Oracle Fusion Service

How do I enable WhatsApp and SMS in Fusion Service?

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Contents

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Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Get Help

Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons ⑦ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

Get Support

You can get support at *My Oracle Support*. For accessible support, visit *Oracle Accessibility Learning and Support*.

Get Training

Increase your knowledge of Oracle Cloud by taking courses at *Oracle University*.

Join Our Community

Use *Cloud Customer Connect* to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest *ideas* for product enhancements, and watch events.

Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the *Oracle Accessibility Program*. Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to *oracle_fusion_applications_help_ww_grp@oracle.com*.

Thanks for helping us improve our user assistance!

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Get Help

ORACLE

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 1
Overview of Messaging

1 Overview of Messaging

Introduction to enabling WhatsApp and SMS in Fusion Service

WhatsApp and SMS capabilities into their support workflows and enhance communication experience.

Fusion Service supports both WhatsApp and SMS enabled through Oracle's partner Infobip. Messaging channels like WhatsApp and SMS provide your customers with the convenience of using channels they're familiar with, enabling you to have a continuous conversation history, which can be untethered from the desktop.

Benefits

- **Send WhatsApp to clients over Fusion Service**. Send and receive free-form messages, including media files, directly from Fusion Service.
- **Send SMS to clients over Fusion Service**. Seamlessly send and receive SMS messages within the platform.
- **Unified Communication Interface for Agents**. Integrated messaging in Fusion Service Center minimizes the need for external tools and training.
- **Real-time communication**. Enable immediate responses to customer inquiries, enhancing service efficiency.
- **Two-way communication**. Customers can receive incoming messages and their clients can raise requests and send feedback.
- **Real-time reporting and analytics**. View metrics and KPIs from Supervisor Dashboard. Supervisors can also monitor and help agents

All you need is an active Infobip account with access to the Portal with available SMS and, or WhatsApp. *Activate your Infobap account*.

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 1
Overview of Messaging

ORACLE

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 2
Steps to Enable

2 Steps to Enable

Sign in to the Supervisor Dashboard

To set up messaging channels for Fusion Service, you'll need access to the Supervisor Dashboard as a user with the administrator's role.

If you don't already have access, see *Enable Supervisor Dashboard*. After setting up access to the dashboard, continue with the set up steps.

Enable Supervisor Dashboard

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Enable Omnichannel routing and chat

WhatsApp and SMS for Fusion Service requires both Omnichannel Routing and Chat to be enabled for your Fusion environment. If you've not done so already, See *How do I enable features and profile options for chat?* to enable Omnichannel Routing and Chat.

Set up your Infobip account

If you don't already have an Infobip account, start here by signing up for a free trial:

https://www.infobip.com/signup

After you set up with your account, access the dashboard and navigate to channels. Depending on how you want to interact with your customers, you'll need to setup SMS, WhatsApp or both as channels.

Set up SMS

1. On the Infobip dashboard, select **SMS**.
2. Set up one or more numbers to enable two-way conversations.

   Follow the Infobip instructions to do so.

Set up WhatsApp

1. On the Infobip dashboard, select **WhatsApp**.
2. Follow the **Send Request** link on the page to get started with WhatsApp.

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Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 2
Steps to Enable

Connect and authenticate Infobip with Fusion Service

Add a new confidential application in IDCS

When Infobip receives messages from your customers, it forwards those messages to the provided API. To do this, it must authenticate itself with IDCS. To enable authentication with IDCS, you need to set up a new confidential application.

See *Add a Confidential Application* to add the confidential application in IDCS.

1. Set the following parameters and leave the others as their default value.

   Application details parameters

Parameter	Value
Name	Engage Messaging
Description	Application for authenticating API requests from Infobip.

2. Skip configuring authorization, and configure the application as a resource server.

   Set the following parameters and leave the others as their default value:

   Resource server configuration parameters

Parameter	Value
Access Token Expiration	3600 seconds
Primary Audience	api
Add (allowed scopes)	Add **/** as a scope.

3. Finish configuring the application and make a note of the client ID and client secret for the new application as you'll need to provide these to Infobip later.
4. Activate the new application.

Review *this video* for help configuring confidential applications in IDCS.

Configure authentication with Fusion Service for your SMS and WhatsApp channels

Now you set up your confidential application. For this, you'll need to configure authentication for your SMS and WhatsApp numbers.

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To do this, contact Infobip for help in setting up oAuth2-based authentication for each of the numbers you intend to use with Fusion Service. Provide the following infromation:

oAuth2 details

Field	Description
Access Token URL	The URL will be as follows: `https://<IDCSInstanceID>.identity.oraclecloud.com/oauth2/v1/token` Replace `<IDCSInstanceID>` with the ID for your unique IDCS instance.
Scope	Set to **api/**
Grant Type	Set to **client_credentials**.
Client ID and Secret	Provide the credentials you noted earlier when creating the confidential application. > **Note:** Client credentials are sensitive. Ensure you secure channel to send these to Infobip.
Engage Messaging REST API URL	This is the URL Infobip will use to send messages to the Engage REST API. The URL will be of the following form: `https://api-<EngageTenantGUID>.engage.oci.oraclecloud.com/v1/api/messaging/channels/chat/infobip` Replace `<EngageTenantGUID>` with the GUID of your Engage tenant. You can get this value from the Supervisor Dashboard URL. Replace the GUID value after the `console` part of the URL, up to but not including `.engage`.

Add your new channels in the Supervisor Dashboard

Return to the Supervisor Dashboard and click the Configure button, then click Messaging (Channel Configuration).

For each of the SMS or WhatsApp numbers you want to use with Fusion Service, you'll now add a new messaging channel using the information in the following table:

New Channel Enablement

Enable Channel Configuration	Description
Name	Provide a name, such as WhatsApp Customer Service.

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Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 2
Steps to Enable

Enable Channel Configuration	Description
Description	This is an optional field.
Type of Channel	Set to the channel associated with the number, such as SMS or WhatsApp.
Phone Number	Set to the number you're configuring as it appears in the Infobip dashboard.
Webhook URL	The URL that Engage will use to send messages to Infobip. Set the URL as follows: `<API base URL>/messages-api/1/messages` Replace `<API base URL>` with your unique Infobip-based URL. You can find this URL on the landing page of your Infobip dashboard.
oAuth2 URL	The URL Engage will use to authenticate messages sent to the Infobip API. Set the URL as follows: `<API base URL>/auth/1/oauth2/token` Replace `<API base URL>` with your unique Infobip-based URL You can find this URL on the landing page of your Infobip dashboard.
oAuth2 Client ID	The user name of the account you created when signing up with Infobip.
oAuth2 Client Secret	The password of the account you created when signing up with Infobip

Set up routing and assignment rules in Fusion Service

Now that you've completed the channel configuration, you need to configure routing in Fusion Service to ensure new messaging conversations are assigned to available customer service agents. By default, WhatsApp and SMS channels will use the same routing rules as chat.

If you already assign chat work assignments to your agents, you won't need to do anything more, your new channels will be automatically routed to the same queues and agents as chat. If you don't already use chat, see: *How do I automatically route chat work assignments to agents?*

Try it out

Your new channels are configured and you have set up your assignment rules to route new conversations to your agents.

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 2
Steps to Enable

Now its time to test it.

Sign in to Fusion Service as one of the agents you assigned as a resource for your new messaging queue, open Service Center, then make yourself available for chat.

Using either SMS or WhatsApp, send a message to one of the numbers you set up. You should now receive a new incoming message notification in Service Center. Accept the message to begin your first conversation using WhatsApp or SMS!

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Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 2
Steps to Enable

ORACLE

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 3
FAQ

3 FAQ

FAQs about Messaging Channels for Fusion Service

Which channels do you support?

Both WhatsApp and SMS through Oracle's partner Infobip.

Do I need a new SKU to enable messaging channels?

You won't need a new SKU to support messaging channels for your Fusion Service subscription, as long as you already have one of the following:

- Oracle Fusion Service Enterprise Cloud Service - Pooled Named User

- Oracle Fusion Human Resource Help Desk Cloud Service - Hosted Employee

- Oracle Customer Experience for Utilities - Fusion Agent Service Cloud Service

How do I get an account with Infobip?

See the following site to sign up for a free trial account: *https://www.infobip.com/signup*.

See the following page for more information about Infobip pricing: *https://www.infobip.com/products-pricing*

To find out more about what Infobip offers, connect with an Infobip expert: *https://www.infobip.com/contact*

How do I route WhatsApp and SMS conversations to my agents?

By default, WhatsApp and SMS channels use the same routing rules as chat. If you already assign chat work assignments to your agents, you won't need to do anything else. Your new channels will be automatically routed to the same queues and agents as chat. If you don't already use chat, see *Set up routing and assignment rules in Fusion Service*.

Can I route WhatsApp and SMS conversations to a digital assistant?

Yes. Because WhatsApp and SMS are handled in the same way as chat, you can route your conversations to a digital assistant and have them escalated to a live agent in exactly the same way. If you already assign chat work assignments to a digital assistant, you won't need to do anything. Your new channels will be automatically routed to your digital assistant using your existing rules for both assignment to the assistant and escalation to live agents.

If you don't already use chat, or you don't use a digital assistant with chat, see *Use Oracle Digital Assistant as an Agent*.

Oracle Fusion Service
How do I enable WhatsApp and SMS in Fusion Service?

Chapter 3
FAQ

How do I route WhatsApp, SMS and Chat conversations to different digital assistants or agents?

While messaging channels are routed in the same way as chat by default, you can set up your routing rules to assign your messaging channels to different queues.

How do agents handle WhatsApp and SMS conversations?

If your agents are already using Service Center to handle chat, you don't need to do anything else. As soon as your agents make themselves available for chat, your service assignment rules will take care of the rest. If your agents aren't already using Service Center,have a look at *How do I enable Service Center?*

How can I view metrics on usage of WhatsApp and SMS channels?

The Supervisor Dashboard gives supervisors and administrators up-to-the-minute viewS across channels, including WhatsApp, SMS and chat.

To get started with the supervisor dashboard, see *Enable Supervisor Dashboard*.

See *Data and Metrics for Engagement Dashboard* for a detailed list of metrics you can track.

How can I monitor and provide coaching to my agents for WhatsApp or SMS channels?

Supervisors can also monitor and coach agents in real-time using the Supervisor Dashboard. Go to the Agents tab or the Engagements tab, and click the Monitor action on any row in the table.

To get started with the supervisor dashboard, see *Enable Supervisor Dashboard*.

Is there a limit for how long a WhatsApp or SMS conversation can be?

Messaging channels behave the same as chat for customers and agents. Each conversation is kept active as long as the customer and agent are exchanging messages.

There's a configurable idle timeout for conversations, with a default value of 600 seconds. If no messages are exchanged after this period of time, the conversation is automatically closed. The next message from that customer is routed as a new conversation according to your routing rules. The default value is configurable and can be disabled entirely.

You can find out more on chat configuration options if you read: *How do I enable features and profile options for chat?*

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