

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.

What's New in Autonomous Mobile Cloud Enterprise

As soon as an Oracle Autonomous Mobile Cloud Enterprise (AMCe) update becomes available to Oracle data centers, your instance of AMCe is upgraded accordingly. You don't need to request an upgrade to be able to use the new features — they come to you automatically.

Releases:

- [Release 18.2.5 — June 2018](#)
- [Release 18.2.3 — May 2018](#)

Release 18.2.5 — June 2018

Feature	Role	Find Out More
Worried about what happens when your bot can't handle a user request? The Agent Integration framework solves that problem. Your bot can seamlessly hand off the entire chat history to a human agent, then return back to the bot once the request has been addressed. This release features built-in integration with Oracle Service Cloud (OSC) to foster communication specifically between your bot and OSC customer support reps, but other integrations are coming soon.	Developer	Agent Integration
Want to take advantage of the latest Node.js 8 features ? This release adds support for Node 8 for your custom code, so any new APIs you create will automatically be at this version. If you have existing APIs, you can opt in to Node.js 8 simply by setting a policy.	Developer	

Release 18.2.3 — May 2018

Feature	Role	Find Out More
Oracle Autonomous Mobile Cloud Enterprise (AMCe) empowers you to build engaging multichannel experiences across web, mobile, and bots, powered by a conversational AI platform. This first release of AMCe runs on Oracle Classic Infrastructure (OCI), Oracle's latest enhancement to our award-winning Cloud infrastructure. AMCe is Oracle-managed, which means Oracle takes care of all Cloud administration tasks for you, including backups, patching, high availability, and more.	All	

Feature	Role	Find Out More
If you want to build a bot that surfaces FAQs or other knowledge-based documents, the Q&A framework is for you. Simply upload your FAQ in a CSV file, modify it a bit to ensure that all flavors of a question will produce the correct response, train the bot, test it, and you're good to go!	Developer	Q&A guides you through the process.
With the new Composite Bag entity type, you can create robust entities that include other custom and built-in entities, essentially creating an "uber-entity" that helps you better recognize what your bot user wants in his or her request.	Developer	Custom Entity Types
To make it easier to send and receive data from an external service, AMCe can now generate code that exposes the methods of your connector API, and provides a default implementation that you can supplement in the API Designer. This means that you need to write little to no code to get to the data you need.	Developer	Generating Custom APIs

Oracle® Cloud What's New in Autonomous Mobile Cloud Enterprise, Release 18.2.5
E97464-02

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

This document describes new features and other notable changes for Oracle Autonomous Mobile Cloud Enterprise (AMCe).

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 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 installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. 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 and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon 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, Opteron, the AMD logo, and the AMD Opteron 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.