

Oracle® Cloud

Using the Oracle Intelligent Advisor Adapter with Oracle Integration Generation 2



E97025-12
February 2023



Oracle Cloud Using the Oracle Intelligent Advisor Adapter with Oracle Integration Generation 2,

E97025-12

Copyright © 2019, 2023, Oracle and/or its affiliates.

Primary Author: Oracle Corporation

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface

Audience	iv
Documentation Accessibility	iv
Diversity and Inclusion	iv
Related Resources	v
Conventions	v

1 Understand the Oracle Intelligent Advisor Adapter

Oracle Intelligent Advisor Adapter Capabilities	1-1
What Application Version Is Supported?	1-2
Oracle Intelligent Advisor Adapter Use Cases	1-2

2 Workflow for Using the Oracle Intelligent Advisor Adapter in an Integration

Preface

This guide describes how to configure this adapter as a connection in an integration in Oracle Integration.

**Note:**

The use of this adapter may differ depending on the features you have, or whether your instance was provisioned using Standard or Enterprise edition. These differences are noted throughout this guide.

Topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

Audience

This guide is intended for developers who want to use this adapter in integrations in Oracle Integration.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Diversity and Inclusion

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

See these Oracle resources:

- Oracle Cloud
<http://cloud.oracle.com>
- *Using Integrations in Oracle Integration Generation 2*
- *Using the Oracle Mapper with Oracle Integration Generation 2*

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

1

Understand the Oracle Intelligent Advisor Adapter

Learn about using the Oracle Intelligent Advisor Adapter as a connection in integrations.

Topics:

- [Oracle Intelligent Advisor Adapter Capabilities](#)
- [What Application Version Is Supported?](#)
- [Oracle Intelligent Advisor Adapter Use Cases](#)



Note:

There are overall service limits for Oracle Integration. A service limit is the quota or allowance set on a resource. See [Service Limits](#).

Oracle Intelligent Advisor Adapter Capabilities

The Oracle Intelligent Advisor Adapter enables you to create an integration between Oracle Intelligent Advisor and Oracle Integration.

The Oracle Intelligent Advisor Adapter allows the following:

- Intelligent Advisor web interviews to trigger integrations in Oracle Integration as the endpoint for data operations.
- Intelligent Advisor decision services to be used at the invoke endpoint of an integration.
- Intelligent Advisor assessments to be used at the invoke endpoint of an integration.

Use OAuth is used to secure communications between Oracle Integration and Intelligent Advisor.

Use the Oracle Intelligent Advisor Adapter for Interviews

The Oracle Intelligent Advisor Adapter can be used to develop integrations in Oracle Integration that load and save the data needed by deployed interviews. The interview operations will be exposed by the adapter as inbound operations, allowing Oracle Integration integrations to be triggered by requests received from Intelligent Advisor. When such an integration is activated in Oracle Integration, the endpoint will be recorded in Intelligent Advisor so that the appropriate integration can be invoked by the interview data operations.

Use the Oracle Intelligent Advisor Adapter for Decision Services

Intelligent Advisor decision services can be called by the Oracle Intelligent Advisor Adapter to make decisions and calculations. It processes data through a deployed set of rules and automatically describes the required inputs and the possible outputs using the contract defined for each project. Using Intelligent Advisor, business users can create and deploy

decision-making services from any device in the natural language of their policy documents and business processes and incorporate these browser-authored decision services into process flows with any applications for which Oracle Integration has an adapter. This browser-based rule authoring centralizes decision logic and enables easy sharing and review by stakeholders.

Use the Oracle Intelligent Advisor Adapter for Assessments

Any Intelligent Advisor policy model deployed as a web service can be used in an integration. By using the Oracle Integration ability to connect to anything, the decision logic in Intelligent Advisor can be incorporated into any enterprise application without the need to build a custom connector.

Use OAuth to Secure Communications

Use OAuth to secure communications between Oracle Integration and Intelligent Advisor.

What Application Version Is Supported?

For information about which application version is supported by this adapter, see the [Connectivity Certification Matrix](#).

See [Connectivity Certification Matrix](#).

Oracle Intelligent Advisor Adapter Use Cases

The Oracle Intelligent Advisor Adapter can be used in different scenarios to incorporate Intelligent Advisor decision logic into any enterprise application. For instance, Intelligent Advisor used in an integration can auto-triage incidents to ensure service-level agreements are met.

Incorporate Intelligent Advisor decision logic into any enterprise application

Use Intelligent Advisor in an integration to:

- Calculate benefit payments using data stored in a legacy system.
- Recalculate leave entitlements when regulations changes.
- Calculate complex sales commissions.
- Determine actions to take based on types of incidents.
For example, when an Oracle B2C Service incident is created for a medical device manufacturer, an integration can be triggered to use Intelligent Advisor to determine what to do with a particular type of incident. Intelligent Advisor sends a response and the integration performs any necessary actions such as saving the decision, invoking another application, or pushing data to multiple applications.
- Triage incidents that are associated with high value opportunities.
For example, an Intelligent Advisor interview can, through an Oracle Integration integration, load data about an opportunity from CX Sales and B2B Service, and load related incidents from Oracle B2C Service, then save the results to Oracle B2C Service and/or update information in CX Sales and B2B Service.

Enable generic advice applications to be integrated in to any customer's application data without changing the policy model

The Intelligent Advisor interview adapter is used to develop integrations in Oracle Integration that load and save the data needed by deployed interviews. In particular, it allows:

- An interview designer to use Policy Modeling to specify the names and types of data needed by the Intelligent Advisor interview, without knowing which system or systems that data will be obtained from.
- A deployment administrator to manage the Oracle Integration connection and deployment activation in Intelligent Advisor Hub. The Intelligent Advisor interview adapter is able to connect with Intelligent Advisor Hub to discover the list of deployed interviews, and the set of load and save operations they require.
- A system integrator to choose from that list of operations, and define an integration in Oracle Integration that loads or saves the data for that operation from any applications using any of the mapping capabilities and other adapters that Oracle Integration provides. Mappings can be updated independently without modifying the deployed interviews. Custom coded adapters are eliminated by using Oracle Integration's provided adapters, low code experience, and support for one-to-many integrations.

For example, an Intelligent Advisor interview that triages incidents that are associated with high value opportunities could, via an Oracle Integration integration: Load data about an opportunity from CX Sales and B2B Service, and load related Incidents from Oracle B2C Service, then save the results to Oracle B2C Service and/or update information in CX Sales and B2B Service.

2

Workflow for Using the Oracle Intelligent Advisor Adapter in an Integration

Create and configure the connection to your Intelligent Advisor site.

See the Intelligent Advisor documentation for both adapter tasks and overall integration tasks:

- [Use the Oracle Intelligent Advisor Adapter Adapter for Interviews](#)
- [Use the Oracle Intelligent Advisor Adapter Adapter for Decision Services](#)
- [Use the Oracle Intelligent Advisor Adapter Adapter for Assessments](#)