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Preface

This guide describes how to configure the Oracle Intelligent Advisor Adapter as a connection in an integration in Oracle Integration.

Note:
The information in this guide applies to all of your Oracle Integration instances. It doesn’t matter which edition you’re using, what features you have, or who manages your cloud environment. You’ll find what you need here, including notes about any differences between the various flavors of Oracle Integration when necessary.

Topics

• Audience
• Documentation Accessibility
• Related Resources
• Conventions

Audience

This guide is intended for developers who want to use the Oracle Intelligent Advisor 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.

Related Resources

See these Oracle resources:
• Oracle Cloud
  
  http://cloud.oracle.com

• Using Integrations in Oracle Integration

• Using the Oracle Mapper with Oracle Integration

Conventions

The following text conventions are used in this document:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.</td>
</tr>
<tr>
<td><em>italic</em></td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.</td>
</tr>
</tbody>
</table>
Understand the Oracle Intelligent Advisor Adapter

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

Oracle Policy Automation was renamed Oracle Intelligent Advisor to better reflect its capabilities: personalized, agile, transparent advice and decision automation throughout the customer journey. For additional details, see the blog OPA is now Intelligent Advisor.

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

Use the Oracle Intelligent Advisor Adapter in an integration to allow web interviews to trigger Oracle Integration integrations as the endpoints for data operations, and to allow Intelligent Advisor decision assessments to be invoked at any point in an integration.

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 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, and enable generic advice applications to be integrated into any customer’s application data without changing the policy model.

Incorporate Intelligent Advisor decision logic into any enterprise application

Use Intelligent Advisor in an integration to:

• Determine actions to take based on types of incidents in Oracle Service Cloud.
  – For example, when an Oracle Service Cloud 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.

• Auto-triage incidents to ensure service-level agreements are met.

• Calculate benefit payments using data stored in a legacy system.

• Recalculate leave entitlements when regulations change.

• Calculate complex sales commissions.

Enable generic advice applications to be integrated into 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 Sales Cloud, and load related Incidents from Service Cloud, then Save the results to Service Cloud and/or update information in Sales Cloud.
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 for Interviews
- Use the Oracle Intelligent Advisor Adapter for Assessments