Digital Customer Service application.

Once you have created your Digital Customer Service applications, follow the instructions in the following sections of this topic:

1. Locate the business unit ID in Oracle Fusion Service.
2. Specify the business unit ID in the Digital Customer Service application.
3. Configure the Business Unit ID for the Open Service Requests list.

Locate the Business Unit ID

To locate the business unit ID for your Digital Customer Service application:

1. Sign in to Oracle Fusion Service as an administrator or a setup user.
2. In the **Setup and Maintenance** work area, go to the following:
 - o Offering: Service
 - o Functional Area: Company Profile
 - o Task: Manage Business Unit
3. Locate your business unit in the **Search Results** list and copy the value in the **BusinessUnitId** column.

If you don't see a **BusinessUnitId** column, click the **View** menu to access the **Columns** menu, and then select the columns to display.

Note: You will need to use the value that you copied in "Specifying the Business Unit ID and Product Catalog Usage Code in the Digital Customer Service Application" later in this answer.

Locate the Product Catalog Usage Code

To locate the Product Catalog Usage Code for your Digital Customer Service application:

1. Sign in to Oracle Fusion Service as an administrator or a setup user.
2. In the **Setup and Maintenance** work area, go to the following:
 - o Offering: Service
 - o Functional Area: Business Units
 - o Task: Manage Service Product Group Usage for Business Unit

3. Copy the value in the **Business Unit Profile Value** text box.

You will need to use the value that you copied in "Specifying the Business Unit ID and Product Catalog Usage Code in the Digital Customer Service Application" later in this answer.

Note: If you haven't yet set the scope for tasks, the **Select Scope** dialog box appears.

Specify the Business Unit ID and Product Catalog Usage Code in the Digital Customer Service Application

Once you have located the business unit ID and product catalog usage code in Oracle Fusion Service, you must specify them in your Digital Customer Service application.

To specify the business unit ID and product catalog usage code:

1. Sign in to Oracle Visual Builder.
2. Open your Digital Customer Service application.
3. Click the **Web Apps** tile.
4. In the **Web Apps** tree, click `dcs`.

A `dcs` tab appears.

5. Click the **(x)** (Variables) icon.
6. Set the business unit ID:
 - a. Click **businessUnitId**.
 - b. In the **Default Value** text box, specify the value that you copied in Step 3 of the Locating the Business Unit ID task.
7. (Optional) Set the non-default usage code:
 - a. Click **usageCode**.
 - b. In the **Default Value** text box, specify the value that you copied in Step 5 of the Locating the Product Catalog Usage Code task.
8. Refresh your Digital Customer Service application.

Note: When adding the **Chat** or **Category Selector** to a page, you must ensure that your **businessUnitId** property is bound to `$application.variables.businessUnitId`. Moreover, when adding the **Product Selector** to a page, its **usageCode** property must be bound to `$application.variables.usageCode`.

How do I configure the Self-Service Registration object in Digital Customer Service?

Use this topic to configure the Self-Service Registration object.

Overview of the Self-Service Registration Object

Digital Customer Service self-service registration requests are submitted using the Self-Service Registration object. This object is extensible and can be configured using the Application Composer in Oracle Fusion Service. With the Application Composer, you can add new fields, validation rules and triggers to the object.

The payload of the REST request to the Self-Service registration resource can supply values for the following attributes:

Basic attributes:

| Attribute Name for the SelfRegistration Object | Display Name | Attribute in the Contact Object | Type |
|--|----------------|---------------------------------|------|
| EmailAddress | Email Address | EmailAddress | Text |
| AccountKey | Account Key | AccountKey | Text |
| FirstName | First Name | FirstName | Text |
| MiddleName | Middle Name | MiddleName | Text |
| LastName | Last Name | LastName | Text |
| PlaceOfBirth | Place Of Birth | PlaceOfBirth | Text |

Address attributes:

| Attribute Name for the SelfRegistration Object | Display Name | Attribute in the Contact Object | Type |
|--|------------------------|---------------------------------|------|
| PrimaryAddressLine1 | Primary Address Line 1 | Address1 | Text |
| PrimaryAddressLine2 | Primary Address Line 2 | Address2 | Text |
| PrimaryCountry | Primary Country | Country | LOV |
| PrimaryCity | Primary City | City | LOV |
| PrimaryState | Primary State | State | LOV |
| PrimaryProvince | Primary Province | Province | Text |
| PrimaryPostalCode | Primary Postal Code | PostalCode | LOV |
| PrimaryAddressType | Primary Address Type | AddressType | Text |

| Attribute Name for the SelfRegistration Object | Display Name | Attribute in the Contact Object | Type |
|--|--------------------------|---------------------------------|------|
| SecondaryAddressLine1 | Secondary Address Line 1 | Address1 | Text |
| SecondaryAddressLine2 | Secondary Address Line 2 | Address2 | Text |
| SecondaryCountry | Secondary Country | Country | LOV |
| SecondaryCity | Secondary City | City | LOV |
| SecondaryState | Secondary State | State | LOV |
| SecondaryProvince | Secondary Province | Province | Text |
| SecondaryPostalCode | Secondary Postal Code | PostalCode | LOV |
| SecondaryAddressType | Secondary Address Type | AddressType | Text |

Contact Point attributes:

| Attribute Name for the SelfRegistration Object | Display Name | Attribute in the Contact Object | Type |
|--|-------------------------|---------------------------------|------|
| RawWorkPhoneNumber | Raw Work Phone Number | RawPhoneNumber | Text |
| RawMobileNumber | Raw Mobile Number | RawPhoneNumber | Text |
| RawHomePhoneNumber | Raw Home Phone Number | RawPhoneNumber | Text |
| WorkPhoneCountryCode | Work Phone Country Code | PhoneCountryCode | Text |
| MobileCountryCode | Mobile Country Code | PhoneCountryCode | Text |
| HomePhoneCountryCode | Home Phone Country Code | PhoneCountryCode | Text |
| WorkPhoneAreaCode | Work Phone Area Code | PhoneAreaCode | Text |
| MobileAreaCode | Mobile Area Code | PhoneAreaCode | Text |
| HomePhoneAreaCode | Home Phone Area Code | PhoneAreaCode | Text |
| WorkPhoneExtension | Work Phone Extension | PhoneExtension | Text |

| Attribute Name for the SelfRegistration Object | Display Name | Attribute in the Contact Object | Type |
|--|----------------------|---------------------------------|------|
| MobileExtension | Mobile Extension | PhoneExtension | Text |
| HomePhoneExtension | Home Phone Extension | PhoneExtension | Text |
| WorkPhoneNumber | Work Phone Number | PhoneNumber | Text |
| MobileNumber | Mobile Number | PhoneNumber | Text |
| HomePhoneNumber | Home Phone Number | PhoneNumber | Text |

During the approval process, a contact record is created, and the attributes of the Self-Service Registration object can be transferred to the Contact object. The value assigned to the `svc_css_reg_cont_map` profile option determines which attributes in the Self-Service Registration object are transferred to which attributes in the Contact object. The default is an empty string. You specify a value for this profile option only if the name of the attribute in the Self Registration object is different from the name in the Contact object. Cases where they may happen are if you have created a custom attribute for an object. Custom attributes are designated with an `_c`, such as `PlaceOfBirth_c`. For this use case, you ignore the `_c` when determining whether an attribute maps or not. So, let's take the custom attribute in the Self Registration object `PlaceOfBirth_c`. Since the Contact object has a out of the box attribute called `PlaceOfBirth` no mapping is required since the two values match. If, however, the name of the custom attribute was `BirthPlace_c` the value of this profile option would then be `BirthPlace_c:PlaceOfBirth`.

Usage Example

For business reasons, if additional information needs to be gathered about the user submitting a registration request, custom fields can be added to the Self-Service Registration Object. If an additional field is a required, then a value must be provided in the REST request sent to the Self-Service Registration object.

If a new required custom attribute is added to the Contact object, a new custom attribute must also be added to the Self-Service Registration object and then specified in the `svc_css_reg_cont_map` profile option. This will transfer the value of the new attribute of the Self-Service Registration object to the new attribute of the Contact object.

For example, let's say there's a custom attribute in the Self Registration object called `PlaceOfBirth_c`. This attribute can be added to the Self-Service Registration object and mapped to the **Place of Birth** attribute that already exists on the Contact object. If the name of the attribute is `BirthPlace_c` then the value of `svc_css_reg_cont_map` profile option should be `BirthPlace_c:PlaceofBirth`. You can map multiple attributes using colon separating fields, and commas separating the pairs. For more information, see the entry in the Registration Profile Options table in [How do I configure DCS profile options?](#).

Note: The **API Name** of the new attribute is different from the **Name**.

Here are the tasks that you need to complete to address this use case:

1. Create the Field
2. Test the REST Request
3. Modify the Profile Option

Create the Field

First, you need to create the field.

To create the field:

1. Sign in to Oracle Fusion Service as an administrator or a setup user.
2. Create a sandbox for adding the Place of Birth field:
 - a. Click **Navigator > Configuration > Sandboxes**.
 - b. Click **Create Sandbox**.
The **Create Sandbox** page appears.
 - c. Enter a name in the **Name** field.
 - d. From the All Tools list, select **Application Composer**.
 - e. Click **Create**.
 - f. In the **Available Sandboxes** list, click the name of the sandbox name that you specified in step c.
 - g. Click **Enter Sandbox**.

3. Navigate to **Application Composer**.

4. Expand **Objects**, then **Standard Objects**, then **Self-Service Registration**, and then click **Fields**.

The **Fields** page appears.

5. Click **Create a custom field**.

6. Click the **Text** option, then click **OK**.

7. Specify the following for the Date field options:

- o In the **Display Label** field, enter the following string:

`Birth Place`

- o The **Name** field will be pre-populated based on the name that you entered for the **Display Label**, without any spaces.
- o The **API Name** field will be pre-populated based on the name that you entered for the **Display Label**, without any spaces, and typically with the following suffix: `_c`

Tip: Note the value assigned to the **Birth Place** field, because it will be assigned to the `svc_css_reg_cont_map` profile option in the Modify the Profile Option task, later in this topic.

- o Deselect the **Required** option in the **Constraints** section.
- o Select the **Updatable** option in the **Constraints** section.
- o Deselect the **Searchable** option in the **Constraints** section.
- o Select the **Include in Service Payload** option in the **Constraints** section.

8. Click **Save and Close**.

Test the REST Request

Use the following sample curl command to test the REST request. You must set the profile option before you complete your testing. Also, given a meaningful value for the Birth Place (`Birthplace_c`) field such as "2001-01-01".

Note: This is only an example. Your curl command must include details relevant to your deployment.

```
curl -X POST \  
https://myhost.us.example.com/crmRestApi/resources/11.13.18.05/selfRegistrations \  
-H 'Accept: application/json' \  
-u "<user_name>:<password>" \  
-H 'Content-Type: application/vnd.oracle.adf.resourceitem+json' \  
-d '{  
"AccountKey": "HDFC Bank",  
"PersonFirstName": "Lilly",  
"PersonLastName": "Inigo",  
"EmailAddress": "lilly.inigo@example.com" ,  
"BirthPlace_c": "New York"
```

Modify the Profile Option

To modify the `svc_css_reg_cont_map` profile option so that it includes the Place of Birth field:

1. Sign in to Oracle Fusion Service as administrator or a setup user.
2. In the **Setup and Maintenance** work area, go to the following:
 - o Offering: Service
 - o Functional Area: Digital Customer Service
 - o Task: Manage Digital Customer Service Profile Options
3. Click the `svc_css_reg_cont_map` profile option.
4. Add the following profile option value to the list of values:
`BirthPlace_c:PlaceOfBirth`
5. Click **Save and Close**.

Usage Example with Multiple Mappings

Now, let's briefly consider a scenario with multiple mappings.

First, you specify the case sensitive name and value pairs to map the fields of the Registration View object to the Contact View object. Here's how you do it: in the following way:

- `reg_field1:contact_field1,reg_field2:contact_field2`

Where, the `reg_field1` is the `PlaceOfBirth_c` in the Registration View Object which is itself a custom object created in Application Composer.

The `contact_field` is the `PlaceOfBirth` field in the Contact View object. This attribute is already present in the Contact object.

So the mapping would be: `reg_field1:contact_field1 LIKE BirthPlace_c:PlaceOfBirth`

How do I activate Digital Customer Service as an existing user?

To perform this step you must have the Service Administrator role. The Service Administrator receives the "Action Required" welcome email from Oracle. As the designated activator of the Oracle Digital Customer Service service, the activator is only required to kick off the provisioning process.

1. Open the email prefaced "Action Required" that you received from Oracle Cloud.
2. Review the information about your service in the email, and then click the provided link to activate your service..
3. Enter your cloud account name, and click **Next**.
4. Click **Continue** on the Cloud Tenant page.
5. On the log in page, enter your cloud account credentials, and click **Sign In**.
The My Services page appears.
6. Click the **Manage Account** tile.
7. On the Account page, click the **Activate** tab.
8. Choose the service you want to activate, and click the **Cloud Services Account Setup** button.
9. Click the **Cloud Account Name** drop down list and select the cloud account you want to activate the service into and then click the **Assign Account** button.
You receive a Review Summary message when the order is successfully activated.
10. Click **Close** to complete the activation phase.
The account is now ready to use.

Set profile options for Self-Service Optimization

You must set the required profile options for Self-Service Optimization. There are also optional profile options for other functionality.

Set Required Digital Customer Service Profile Options

The profile options specific to Digital Customer Service are found in two task areas: Manage Digital Customer Service Profile Options and Manage Digital Customer Service Account Setup Profile Options.

1. Sign in to Oracle Fusion Service as administrator or a setup user.
2. In the **Setup and Maintenance** work area, go to the following:
 - o Offering: Service
 - o Functional Area: Digital Customer Service
 - o Task: Manage Digital Customer Service Profile Options
 - or
 - o Task: Manage Digital Customer Service Account Setup Profile Options
3. Click the name of the profile option that you want to modify.
4. Set the profile option value as needed.
5. Click **Save and Close**.

| Required Profile Options and Descriptions | Default Value | Comments |
|---|---------------|---|
| FND_IDP_PROXY_USER_WHITELIST Used to identify the list of allowed proxy users. | None | Enter a comma-separated list of proxy user names. |

| Required Profile Options and Descriptions | Default Value | Comments |
|--|---------------|---|
| | | Note: There must be no spaces between the commas and the names. |
| ORA_CORS_ORIGINS List of trusted domains that can make requests. | None | *, or specific comma-separated fully qualified domain names. |
| CORS_ACCESS_CONTROL_ALLOW_HEADERS Specifies comma-separated list of headers that are allowed as part of a CORS request. | | Add these values, in the comma separated list, if they're not present: Puds-Access-Token, kmauthtoken, content-language, X-Oracle-ABCS-SessionId, X-Oracle-ABCS-UserId |
| SVC_CSS_PUDS_CACHE_DURATION Determines the amount of time, in minutes, that Proxy User Data Service objects are cached. | 15 minutes | Any changes to this parameter will force a refresh of the proxy users configuration data cache. |
| SVC_CSS_USE_FA_AS_IDP Identifies if self-service users are created in Fusion Service or in IDCS. | False. | Make sure this value is set to False for self-service optimization mode. |

Set Optional Profile Options

Profile options enable you to configure and control application data centrally. They store user preferences, installation information, configuration choices, and processing options. Administrators and setup users manage profile options in the Setup and Maintenance work area.

Registration Profile Options

| Profile Option | Default Value | Possible Values | Effect |
|-------------------------------|-----------------|--|---|
| SVC_CSS_SELF_REGISTRATION | New Or Existing | None New Or Existing Existing Only | Specifies which contacts can self-register. If Existing is specified, only existing contacts can self-register. |
| SVC_CSS_SELF_REG_AUTO_APPROVE | False | True False | Enables automatic approval of self-service registration requests that are associated with an account. If SVC_CSS_SELF_REG_AUTO_APPROVE is set to False and SVC_CSS_ACCT_ADMIN_APPROVE is set to True, then the Digital Customer Service Account Administrators can approve user registration requests in the Digital |

| Profile Option | Default Value | Possible Values | Effect |
|----------------------------|------------------|---|---|
| | | | Customer Service Customer user interface. Also, Digital Customer Service Administrators can approve registration requests in the Digital Customer Service Administration user interface. |
| SVC_CSS_ACCT_ADMIN_APPROVE | True | True False | <p>Enables the approval of self-service user registration requests by users with Digital Customer Service Account Administrator roles.</p> <p>If set to True, Digital Customer Service Account Administrators can approve user registration requests in the Digital Customer Service customer user interface and Digital Customer Service Administrators can approve registration requests in the Digital Customer Service Administration user interface.</p> <p>If set to False, only Digital Customer Service Administrators can approve registration requests in the Digital Customer Service Administration user interface.</p> <p>Note: This option applies only when the SVC_CSS_SELF_REG_AUTO_APPROVE option is set to False.</p> |
| SVC_CSS_ACCT_KEY_FIELD | OrganizationName | Any field in the Account object | <p>Specifies a valid field name in the Account object. The field name is case sensitive.</p> <p>Note: You must create an attribute in the account object to be the account key, because the default account key of account name isn't secure.</p> |
| SVC_CSS_REG_CONT_MAP | An empty string | <p>An empty string.</p> <p>Any defined value, with a colon separating fields, and commas separating the pairs.</p> <p>For example, reg_field1:contact_field1, reg_field2:contact_field2</p> | <p>You specify a value for this profile option only if the name of the attribute in the Self Registration object is different from the name in the Contact object. Cases where they may happen are if you have created a custom attribute for an object. Custom attributes are designated with an _c, such as PlaceOfBirth_c. For this use</p> |

| Profile Option | Default Value | Possible Values | Effect |
|--|---------------|--|--|
| | | | <p>case, you ignore the <code>_c</code> when determining whether an attribute maps or not.</p> <p>So, let's take the custom attribute in the Self Registration object <code>PlaceOfBirth_c</code>. Since the Contact object has a out of the box attribute called <code>PlaceOfBirthno</code> mapping is required since the two values match. If, however, the name of the custom attribute was <code>BirthPlace_c</code> the value of this profile option would then be <code>BirthPlace_c:PlaceOfBirth</code>.</p> <p>Here's a additional example with multiple mappings:</p> <p>First, you specify case sensitive name and value pairs to map the fields of the Registration View object to the Contact View object in the following way: <code>reg_field1:contact_field1,reg_field2:contact_field2</code>.</p> <p>The <code>reg_field1</code> is the <code>PlaceOfBirth_c</code> in the Registration View Object which is a custom object created in Application Composer.</p> <p>The <code>contact_field</code> is the <code>PlaceOfBirth</code> field in the Contact View object. This attribute is already present in the Contact object.</p> <p>So the mapping would be:</p> <pre>reg_field1:contact_field1 LIKE BirthPlace_c:PlaceOfBirth</pre> |
| <code>SVC_CSS_SIGN_IN_ATTR_NAME</code> | EmailAddress | <p>The value of the assigned attribute must be unique.</p> <p>Possible values include:</p> <p>EmailAddress</p> | <p>Specifies the sign-in attribute that users must specify in the Login ID field in the Self-Service Registration object. This field is used to determine whether the user exists in the Lightweight Directory Access Protocol server.</p> |
| <code>SVC_CSS_REG_FLD_CONTACT</code> | EmailAddress | Any field on the Self-Service Registration object. | <p>Specifies the field to use during the user registration process to determine if the registering user is an existing contact. The field names are case sensitive.</p> <p>The <code>SVC_CSS_REG_CONT_MAP</code> profile option is used to locate</p> |

| Profile Option | Default Value | Possible Values | Effect |
|---------------------------------------|--|--|---|
| | | | the name of the attribute on the Contact. |
| SVC_CSS_SEND_WELCOME_EMAIL | True | True False | Enables sending a welcome email when a new user account is created. |
| SVC_CSS_USER_ROLE_COMMON_NAME | ORA_SVC_CUSTOMER_SELF_SERVICE_USER_ABSTRACT | A string representing the name of the role that's set up for Customer Self-Service users. Typically, this is a copy of a Customer Self-Service User with additional privileges added. | Specifies the common name of the role granted to previously created Customer Self-Service Users. |
| SVC_CSS_ACCT_ADMIN_ROLE_COMMON_NAME | ORA_SVC_CUSTOMER_SELF_SERVICE_ACCOUNT_ADMINISTRATOR_ABSTRACT | A string representing the name of the role that's set up for Customer Self-Service Account Administrator. Typically, this is a copy of a Customer Self-Service Account Administrator with additional privileges added. | Specifies the common name of the role granted to the previously created Customer Self-Service Account Administrators. |
| SVC_CSS_USER_CATEGORY | An empty string | A string | Specifies the user category that defines the URL to which the self-service user is redirected after a password reset. The user category is defined in the Security Console. |
| SVC_CSS_IMP_SIGN_IN_ATTR_NAME | PrimaryEmailAddress | Any field on the Contact object. | Specifies a field in the Contact object to be used as the sign-in attribute when importing data into the Self-Service Roles object. The field name is case sensitive. |
| SVC_CSS_USE_FA_AS_IDP | False | True False | Specifies whether the identity provider is Oracle Fusion Applications or Oracle Identity Cloud Service. When set to True, Oracle Fusion Applications is used. |
| ORA_SVC_CSS_SELF_REG_B2C_AUTO_APPROVE | True | True False | Enables automatic approval of self-service registration requests that aren't associated with an account. If set to True, users who register without an account will be auto approved to become self-service users. If set to False, users who register without an account will need to be approved by an |

| Profile Option | Default Value | Possible Values | Effect |
|--------------------------------|-----------------|--------------------|--|
| | | | administrator before they can become self-service users. |
| SVC_CSS_PUDS_CACHE_DURATION | 15 | Integer in minutes | Determine the amount of time, in minutes, that Self-Service Optimization objects are cached. |
| SVC_CSS_ALLOW_CONTACT | True | True False | Enables the self-service registration of B2C Service contacts. |
| SVC_CSS_ALLOW_CONSUMER | True | True False | Enables the self-service registration of consumers. |
| SVC_CSS_CONSUMER_USER_CATEGORY | An empty string | A string | Specify the user category for consumers defining the redirect URL for self-service users after a password reset. |

Knowledge Setup Profile Options

| Profile Option | Default Value | Possible Values | Effect |
|-------------------------|---------------|-----------------|---------------------------------------|
| CSO_CONTENT_RATING_TYPE | None | True and False | Enables content rating for Knowledge. |

How do I set up Digital Customer Service self-service registration?

There are two types of Self-Service registration requests, Fusion and B2C.

- You allow Fusion requests by setting the value of the SVC_CSS_ALLOW_CONTACT profile option to TRUE.
- You allow B2C requests by setting the SVC_CSS_ALLOW_CONSUMER profile option to TRUE.

The following users can submit self-service registration requests::

- Anonymous Users
- User with Customer Self-Service Administration duty role
- User authenticated by IDCS through the Proxy User Data Service

Here's how the self-service registration request works:

First, the registration request is validated. If no errors are found, the status of the request is set to ORA_CSS_PENDING. If the value of profile option (either SVC_CSS_ALLOW_CONTACT for Fusion, or SVC_CSS_ALLOW_CONSUMER for B2C) is set to TRUE then the process continues.

If the profile option is set to FALSE, then the request must be manually initiated by a user with either the Customer Self-Service Account Administrator job role or Customer Self-Service Account Administration duty role. The name of the profile option is SVC_CSS_SELF_REG_AUTO_APPROVE for Fusion requests and ORA_SVC_CSS_SELF_REG_B2C_AUTO_APPROVE for B2C requests.

Here's the expected result:

- The user account in IDCS with the Customer Self-Service User job role (or job role given by profile option SVC_CSS_USER_ROLE_COMMON_NAME) will be present.
- The contact in Fusion Service, stamped with the GUID of the user account in IDCS.
- The contact is given the Self-Service User role.
- If the request was of the Fusion type:
 - A relationship between the business account and the contact is indicated.
 - If the user is the first user of a business account the user is given the Customer Self-Service Account Administrator job role (or a job role given by the SVC_CSS_ACCT_ADMIN_ROLE_COMMON_NAME profile option).

The primary attributes that influence the Self-Service registration are:

- Request Type Code (RequestTypeCd). If this attribute is absent in the request payload or if the value of this attribute is ORA_CSS_REQ_TYPE_CONTACT then its a Fusion request. If the value of this attribute is ORA_CSS_REQ_TYPE_CONSUMER then it's a B2C request.
- Account Key (AccountKey). For Fusion requests, this attribute is expected to identify a unique business account. The profile option SVC_CSS_ACCT_KEY_FIELD determines the attribute of the Account object whose value must be the specified account key value. The default value of this profile option is OrganizationName but it can be set to any attribute of the account object whose value is unique to a single account.
- Email Address (EmailAddress). This attribute is the default value of the SVC_CSS_REG_FLD_CONTACT profile option and is used to locate an existing contact. You can set this profile option to any attribute on the Self-Service Registration object. The corresponding attribute on the Contact object is located either using auto mapping logic or using the value of the SVC_CSS_REG_CONT_MAP profile option. The email address of the located contact and the email address of the registration request must be the same.
- Login ID (LoginId). If a value for this attribute isn't specified, the value will be set to the value of the attribute identified by the SVC_CSS_SIGN_IN_ATTR_NAME profile option whose default value is EmailAddress. Login ID is used to locate a user account in the Identity database.

The following table shows the actions taken based on the result of searching for existing contact and user account:

| Search Result | Action |
|--|--|
| Contact doesn't exist but the user account exists. | A contact record is created and the GUID of the user account is stamped on the contact if the user submitting the registration request is authenticated by IDCS or the user submitting the registration request has been given the Associate User With Contact privilege. The Associate User With Contact privilege is given by default only to users with the Customer Self-Service Administration duty role. |
| Contact exists and the user exists and contact record isn't stamped with the GUID of the user account. | The GUID of the user is stamped on the contact provided the user submitting the registration request is authenticated by IDCS and the email address of the user account is same as that of the registration |

| Search Result | Action |
|---|--|
| | request or the user submitting the registration request has been given the Associate User With Contact privilege. |
| Contact exists and the user exists and contact record is stamped with the GUID of the user account. | If this is a Fusion request, the user already has a self-service user role for one account and is granted the self-service role for another account. |
| Contact exists but user account isn't found. | A user account is created and the contact is stamped with the GUID of the user account. |
| Neither a contact nor a user account is found | The records are created and the contact record is stamped with GUID of the user account. |

After the contact record is created, the attributes of the Self-Service Registration object are copied over to the Contact object. If the name of an attribute of the SelfRegistration object (ignoring _c) is same as that of the Contact object then the value of that attribute is copied over. If the names aren't the same then the SVC_CSS_REG_CONT_MAP profile option can be used to map an attribute of the SelfRegistration object to an attribute of the Contact object.

How do I activate Digital Customer Service as a new customer?

To perform this step you must have the Service Administrator role. The Service Administrator receives the "Action Required" welcome email from Oracle. As the designated activator of the Oracle Digital Customer Service service, the activator is only required to activate Digital Customer Service.

After that, the activator can select a different service administrator to manage the day-to-day administration of the service during the activation process if necessary.

1. Open the email prefaced "Action Required" that you received from Oracle Cloud.
2. Review the information about your service in the email, and then click the provided link to activate your service.
3. In the Activate My Service form, do the following:
 - a. Enter a cloud account name.

This name is used to identify your cloud account. We recommend that you use the same Oracle Cloud account that Fusion Service resides in.
 - b. Enter Administrator details, and if you're not going to be the Service Administrator going forward, assign the new Service Administrator at this time.
4. Click **Create Account** to proceed to submit your request.
5. Click **Close**.

The account is now active and ready to use.