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Preface

This preface introduces information sources that can help you use the application.

Using Oracle Applications

Help

Use help icons 🔄 to access help in the application. 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. Not all pages have help icons. You can also access the Oracle Help Center to find guides and videos.

Watch: This video tutorial shows you how to find and use help.

You can also read about it instead.

Additional Resources

- Community: Use Oracle Cloud Customer Connect to get information from experts at Oracle, the partner community, and other users.
- Training: Take courses on Oracle Cloud from Oracle University.

Conventions

The following table explains the text conventions used in this guide.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>boldface</td>
<td>Boldface type indicates user interface elements, navigation paths, or values you enter or select.</td>
</tr>
<tr>
<td>monospace</td>
<td>Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than symbol separates elements in a navigation path.</td>
</tr>
</tbody>
</table>
Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website.
Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

Contacting Oracle

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit My Oracle Support or visit Accessible Oracle Support if you are hearing impaired.

Comments and Suggestions

Please give us feedback about Oracle Applications Help and guides! You can send an e-mail to: oracle_fusion_applications_help_ww_grp@oracle.com.
1 Get Started

About This Guide

If you want to configure digital assistant for Cloud Applications, this guide is for you. Use it to learn how to do general tasks, such as configure, access, set up, export, and import digital assistant for your Cloud Applications. You can also learn how to configure several channels to associate them with digital assistant. If you're looking for information about any product-specific skills, refer to the product-specific guides.

Overview

Use Oracle Digital Assistant to improve user satisfaction and make your application more engaging. With digital assistant, your users get instant responses from the application through conversations. You can configure digital assistant and use it.

Related Topics

- Oracle Digital Assistant Documentation

Before You Start

Consider these points before you get started with configuring digital assistant for your users.

- Make sure you bought one or more of these Oracle products.
  - Oracle Expenses Cloud
  - Oracle Project Management Cloud
  - Oracle Project Financial Management Cloud
  - Oracle CX Sales

- Buy Oracle Digital Assistant. For more information about buying it, see https://www.oracle.com/application-development/cloud-services/digital-assistant/.

- Buy Oracle Applications Cloud specific Stock Keeping Unit (SKU). After you buy the SKUs, buy product-specific digital assistant SKUs.

  These tables show the Oracle Applications Cloud SKUs and the corresponding digital assistant SKUs, and their part numbers.
  - HCM
### Oracle Applications Cloud SKU

<table>
<thead>
<tr>
<th>Oracle Applications Cloud SKU</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Capital Management Base Cloud Service</td>
<td>B85800</td>
</tr>
<tr>
<td>Recruiting Cloud Service (Candidate Experience Skill and Hiring Skill get provisioned by Bots)</td>
<td>B87675</td>
</tr>
</tbody>
</table>

### Digital Assistant SKU

<table>
<thead>
<tr>
<th>Digital Assistant SKU</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Digital Assistant for Fusion HCM Cloud Service</td>
<td>B91637</td>
<td>Hosted Employee</td>
</tr>
</tbody>
</table>

### CRM

<table>
<thead>
<tr>
<th>Oracle Applications Cloud SKU</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement Cloud Standard Offering Cloud Service</td>
<td>B87344</td>
</tr>
<tr>
<td>Engagement Cloud Enterprise Offering Cloud Service</td>
<td>B87346</td>
</tr>
<tr>
<td>Engagement Cloud Professional Offering Cloud Service</td>
<td>B87347</td>
</tr>
<tr>
<td>Engagement Cloud Industry Offering Cloud Service</td>
<td>B87345</td>
</tr>
<tr>
<td>CRM Base Premium Offering Cloud Service</td>
<td>B87269</td>
</tr>
<tr>
<td>CRM Base Enterprise Offering Cloud Service</td>
<td>B87268</td>
</tr>
<tr>
<td>CRM Base Standard Offering Cloud Service</td>
<td>B87267</td>
</tr>
<tr>
<td>CRM Base Professional Offering Cloud Service</td>
<td>B86408</td>
</tr>
</tbody>
</table>
### Oracle Applications Cloud SKU

<table>
<thead>
<tr>
<th>Oracle Applications Cloud SKU</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales and Service Standard Cloud Service</td>
<td>B91068</td>
</tr>
<tr>
<td>Sales and Service Enterprise Cloud Service</td>
<td>B91069</td>
</tr>
<tr>
<td>Sales and Service Premium Cloud Service</td>
<td>B91070</td>
</tr>
</tbody>
</table>

### Digital Assistant SKU

<table>
<thead>
<tr>
<th>Digital Assistant SKU</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Digital Assistant for Fusion Sales Cloud Service</td>
<td>B91432</td>
<td>Hosted Named User</td>
</tr>
</tbody>
</table>

### Oracle Applications Cloud SKU

<table>
<thead>
<tr>
<th>Oracle Applications Cloud SKU</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Fusion Project Financials Cloud Service</td>
<td>B84628</td>
<td>N/A</td>
</tr>
<tr>
<td>Oracle Fusion Project Management Cloud Service</td>
<td>B73403</td>
<td>N/A</td>
</tr>
<tr>
<td>Oracle Fusion Task Management Cloud Service</td>
<td>B73405</td>
<td>N/A</td>
</tr>
<tr>
<td>Enterprise Resource Planning Cloud Service</td>
<td>B91079</td>
<td>N/A</td>
</tr>
<tr>
<td>Enterprise Resource Planning for Self Service Cloud Service</td>
<td>B91080</td>
<td>Hosted Named User</td>
</tr>
<tr>
<td>Enterprise Resource Planning Cloud Service</td>
<td>B91084</td>
<td>Hosted Employee</td>
</tr>
</tbody>
</table>
### Digital Assistant SKU

<table>
<thead>
<tr>
<th>Digital Assistant SKU</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Digital Assistant for Fusion Enterprise Resource Planning Self Service Cloud Service</td>
<td>B91448</td>
<td>Hosted Named User</td>
</tr>
<tr>
<td>Oracle Digital Assistant for Fusion Enterprise Resource Planning Cloud Service</td>
<td>B91449</td>
<td>Hosted Employee</td>
</tr>
</tbody>
</table>

### Oracle Applications Cloud SKU

<table>
<thead>
<tr>
<th>Oracle Applications Cloud SKU</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service</td>
<td>B91080</td>
<td>Hosted Named User</td>
</tr>
<tr>
<td>Oracle Fusion Enterprise Resource Planning Cloud Service</td>
<td>B91084</td>
<td>Hosted Employee</td>
</tr>
</tbody>
</table>

### Public Sector Compliance and Regulation

<table>
<thead>
<tr>
<th>Oracle Applications Cloud SKU</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Fusion Public Sector Community Development Cloud Service</td>
<td>B90142</td>
<td>Hosted Named User</td>
</tr>
<tr>
<td>Oracle Fusion Public Sector Business Licenses Cloud Service</td>
<td>B92534</td>
<td>Hosted Named User</td>
</tr>
</tbody>
</table>
Digital Assistant SKU | Part Number | Metric
---|---|---
Oracle Digital Assistant for Fusion Public Sector Community Development Self Service Cloud Service | B92094 | 1000 Sessions

**Note:** Once you buy both the product-specific SKUs and corresponding digital assistant SKUs, the digital assistant is provisioned and gets associated with your application.

- Get a Twilio account to configure Oracle Digital Assistant on SMS channel. Make sure that you note down the account SID, authentication token, and phone number from your Twilio account. For more information on Twilio account, see [https://www.twilio.com/](https://www.twilio.com/).

Here are a few URLs you must know:

<table>
<thead>
<tr>
<th>Application</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Applications Cloud</td>
<td>[https://&lt;Fusion domain&gt;.fa.&lt;data center&gt;.oraclecloud.com/fscmUI/faces/FuseWelcome](https://&lt;Fusion domain&gt;.fa.&lt;data center&gt;.oraclecloud.com/fscmUI/faces/FuseWelcome)</td>
</tr>
</tbody>
</table>

**Related Topics**
- [Enterprise Resource Planning](#)
- [Digital Assistant](#)
- [Oracle Applications Products](#)
- [Twilio](#)

### Where to Find Information About Product-Specific Digital Assistants

Here are some resources to help you get going.

**Oracle Sales Assistant**
- Get started with Oracle Sales Assistant.
  
  See: Oracle Sales Assistant

**Oracle Expense Assistant**
- Get started with Oracle Expense Assistant.
See: Overview of Expense Assistant
• Learn about setting up Oracle Expense Assistant.

See: Overview of Setting up Expense Assistant

Oracle Public Sector Compliance and Regulation Assistant
• Get started with digital assistant for Community Development Permits.
• Get started with digital assistant for Community Development Planning and Zoning.

Related Topics
• Use Digital Assistant for Community Development Permits
• Use Digital Assistant for Community Development Planning and Zoning
2 Configure Digital Assistant

Overview of Configuring Digital Assistant

Your users access digital assistant with a specific user role. So you can assign the user roles to them, such as administrator, developer, and business user. You must train your digital assistant, configure channels, and associate them with your digital assistant. Once you set up your digital assistant, you can test it to check whether it's working correctly on your desktop and mobile devices.

Set up Privileges to Access Oracle Digital Assistant

You can set up privileges for yourself and other users to access predefined digital assistant using Oracle Identity Cloud Service. As a cloud administrator, you get the URL to the Oracle Identify Cloud Service instance and its credentials through an email. If you don't have your cloud administrator account credentials, ask your help desk to create a technical service request.

Open the URL in your browser and do any of these tasks:

- Sign in using your credentials.

  **Note:** If you’re signing in to the Identity Cloud Service application for the first time, you must create a new password. To do so, on the Oracle Cloud Account Sign In page, click the link for **Need help signing in**, and then follow the instructions.

- Sign in with the available Oracle Identity Cloud instance using your SSO credentials.
This image shows the Oracle Cloud Account Sign In page with the link that you can use if you're signing in for the first time (1) and an Identity Cloud Service instance, for example, Oracle Applications Cloud (2).

Enable and Verify User Synchronization

The Identity Cloud Service application is set up to represent your Oracle Applications Cloud instance. The Identity Cloud Service application is an intermediary to synchronize your user accounts between Oracle Applications Cloud and digital assistant. So, you must enable user synchronization.

1. Enable user synchronization.
   a. Click **Navigator > Oracle Cloud Services**
   b. Search for and select the Oracle Applications Cloud instance.
   c. Click the Provisioning tab.
   d. Turn on **Enable Provisioning**.
   e. In the Select Provisioning Operations section of the page, select the **Authoritative Sync** check box.
   f. Turn on **Enable Synchronization**.
   g. Click **Save**.

2. Verify that the users are available and synchronized in the application.
   a. Click the Users tab.
b. Check whether the users are available in the application. If not, import the users. To do so, click the Import tab, and then click **Import**.

**Find Digital Assistant URL in Identity Cloud Service**

You can find and use digital assistant URL in Identity Cloud Service and also share the URL with other users.

1. Click **Navigator > Oracle Cloud Services**.
2. Search for the application name that starts with **idcs-oda**.
3. Open the application.
4. Click the Configuration tab.
5. In the Resources section, copy the URL from the **Primary Audience** field, and share the URL with other users if required.

**Related Topics**
- **Sign In to Your Cloud Account**

**Digital Assistant User Roles**

You must assign appropriate roles to your users so that they can administer, configure, or analyze digital assistant. Based on their roles, users can import skills, add utterances, test skills, or extend digital assistant. Once you assign the roles, users can access digital assistant. You don't need to assign roles to the users who interact with skills in other channels, such as SMS.

This table shows the roles you can assign to your users and what they can do.

<table>
<thead>
<tr>
<th>User Roles</th>
<th>What They Can Do</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ServiceAdministrator</strong></td>
<td>• Get complete access to the Bots instance for the draft and published skills.</td>
</tr>
<tr>
<td>ODA Service Administrator Role</td>
<td>• Access or import skills.</td>
</tr>
<tr>
<td></td>
<td>• Clone or extend skills.</td>
</tr>
<tr>
<td></td>
<td>• Delete a published skill or digital assistant.</td>
</tr>
<tr>
<td></td>
<td>• Do data management tasks, such as purging data when the instance is out of memory.</td>
</tr>
<tr>
<td><strong>ServiceDeveloper</strong></td>
<td>• Delete a draft skill but not a published one.</td>
</tr>
<tr>
<td>ODA Service Developer Role</td>
<td>• Get full access to build and test skills and digital assistant.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Users with this role can't access the data management tasks and so they can't purge data.</td>
</tr>
<tr>
<td><strong>ServiceBusinessUser</strong></td>
<td>• Get access to the analytics insights.</td>
</tr>
<tr>
<td>ODA Service Business User Role</td>
<td>• Test the dialog flows and whether the intent and entity match.</td>
</tr>
<tr>
<td></td>
<td>• Add sample utterances to the training corpus to retrain a skill.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This role is primarily specific to an analyst in the company, or someone who's in the line of business, such as expenses, and wants to see the analytics. Users with this role can only view the skills or settings but can't modify them. They can't access the data management tasks to purge data.</td>
</tr>
</tbody>
</table>
Assign Digital Assistant User Roles

With the Identity Domain Administrator role, you can access the Identity Cloud Service application, and assign appropriate roles to your users. For users who use single sign-on to access Oracle Applications Cloud, make sure their login credentials are synchronized with that of Identity Cloud Service automatically during hybrid provision.

1. Sign in to Oracle Identity Cloud Service.
2. Click **Navigator > Oracle Cloud Services**.
3. Open the application instance that you want to assign the user roles for.
4. Click the Application Roles tab.
5. Select a role and click the corresponding menu icon.
6. Click **Assign Users**.

7. Search for the user you want to assign a role to.

   **Note:** You can search for the user by name or email address.

8. Select the user and click **OK**.

Access and Set Up Digital Assistant

Use Oracle Applications Cloud to access and set up digital assistant. You must have the administrator or developer role to do this task. You can configure the Oracle Web channel to associate it with your digital assistant.

Set up Digital Assistant

1. Sign in to Oracle Applications Cloud.
2. In the Setup and Maintenance work area, go to the **Manage Digital Assistant** task.
Note: When you click the task name, the Oracle Identity Cloud Service sign in page opens in a separate tab.


4. Train your digital assistant.
   a. Click Navigator > Development > Digital Assistants.
   b. Search for FADigitalAssistant.
   c. On the FADigitalAssistant page, click Train at the top right corner.
   d. In the Train dialog box, select the Trainer Tm check box to improve your digital assistant’s machine learning cognition.
   e. Click Submit.

   Note: Only the users with administrator or developer role can train FADigitalAssistant.

5. Configure the required channel to associate it with your digital assistant.

Related Topics
- Train the Digital Assistant
- Trainer Tm
- Create and Activate Unified Sandboxes
- Update Existing Setup Data

Configure Channels

You can use digital assistant in various channels, such as Twilio, Oracle Web, and Microsoft Teams. You can configure these channels to associate them with your digital assistant.

Configure Twilio SMS Channel

Before you configure the Twilio SMS channel, make sure that you have a Twilio account. You must make a note of the account SID, authentication token, and phone number from your Twilio account.

1. Sign in to Oracle Digital Assistant.
2. Click Navigator > Development > Channels.
3. Click Channel.
4. In the Create Channel dialog box, do these tasks:
   a. Enter the name and description of your channel.
   b. From the Channel Type list, select Twilio SMS.
   c. Specify your account SID, authentication token, and phone number.
   d. Click Create.

5. To associate this channel with FADigitalAssistant, click the drop-down button for the Route To list, search for the latest version of FADigitalAssistant, and select it.

6. Copy the Webhook URL or make a note of it.
   You need this URL while configuring Webhook URL for Twilio SMS.

7. Configure the Webhook URL for Twilio SMS in the Twilio application.

Configure Oracle Web Channel

Use the Oracle Digital Assistant application to configure Oracle Web channel.

1. Sign in to Oracle Digital Assistant.
2. Click Navigator > Development > Channels.
3. Click Channel.
4. In the Create Channel dialog box, do these tasks:
   a. Enter the name and description of your channel.
   b. From the Channel Type list, select Oracle Web.
   c. In the Allowed Domains field, enter the URL of the website, where you want to connect your digital assistant.

   | Note: Add a comma-separated list of URLs.
   
   d. Turn off Client Authentication Enabled.
   e. Optionally, set the availability duration for the Oracle Web channel. The default value is 60 minutes.
   f. Click Create.

5. To associate this channel with FADigitalAssistant, click the drop-down button for the Route To list, search for the latest version of FADigitalAssistant, and select it.

6. Turn on Channel Enabled.
7. Copy the channel ID or make a note of it.
   You will need this channel ID while enabling your digital assistant on the required website.

Configure Digital Assistant to Work with Web Channel

After you configured the Oracle Web channel, set up digital assistant to work with the Oracle Web channel and add digital assistant in Cloud Applications. You can also enable attachment sharing for your users. After you enable it, users can then share attachments, such as images, while interacting with digital assistants.

1. Enable digital assistant for Cloud Applications.
   a. Sign in to Oracle Applications Cloud.
   b. Click Navigator > Others > Setup and Maintenance.
   c. In the Setup and Maintenance work area, go to the Manage Administrator Profile Values task.
   d. On the Manage Administrator Profile Values page, search and select Profile option to enable digital assistant (FA_ENABLE_DIGITAL_ASSISTANT) profile option.
e. In the FA_ENABLE_DIGITAL_ASSISTANT: Profile Values section, click the New icon.

f. From the Profile Level list, select Site.

g. In the Profile Value field, enter Y.

h. Click Save and Close.

2. Add digital assistant to Cloud Applications.

   a. Activate a sandbox that has the HCM Experience Design Studio tool in it.
      After you activate the sandbox, all tools activated in it are listed on the Tools menu on the sandbox bar.
   b. On the Tools menu, select HCM Experience Design Studio.
   c. On the HCM Experience Design Studio page, click the Digital Assistant Configuration tab.
   d. In the Network Configuration section, enter values in these fields.
      • Server URL of the ODA Instance: Enter a server URL of your digital assistant instance.
      • Web Channel ID: Enter the web channel ID that you got when you configured Oracle Web channel for your digital assistant.

   | Note: When you enter a web channel ID, make sure that it doesn't contain any spaces.
   | If you want to enable attachment sharing in digital assistant, in the Features and Functionality Configuration section, select the Share attachment in chat window check box.
   e. Click Save and Close.

   g. Publish your sandbox.

Configure Oracle Web Channel for Multiple Websites

You can configure multiple Oracle Web channels if your users have multiple websites, and they want the digital assistant on each website.

1. Sign in to Oracle Digital Assistant.
2. Click Navigator > Development > Skills.
3. Search for the skill that you want to configure multiple channels for, and select it.
4. Click the Settings icon.
5. Click the Configuration tab.
6. In the Custom Parameters section, search for the siteMapping parameter, and select it.
7. Click Edit.
8. Edit the parameter value and map the right website and channel.
   For example, you can edit the value in this format: {'channelName1' : 'SiteName1', 'channelName2' : 'SiteName2'}
9. Click OK.
10. Search for the multisite parameter, and edit it.
11. Turn on Value.
12. Click OK.

Configure Microsoft Teams Channel

You can configure a Microsoft Teams channel so that your users can chat with digital assistant in Microsoft Teams. But before you start, create an app using App Studio in Microsoft Teams, and add a bot to the app.

Here's how you can configure Microsoft Teams channel.

1. Sign in to Oracle Digital Assistant.
2. Click **Navigator > Development > Channels**.
3. Click **Channel**.
4. In the Create Channel dialog box, do these tasks:
   a. Enter the name and description of your channel.
   b. From the **Channel Type** list, select **Microsoft Teams**.
   c. Enter the Microsoft application ID and password.

   **Note:** You get the ID and password after you add an app in Microsoft Teams.

   d. Optionally, set the availability duration for the Microsoft Teams channel. The default value is 60 minutes.
5. Click **Create**.
6. To associate this channel with FADigitalAssistant, click the drop-down button for the **Route To** list, search for the latest version of FADigitalAssistant, and select it.
7. Turn on **Channel Enabled**.
8. Copy the Webhook URL or make a note of it.

You need this URL while configuring Webhook URL for Microsoft Teams.

**Note:** After you create the Microsoft Teams channel, you must configure Webhook URL for Microsoft Teams, enable apps in your Office 365 tenant, and test your assistant in Microsoft Teams. For more information about configuring Microsoft Teams channel, see https://www.oracle.com/pls/topic/lookup?ctx=en/cloud/paas/digital-assistant&id=DACUA-GUID-7E688AA4-6C63-4F1E-99CB-06773BD0A878.

**Related Topics**
- Before You Start
- Twilio/SMS
- Microsoft Teams

### Test Digital Assistant

You can test digital assistant in your Oracle Digital Assistant application. You can also test whether digital assistant is working after you configure Twilio SMS and Oracle Web channels.

#### Test Digital Assistant in the Oracle Digital Assistant Application

1. Sign in to Oracle Digital Assistant.
2. Click **Navigator > Development > Digital Assistants**.
3. Click **FADigitalAssistant**.
4. Click the **Skill Tester** icon that you can see at the bottom left corner of the page with FADigitalAssistant details. You see a test page.

5. In the text box at the bottom left corner of the test page, type **Hello**.

The FADigitalAssistant responds with a list of supported skills and intents.

6. Click any of the intents and proceed as per your requirements.
Test Digital Assistant for the Twilio SMS Channel

When you configure the Twilio SMS channel, use a mobile device to test your digital assistant.

1. Open Oracle Digital Assistant on your mobile device.
2. Text Hello to the phone number that you configured.

Digital assistant responds with the tasks it can do for you as shown in this image.

3. Respond by typing something on your mobile device. For example, you can type Taxi for $30.

Digital assistant sends an URL to sign in to the Oracle Applications Cloud.
4. Sign in to your application, and follow the steps provided in the SMS.

Test Digital Assistant for the Oracle Web Channel

After you configure the Oracle Web channel, test the digital assistant in your Cloud Applications.

1. Sign in to Oracle Applications Cloud.
2. You can view the digital assistant, which is displayed as the Chat icon on the home page.
3. Click the Chat icon to open a chat window.
4. In the chat window, enter some text. For example, my expenses today.
   You must get a response in the chat window.

Related Topics
- System Intents

Upgrade Digital Assistant

You must upgrade your digital assistant to get the latest updates in it.
1. Sign in to Oracle Digital Assistant using your SSO credentials.
2. Click Navigator > Development > Store.
3. Search for FADigitalAssistant.
4. To display all the available versions of the digital assistant, click the Click to show all versions of this skill icon.
5. Do either of these steps:
   o Click the Options icon for the digital assistant that you want to upgrade, and select Pull.
   o Select the digital assistant that you want to upgrade, and click Pull.
6. On the Pull Digital Assistant dialog box, click Pull. You get a confirmation after the pull is complete.
7. To confirm that the digital assistant is upgraded, check the version on the Digital Assistant page.

After upgrading, you must associate the required channels with the upgraded version of your digital assistant.
1. Click Navigator > Development > Channels.
2. Click Channel.
3. In the Create Channel dialog box, enter the details, and from the Channel Type list, select required channel type.

4. Click Create.

5. To associate this channel with FADigitalAssistant, click the drop-down button for the Route To list, search for the latest version of FADigitalAssistant, and select it.

6. On the Change Channel Routing dialog box, click Change.

### Export and Import Digital Assistant

You can export your digital assistant from one environment, and import it to another one. But you can export only the custom digital assistants or the predefined digital assistants that were extended.

1. Sign in to the source environment, where you want to export the digital assistant from.
2. Click Navigator > Development > Digital Assistants.
3. Search for the digital assistant that you want to export.
4. Click the Options icon for the digital assistant that you want to export, and select Export.

**Note:** If you want to export a specific version of a digital assistant, click the Click to show all versions of this digital assistant, click the Options icon for the version that you want to export, and then select Export.

5. Save the .zip file.
6. Sign out of your current session.
7. Sign in to the target environment, where you want to import the digital assistant to.
8. Click Navigator > Development > Digital Assistants.
10. Browse and select the .zip file you want to import. You get a confirmation after the import is complete.

### Add Custom Skills

You can create and add your own skills to digital assistant. If you want to add skills that aren’t available in your digital assistant environment, you can export the skills from another environment, import to your environment, and then add them.

If the skills you want to add are available in your environment, do these steps:

1. Sign in to Oracle Digital Assistant.
2. Click Navigator > Development > Digital Assistant.
3. Search for the digital assistant that you want to add the skills to.
4. Select the digital assistant.
5. Click Add Skill.

**Note:** Ensure that the Skills tab is selected.
6. Click the add icon for the skills that you want to add to your digital assistant. Here's how the add icon looks like:

![Add Icon](image)

**Related Topics**
- Developing Custom Skills and Digital Assistants

**About Extending Published Skills**

After you buy the digital assistant SKUs specific to each product, you can extend skills to do these tasks:

- Add new utterances to existing skills.
- Add new intents or entities and resulting dialog to purchased SaaS API.
- Add FAQ to the BOT (CSV only).
- Change configuration parameters within skills.
- Add support for languages other than English.

**Note:** You must purchase translator applications separately.

You can also buy a separate SKU named "ODAP4SaaS" to do these additional tasks:

- Add new intents or entities and resulting dialog to third-party back-end services.
- Add a new skill to Oracle SaaS when users haven’t purchased corresponding SaaS Pillar skill.
- Add a new skill to Oracle on-premises implementations or third-party back-end services when users haven't purchased corresponding SaaS Pillar skill. For example, say some users bought the HCM skill, but they're trying to connect to CRM without buying the CRM skill.
- Add Oracle Voice to the existing skill.
- Integrate with one or more of these applications:
  - Oracle CX Sales
  - Oracle Service Cloud
  - Help desk of a third-party application

**Related Topics**
- Extending Skills

**Export and Import Skills**

You can export a skill from one environment, and import it to another one. But you can export only custom skills or the predefined skills that were extended.

1. Sign in to the source environment, where you want to export a skill from.
2. Click **Navigator > Development > Skills**.
3. Search for the skill that you want to export.
4. Click the **Options** icon for the skill that you want to export, and select **Export**.

   **Note:** If you want to export a specific version of a skill, click the **Click to show all versions of this skill**, click the **Options** icon for the version that you want to export, and then select **Export**.

5. Save the .zip file.
6. Sign out of your current session.
7. Sign in to the target environment, where you want to import the skill to.
8. Click **Navigator > Development > Skills**.
9. On the Skills page, click **Import Skill**.
10. Browse and select the .zip file you want to import. You get a confirmation after the import is complete.

### Set the Duration for User Session Timeout

You must use Identity Cloud Service and Oracle Digital Assistant applications to set the duration for session timeout. In Identity Cloud Service, the duration is 7 days by default. So if the users leave the application idle for 7 days, their session will expire. The duration for the session timeout can be the same in both the applications, but if it isn't, then the minimum duration is applied.

Here's how you can set the duration for session timeout using Identity Cloud Service:

1. Sign in to Oracle Identity Cloud Service.
2. Click **Navigator > Oracle Cloud Services**.
3. Click the Configuration tab.
4. In the Resources section, select the **Is Refresh Token Allowed** check box if it's not selected.
5. In the **Refresh Token Expiration** field, enter the duration in seconds.
6. Click **Save**.

Here's how you can set the duration for session timeout using Oracle Digital Assistant:

1. Sign in to Oracle Digital Assistant.
2. Click **Navigator > Settings > Authentication Services**.
3. Select the service that you want to set the duration for.
4. In the **Refresh Token Retention Period** field, enter the duration in days. The maximum timeout duration you can set is 30 days.
FAQs for Configuration of Digital Assistant

Why can't I access Oracle Identity Cloud Service to configure digital assistant?

That's probably because you don't have the Identity Domain Administrator role. Check with your help desk. If needed, ask them to create a technical service request for your cloud service to get the Identity Domain Administrator access, but only for these cases:

- You (or someone else) are the existing administrator, and you can't sign in to Oracle Identity Cloud Service or have lost your password.
- The existing administrator is no longer available, for example, they have left your company.

The problem type for the request must be Cloud Hosting Services (Outage, P2T/T2T, Enable SSO, Resize, CloudPortal, MyServices, User/Password, Network, Schedule Maintenance).

How can users sign in to digital assistant?

The methods for signing in to digital assistant varies based on the Oracle Identity Management setup for Cloud Applications.

- Single Sign-On: If SSO is enabled for Cloud Applications
- Single Sign-On with two-factor authentication: If SSO is enabled with two-factor authentication for Cloud Applications
- Cloud Applications user ID and password: If SSO isn't enabled for Cloud Applications

Note: Your users can use any of these methods even if VPN is enabled.
Can I use the same Twilio number for the custom skills and the digital assistant?

Yes, you can do so. But you must first add your custom skills to the digital assistant and then configure the Twilio SMS channel.

What happens if I add a custom skill to a digital assistant, and then upgrade the digital assistant?

There won't be any impact on your custom skill. When you upgrade the digital assistant, the upgraded version will contain the predefined as well as custom skills that you already added in your digital assistant.

What are the different channels available in digital assistant?

This table lists the different channels and the skills that they're available for in digital assistant.

<table>
<thead>
<tr>
<th>Channel</th>
<th>Skills That the Channels Are Available For</th>
</tr>
</thead>
</table>
| Twilio SMS    | • Expenses  
|               | • Sales  
|               | • Project Time Entry                                           |
| MS Teams      | Sales                                                          |
| Slack         | N/A                                                            |
| Oracle Web    | HCM                                                            |