

Oracle Fusion Service

**How do I implement Embedded
Service?**



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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  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 Training

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Join Our Community

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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!

1 Implementing Embedded Service

Embedded Service

What's Embedded Service?

Embedded Service is a syndicated widget that you can deploy on your Digital Customer Service application or any web page through a single tag.

Embedded Service provides multi functional help at the point of need and enables you to insert a full support experience in any page with modular components like Search Knowledge, Popular Articles, Top Actions, Create Service Request, Digital Assistant as an Agent and Live Chat with a human agent.

Embedded Service embeds a modern web chat experience by combining assisted service by a human agent with a self-service chat bot to increase chat automation and put less strain on you human agent teams for recurring questions. The chat bot requires Oracle Digital Assistant (ODA) which is an optional add-on.

If you're licensed to use ODA, you can implement it as Digital Assistant as an Agent. This treats your intelligent chat bot as a natural extension to service with its own agent user, bot queue and routing rules. The routing logic for when a chat needs to go to a bot or a live agent is defined in the Fusion Service chat assignment rules. The Digital Assistant is treated as any other human agent and is assigned to a bot queue. The benefit of this Digital Assistant as an Agent is the centralized setup and reporting across queues with a warm hand-over to a human agent. This seamless transfer with full history in the chat transcript guarantees a full 360 view for agents inside the Fusion Service Center. Seamless transfer from the bot to a live Chat Agent can be configured in your Fusion Service deployment and Digital Assistant Skill.

Required Prerequisite Tasks

Before setting up Embedded Service, you need to set up Digital Customer Service.

Follow the steps in this guide: [How do I enable Digital Customer Service](#) the proceed with the Embedded Service setup.

Here's a high level overview of what you'll be setting up in Digital Customer Service

1. [Implementation overview](#). Read this topic first for an overview all the components that will make up your implementation.
2. [Overview of setting up Identity Cloud Service](#). Start here to understand the required steps for setting up Oracle Identity Cloud Service.
3. [Overview of setting up Fusion Service for DCS](#). Use this topic as a starting point for the steps you need to complete to set up Fusion Service as part of your implementation.
4. [Overview of setting up Administrators and Developers for DCS](#). The topic gives you an overview of what's required to setup your admins and developers.
5. [Overview of steps for setting up Visual Builder for DCS](#). Find an overview of the steps needed to setup Visual Builder in this topic.
6. [Overview of steps to create a Digital Customer Service application](#). Here's an overview of required steps to create your DCS application.

7. **User personas.** See an overview of how you create Digital Customer Service users in IDCS, and grant them different roles to them, and map them to records in Fusion Service to assign Data Privileges to them.
8. **Security model.** And finally do a quick review of the security model here.

Required setup for Embedded Service

Here are the required tasks to set up Embedded Service.

Enable profile options for Embedded Service

To use Embedded Service you must enable a number Profile Options for Fusion Service which are detailed in the following table.

First, though, you must ensure the correct profile options for Self-Service Optimization are set.

Now configure the specific profile options to enable Embedded Service using the following table:

Required profile options

Profile Option	Description	Default Value
ORA_SVC_CSS_ES_ALLOWED_DOMAINS	A space-separated list of domains where you want to host Embedded Service. The default value is empty, which means Embedded Service will not load ready-to-use. You must set this option to one or more valid domains where you'll be hosting Embedded Service.	Empty
SVC_CHAT_INLAYS_ACCESS_ENABLED	Lets the Chat client to query the Chat Server configurations in anonymous mode. This profile option was originally created for chat inlay.	No
SVC_CHAT_ANONYMOUS_ACCESS_ENABLED	Enables anonymous access to chat.	No
SVC_CHAT_WAIT_TIME_ENABLED	Enables the display of estimated wait time for a customer before an agent is expected to accept the chat request.	Yes

1. In the Setup and Maintenance work area, click the Tasks icon, and then click the Search link.
2. In the Search field, enter **Manage Administrator Profile Values**, then click the link.
3. In the Manage Administrator Profile Values work area, do the following to allow Embedded Service to be embedded on a website:
 - a. In the Profile Option Code field, enter: `ORA_SVC_CSS_ES_ALLOWED_DOMAINS` and click **Search**.
 - b. In the Profile Value field, specify a space-delimited list of domains that can host Embedded Service.
To host Embedded Service on a single domain, simply enter the domain. For example: `https://my.domain.com`
To host Embedded Service on multiple domains, enter two or more domains separated by a single space. For example, `https://my.domain.com https://my.second-domain.com https://my.third-domain.com`

- c. For quick testing across environments, you can use "*". However, this isn't recommended in the production environment as this would allow any domain to host your Embedded Service component.
- 4. Click **Save**.
- 5. Enable chat interactions by doing the following:
 - a. In the Profile Option Code field, enter: `SVC_CHAT_INLAYS_ACCESS_ENABLED` and click **Search**.
 - b. Set the Profile Value field to **Yes**.
 - c. Click **Save**
- 6. Enable anonymous access by doing the following:
 - a. In the Profile Option Code field, enter: `SVC_CHAT_ANONYMOUS_ACCESS_ENABLED`, and click **Search**.
 - b. Set the Profile Value field to **Yes**.
 - c. Click **Save**.
- 7. Enable the wait time setting by doing the following:
 - a. In the Profile Option Code field, enter: `SVC_CHAT_WAIT_TIME_ENABLED`, and click **Search**.
 - b. Set the Profile Value field to **Yes**.
 - c. Click **Save**.
- 8. Click **Save and Close**.

What's Next?

Log a service request with Oracle for help completing your setup.

