Oracle® Cloud

Send Automatic Replies to Emails with a Specific Subject Using Oracle AI

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Contents

Preface

This document describes how to install, configure, and run this recipe in Oracle Integration 3.

Topics:

Documentation Accessibility

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Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

For more information, see these Oracle resources:

- Oracle Integration documentation on the Oracle Help Center.
- Oracle Cloud at http://cloud.oracle.com.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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About This Recipe

Use this recipe to send automatic replies to Microsoft Office 365 Outlook emails with a specific subject using Oracle AI.

> **Note:**
>
> Oracle provides this recipe as a sample only. The recipe is meant only for guidance, and is not warranted to be error-free. No support is provided for this recipe.

Overview

This recipe retrieves Microsoft Office 365 Outlook emails with specific subject and automatically sends responses to such emails by leveraging the artificial intelligence capabilities of Oracle AI.

To use the recipe, you must install the recipe and configure the connection and other resources within the recipe. The recipe contains three integration flows. The first integration flow **Oracle Get Email** runs at a defined schedule and fetches unread emails from the Outlook server to Oracle Integration. It filters emails with specific subjects from the retrieved emails and publishes them to the Publish event in JSON format. This in turn triggers the second integration flow **Oracle GenAI Quick ReplyToEmail** which subscribes to the Publish event. The second integration flow uses Oracle Generative AI capabilities to generate a response to the email, which is then included in the body of the reply email. It also triggers the third integration flow **Oracle MaskingPIIfromEmail** that leverages Oracle Language AI capabilities - specifically `BatchDetectLanguageEntities`, to identify key entities (for example: names, dates, locations, account numbers) in the email content, and masks sensitive data in the response. Subsequently, the AI generated response is sent to the email sender by the **Oracle GenAI Quick ReplyToEmail** integration flow.

System and Access Requirements

- Oracle Integration 3
- OCI Language AI Service
- OCI Generative AI Service

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Before You Install the Recipe

You must perform the following configuration tasks on your Microsoft, OCI Language AI Service, OCI Generative AI Service instances in order to successfully connect to these systems using Oracle Integration and send automatic responses to emails.

1. Configure Microsoft Office 365 Outlook.

   See Prerequisites for Creating a Connection.

2. Access and configure OCI Language AI Service.

   See the following topics in OCI documentation:

   - Overview of Language AI Service
   - Batch Detect Language Entities API
   - Personal Identifiable Information

3. Access and configure OCI Generative AI Service.

   See Overview of Generative AI Service

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Install and Configure the Recipe

On your Oracle Integration instance, install the recipe to deploy and configure the integration and associated resources.

1. On the Oracle Integration Home page, in the **Get started** section, click **Browse store**.
2. Find the recipe you want to install, then click **Get**.

   A message confirms that the recipe was successfully installed, and the recipe card shows **In use**.

3. Click **Configure**  on the recipe to configure its resources.

   The project workspace opens, displaying all the resources of the recipe. Configure the following resources before you activate and run the recipe.

Configure the Microsoft Graph REST API Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the following details:

Field	Information to Enter
Connection type	Select **REST API Base URL**.
Connection URL	Enter the connection URL. For example: `https://graph.microsoft.com/v1.0`

3. In the Security section, enter the following details:

Field	Information to Enter
Security policy	Select **OAuth Authorization Code**.
Client Id	Enter the client Id.
Client Secret	Enter the client secret.
Authorization Code URI	Enter `https://login.microsoftonline.com/<tenantId>/oauth2/v2.0/authorize`
Access Token URI	Enter `https://login.microsoftonline.com/<tenantId>/oauth2/v2.0/token`

4. In the **Scope** field, enter the scope URL.

   For example:

   ```
   https://graph.microsoft.com/Mail.ReadWrite https://graph.microsoft.com/Mail.Send offline_access
   ```

5. Click **Save**. If prompted, click **Save** again.
6. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

A message confirms if your test is successful.

7. To return to the project workspace, click **Go back**  .

Configure the Microsoft Outlook Connection

1. In the Connections section, click the connection name.
2. In the Security section, enter the following details:

Field	Information to Enter
Client Id	Enter the client Id.
Client Secret	Enter the client secret.
Scope	Enter the scope URL. For example `https://graph.microsoft.com/Mail.ReadWrite https://graph.microsoft.com/Mail.Send offline_access`

3. Click **Provide Consent**. This enables Oracle Integration to interact with the Microsoft Office 365 Outlook account used to create the application at `https://portal.azure.com/`. If everything is correct, you are prompted for the Oracle Integration credentials.
   a. Enter the credentials and click **OK**. These are the same credentials you use to log in to Oracle Integration.
   b. Enter the Microsoft Office 365 Outlook account credentials.

      A page is displayed asking for permission to interact with the account.
   c. Click **Yes**.

      The Access Allowed! page is displayed.
4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

   A message confirms if your test is successful.
6. To return to the project workspace, click **Go back**  .

Configure the OCI Language AI REST API Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the following details:

Field	Information to Enter
Connection type	Select **REST API Base URL**.
Connection URL	Enter the Language AI Service API endpoint to use. For example: `https://language.aiservice.us-ashburn-1.oci.oraclecloud.com/20221001`

3. In the Security section, enter the following details:

Field	Information to Enter
Security policy	Select **OCI Signature Version 1**.

Field	Information to Enter
Tenancy OCID	Enter your tenancy OCID. See Finding Your Tenancy OCID (Oracle Cloud Identifier)
User OCID	Enter your user OCID. See Resource Identifiers.
Private Key	Enter the private key. See *How to Generate API Signing Key* in Required Keys and OCIDs. Ensure that the key pair is in PEM format. Also, upload public key to the OCI console. See To upload or paste API key in Required Keys and OCIDs.
Finger Print	Enter your finger print. See *How to get the Key's Fingerprint* in Required Keys and OCIDs.

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

   A message confirms if your test is successful.
6. To return to the project workspace, click **Go back**  .

Configure the OCI Generative AI REST API Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the following details:

Field	Information to Enter
Connection type	Select **REST API Base URL**.
Connection URL	Enter the Generative AI Service Inference API endpoint to use. For example: `https://inference.generativeai.us-chicago-1.oci.oraclecloud.com/20231130`

3. In the Security section, enter the following details:

Field	Information to Enter
Security policy	Select **OCI Signature Version 1**.
Tenancy OCID	Enter your tenancy OCID. See Finding Your Tenancy OCID (Oracle Cloud Identifier)
User OCID	Enter your user OCID. See Resource Identifiers.
Private Key	Enter the private key. See *How to Generate API Signing Key* in Required Keys and OCIDs. Ensure that the key pair is in PEM format. Also, upload public key to the OCI console. See To upload or paste API key in Required Keys and OCIDs.
Finger Print	Enter your finger print. See *How to get the Key's Fingerprint* in Required Keys and OCIDs.

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

   A message confirms if your test is successful.

6. To return to the project workspace, click **Go back**.

Configure the Oracle REST Trigger Connection

1. In the Connections section, click the connection name.
2. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

   A message confirms if your test is successful.
3. Click **Save**. If prompted, click **Save** again.
4. To return to the project workspace, click **Go back**.

Configure the Lookup Table

Edit the values of the lookup keys as required in the recipe's lookup tables.

The recipe contains the following lookup tables:

- **AILanguageParameters**: This lookup table holds input parameters for Language AI Service.
- **GenerativeAIParameters**: This lookup table holds input parameters for Generative AI Service.

1. In the Lookups section, click the lookup name.
2. Edit the lookup table.
   - In the **AILanguageParameters** lookup table, enter required values to prepare request for `BatchDetectLanguageEntities API` in the **Oracle MaskingPIIfromEmail** integration flow.
   - In the **GenerativeAIParameters** lookup table, enter required values to prepare request for `Generative AI API` in the **Oracle GenAI Quick ReplyToEmail** integration flow.
3. Click **Save**. If prompted, click **Save** again.
4. To return to the project workspace, click **Go back**.

Update Integration Properties

Update integration property for the **Oracle Get Emails** integration flow.

1. In the Integrations section, click **Actions** on the integration flow, then select **Update property values**.
2. In the Update property values panel, enter the value for the **MailSubjectToRead** integration property. For example: `Account Payment Dispute`.

   This integration property holds the value for the email subject on the basis of which emails retrieved from the Outlook server are filtered.
3. Click **Submit**.

   A message confirms that the integration property has been updated successfully.

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Activate and Run the Recipe

After you've configured the connections and other resources, you can activate and run the recipe.

1. In the project workspace, click **Activate**. In the Activate project panel, with the default project deployment selected, choose an appropriate tracing option, then click **Activate**.

   A message confirms that the integration has been activated. Refresh the page to view the updated status of the integration.

2. Run the recipe.

   a. In the Integrations section of the project workspace, click **Actions** ⋮ on the **Oracle Get Email** integration flow, then select **Run**.

   b. On the Configure and run page, click **Run**.

   You've now successfully submitted the integration for execution. The integration now retrieves unread emails from the Outlook server and filters them based on a specific subject (for example: *Account Payment Dispute*) for further processing. Subsequently the second and third integration flows get triggered and automatic responses (without any manual interventions) are sent to emails with the specific subject.

   > **Note:**
   >
   > You can also schedule this integration to run at a date, time, and frequency of your choosing. See Define the Integration Schedule.

3. Monitor the running of the integration flow in Oracle Integration.

   a. In the project workspace, click **Observe**. You'll see the integration flow being triggered and running successfully.

   b. To manage errors in your project, see Manage Errors in a Project.

4. Check your Microsoft Office 365 Outlook email inbox if you got automatic replies to emails that you had sent with the specific subject (*Account Payment Dispute*).

   Open the response and verify if sensitive information, such as bank account number, have been masked in the email.

Related Documentation

- *Using the Microsoft Office 365 Outlook Adapter with Oracle Integration 3*
- *Using the REST Adapter with Oracle Integration 3*