Oracle Fusion Cloud Applications
Getting Started with Oracle Digital Assistant for Fusion Applications

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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

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.

Get Support

You can get support at My Oracle Support. For accessible support, visit Oracle Accessibility Learning and Support.

Get Training

Increase your knowledge of Oracle Cloud by taking courses at Oracle University.

Join Our Community

Use Cloud Customer Connect to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest ideas for product enhancements, and watch events.

Learn About Accessibility

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

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we’d like to hear from you.

You can email your feedback to oracle_fusion_applications_help_ww_grp@oracle.com.

Thanks for helping us improve our user assistance!
1 Get Started

About This Guide

If you want to configure the digital assistant for Oracle Fusion 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 Fusion Applications. You can also learn how to configure several channels to associate them with the digital assistant. If you're looking for information about any product-specific skills, refer to the product-specific guides.

Overview

Oracle Fusion Cloud Applications provides its own digital assistant (FADigitalAssistant) to enhance employee productivity and increase engagement by leveraging conversations to complete tasks and answer queries.

The AI-powered conversational UI lets users communicate with Fusion Applications using their natural language with almost zero learning effort. You can configure the digital assistant and use it.

Related Topics

- Oracle Digital Assistant Documentation

Before You Start

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

- Make sure you have subscribed to the services related to the digital assistant.
- Get your channels, such as Oracle Web, Microsoft Teams, or Twilio account, configured to associate them with the digital assistant. For more information on configuring channels, see Configure Channels.

Here are a few URLs you must know:

<table>
<thead>
<tr>
<th>Application</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity Cloud Service</td>
<td>https://&lt;Identity Domain ID&gt;.identity.oraclecloud.com/ui/v1/adminconsole</td>
</tr>
<tr>
<td>Oracle Fusion Cloud Applications</td>
<td>https://&lt;Fusion domain&gt;.fa.&lt;data center&gt;.oraclecloud.com/fscmUI/faces/FuseWelcome. For example, to access Oracle Cloud HCM, your login URL pattern must be https://&lt;Fusion domain&gt;.fa.&lt;data center&gt;.oraclecloud.com/hcmUI/faces/FuseWelcome</td>
</tr>
</tbody>
</table>
Where to Find Information About Product-Specific Digital Assistants

Here are some resources to help you get going.

<table>
<thead>
<tr>
<th>Service</th>
<th>Oracle Digital Assistant Skill</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Fusion Cloud HCM</td>
<td><strong>HcmV2</strong>: You use this skill to initiate manager or employee self-service transactions and to clarify your employment-related questions.</td>
<td>• Using Oracle Digital Assistant to Interact with HCM Cloud.</td>
</tr>
<tr>
<td></td>
<td><strong>HCM Knowledge</strong>: You use this skill to make Knowledge Management knowledge base content available to HCM HR Help Desk users through multiple channels.</td>
<td>See: <a href="#">Oracle HCM Digital Assistant</a></td>
</tr>
<tr>
<td></td>
<td><strong>Hiring</strong>: You use this skill to check the status of your requisitions and candidates, and review any pending offers.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Approvals</strong>: You use this skill to see the tasks that require your approval and the status of your approval submissions.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Candidate Experience</strong>: You use this skill to search for jobs, check your application status, and withdraw your application.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Internal Candidate Experience</strong>: You use this skill to search for internal jobs, check your application status, and withdraw your application.</td>
<td></td>
</tr>
<tr>
<td>Oracle CX Sales</td>
<td>You use this skill to do your day-to-day sales-related tasks.</td>
<td>• Get started with Oracle Sales Assistant.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>See: <a href="#">Oracle Sales Assistant</a></td>
</tr>
<tr>
<td>Oracle Expense</td>
<td>You use this skill to do your day-to-day expenses-related tasks.</td>
<td>• Get started with Oracle Expense Assistant.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>See: <a href="#">Overview of Expense Assistant</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Learn about setting up Oracle Expense Assistant.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>See: <a href="#">Overview of Setting up Expense Assistant</a></td>
</tr>
</tbody>
</table>
## Service | Oracle Digital Assistant Skill | Link
--- | --- | ---
Oracle Public Sector Compliance and Regulation | You use this skill to assist anonymous users by answering questions and providing recommendations about the permitting process. | • Get started with Digital Assistant for Community Development Permits.  
See: [Using Digital Assistance for Community Development Permits Assistant](#)  
• Get started with Digital Assistant for Community Development Planning and Zoning.  
See: [Using Digital Assistance for Community Development Planning and Zoning](#)
Oracle Logistics Digital Assistant | You use this skill to track the status of your orders and shipments from Oracle Transportation Management (OTM) Cloud. | • Get started with Oracle Logistics Digital Assistant.  
See: [Logistics Digital Assistant](#)
Oracle Project Management | **Project Time Entry:** You use this skill to record your project-based time entries and submit time cards.  
**Project Management:** You use this skill to do your project management activities, such as view and update tasks, deliverables, issues, and action items. You can also check the project progress and financial status. | • Learn about the Project Time Entry Skill.  
See: [Oracle Digital Assistant for Project Time Entry](#)  
• Learn about the Project Management Skill.  
See: [Oracle Digital Assistant for Project Management](#)
Oracle Field Service | You use the sample skills provided by Oracle Field Service for assisting technicians who have started an activity and for helping technicians when they haven't been able to start the activity. | • Learn about Oracle Digital Assistant Integration for field service.  
See: [Oracle Field Service](#)
Oracle Care Experience | You use this skill to set up care experience. | • Oracle Digital Experience for Communications.  
See: [Oracle Care Experience](#)
Oracle B2C Service | You use this skill to quickly create your own digital assistant that handles functionality such as FAQs, Knowledge Search, Agent Handover, Check Status, and Small Talk. | • Oracle Digital Assistant for B2C Service.  
See: [Using B2C Service](#)
2 Configure Digital Assistant

Overview of Configuring Digital Assistant

Your project users access Oracle Digital Assistant (ODA) with a specific user role. So you can assign the user roles to them, such as administrator, developer, and business user.

Watch video

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.

Oracle Digital Assistant Architecture

The ODA platform supports the development of the digital assistants and individual skill chatbots. This diagram illustrates the architecture of ODA.
The ODA platform includes the tools to create and configure the various components involved in the architecture of ODA.

- Digital assistants, which are AI-driven interfaces (commonly known as chatbots) that help users accomplish a variety of tasks in natural language conversations. It’s the central chatbots that coordinate the user interaction with one or more skill chatbots, by using intelligent routing.
- Skill chatbots, which are individual chatbots that are focused on specific types of tasks, such as tracking inventory, submitting time cards, and creating expense reports. It uses natural language processing to resolve user intent and extract information from the message sent through conversational channels. You can add skills to the digital assistants or deploy them to a channel on their own.
- Channels, which are the connectors that bind a digital assistant or an individual skill chatbot to messaging services, such as Facebook, WeChat, mobile, web or Alexa. A single digital assistant or skill can have several channels configured for it so that it can run on different services simultaneously.
- Skill Store, which offers a range of pre-packaged skills and digital assistants. Chatbot developers and administrators add pre-built skill chatbots to their digital assistants, including SaaS service skill chatbots for ERP, CX, and HCM.

Related Topics
- Build Your Digital Assistant
- What Are Skills?
- User Channel Routing

How the Integration of the Application with Digital Assistant is Secured

Here are the key security aspects of the integration between Oracle Digital Assistant and Oracle Fusion Cloud Applications.

Security Overview
Oracle Digital Assistant is a native Oracle Cloud Infrastructure (OCI) service, which is available in both the Public Commercial and Government regions. Digital Assistant is also accredited as FedRAMP compliant. Digital Assistant uses FIP encryption everywhere, for data in transit and data at rest.

The application is integrated with the digital assistant at provisioning time. When the Fusion Applications pod is provisioned, a dedicated digital assistant service instance is provisioned for that pod. This pairing associates the application with the digital assistant.

Here are the key aspects of the pairing:

- The paired application package, which includes the authentication service for the application, is installed and configured on the Fusion Applications pod. Among other things, this configuration sets up the security groups and policies.
- In the digital assistant, an Authentication Service is set up and configured to the Oracle Identity Cloud Service (IDCS) stripe of the Oracle Fusion Cloud Applications pod.
- The Identity Cloud Service (IDCS) stripe of the Fusion Applications pod is registered as an authentication service on the digital assistant Authentication Service page.
- In the digital assistant, an Oracle Web channel is configured. You may also add additional channels based on your needs.

**Runtime Security**

This diagram illustrates how you converse with the Fusion Applications pod, and the security features involved in the process.

![Diagram of runtime security](image)

This table describes the steps illustrated in the diagram.

<table>
<thead>
<tr>
<th>Callout Number</th>
<th>Data Flow</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1              | User to Channel | The user starts a conversation by entering a message through an Oracle Web channel in Digital Assistant.  
**Note:** Configuration of the Web settings is a manual process in both the ODA service instance and the Fusion Applications Designer. |
| 2              | Channel to ODA Service Instance | The channel sends the encrypted message through the channel security to the ODA service instance. See **Configure Client Authentication**. |
| 3              | Fusion Applications Skill to Fusion Applications Authentication Service within ODA Service Instance | The message from the channel is routed to the Fusion Applications Skill in the ODA service instance, which then triggers the authentication service for the application. |
| 4              | Fusion Applications Authentication Service to IDCS App | The authentication service checks if the user has been authenticated with IDCS. If not, the authentication service sends an OAuth access token request to the IDCS server. This redirects to the IDCS Sign In page, prompting the user to sign in. |
| 5              | User to IDCS App | The user enters the user name and password. |
| 6              | IDCS App to Fusion Applications Authentication Service | After the user is successfully authenticated, the IDCS server returns both an access token and a refresh token to the Fusion Applications Authentication Service. This process happens within the Fusion Applications skill’s OAuth access token flow. The access token is used to authenticate the user's request to the Fusion Applications pod. |
Access Your Pre-Provisioned Digital Assistant Environment

You can set up access privileges for yourself and other users to the Oracle Digital Assistant that has been pre-provisioned for you.

As a primary cloud administrator, you get the URL to the Oracle Identity Cloud Service instance and its credentials through a Welcome email. This email is regarding the newly created Oracle Identity Cloud Service instance in your cloud account. If you don't have the credentials, contact your primary administrator. The administrator can access My Services Cloud portal and get you a cloud administrator account with the FA_GSI_Administrator role assigned. For changing the primary administrator, you must provide an authorization email from a company senior executive in a technical service request.

Open the Admin Console URL specified in your Welcome email, 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 Single Sign-On (SSO) credentials.

---

<table>
<thead>
<tr>
<th>Callout Number</th>
<th>Data Flow</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Fusion Applications Authentication Service to Fusion Applications Skill</td>
<td>In the same channel, if the user sends any additional requests within the 8-hour expiration window, the same access token will be used. In the same channel, if the user sends any additional requests beyond the 8 hours and less than 7 days, then the authentication service will request a new access token through refresh token.</td>
</tr>
<tr>
<td>8</td>
<td>Fusion Applications Skill to Fusion Applications Pod</td>
<td>The Fusion Applications Skill sends a REST API request with the access token received in step 6. The Fusion Applications Pod proceeds to do the authentication using the OAuth access token.</td>
</tr>
<tr>
<td>9</td>
<td>Fusion Applications Pod back to Fusion Applications Skill</td>
<td>The Fusion Applications Pod returns the response to one or more Fusion Applications Skills in the ODA service instance.</td>
</tr>
<tr>
<td>10</td>
<td>Fusion Applications Skill to Channel</td>
<td>The ODA service instance returns the response to the channel.</td>
</tr>
<tr>
<td>11</td>
<td>Channel back to the User</td>
<td>The channel displays the response to the User.</td>
</tr>
</tbody>
</table>
Chapter 2
Configure Digital Assistant
Enable Provisioning and Synchronization for the Application

1. Verify that provisioning and synchronization options are enabled between Fusion Applications and the digital assistant instance.
   a. Click **Navigator > Oracle Cloud Services**.
   b. Search for and select the Oracle Applications Cloud instance.

   Here's the screenshot that displays the Enable Provisioning and Enable Synchronization options.

   ![Enable Provisioning and Synchronization Options](image)

   By default, both the Enable Provisioning and Enable Synchronization options are selected. You can change these settings only if you have the FA_GSI_Administrator role assigned to you.
   c. Click the Provisioning tab.
   d. In the Select Provisioning Operations section of the page, select the **Authoritative Sync** check box.
   e. 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**.

   **Note:** User synchronization is required if you're using channels such as SMS Twilio and MS Teams. Oracle Web channel does not require user synchronization.
Related Topics

- How to add FA_GSI_Administrator role to a user?
- 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 access the digital assistant, import skills, add utterances, test skills, or extend the digital assistant.

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>ServiceAdministrator</td>
<td>• Get complete access to the Bots instance for the draft and published skills.</td>
</tr>
<tr>
<td>ODA Service Administrator</td>
<td>• Access or import skills.</td>
</tr>
<tr>
<td>Role</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>ServiceDeveloper</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 the digital assistant and skills.</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>ServiceBusinessUser</td>
<td>• Get access to the analytics insights.</td>
</tr>
<tr>
<td>ODA Service Business User</td>
<td>• Test the dialog flows and whether the intent and entity match.</td>
</tr>
<tr>
<td>Role</td>
<td>• Add sample utterances to the training corpus to retrain a skill. But a business user can’t add sample utterances to the skill directly. Instead, the business user can use analytics insights to train the skill again with user patterns.</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>

Related Topics

- What Are Skills?
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.

Users who use single sign-on to access Oracle Applications Cloud, make sure your 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. Search for the application name that starts with **idcs-oda**.
4. Open the application.
5. Click the Application Roles tab.
6. Select a role and click the corresponding menu icon.
7. Click **Assign Users**.

   This screenshot shows the Assign Users option.

8. Search and select the user for whom you want to assign a role to and click **Assign**.

   **Note:** You can search for the user by name or email address.
9. Select the user and click **OK**.

Get Digital Assistant URL in Identity Cloud Service

You can find and use the 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.
Integration of the Application with Digital Assistant

Use Oracle Fusion Cloud Applications to open and set up the digital assistant. You must have the ODA Service Administrator or ODA Service Developer role to do this task.

You can configure the Oracle Web channel to associate it with your digital assistant.

1. Sign in to Fusion Applications.
2. In the Setup and Maintenance work area, go to the Manage Digital Assistant task.

Your paired digital assistant opens in a separate tab.
3. In the digital assistant instance, pull FADigitalAssistant from the skill store.

Note: You can extend the pre-defined digital assistants and skills. That means you can create a new version of your digital assistant and skill, which you can modify. The modified version remains compatible with the original version. If you don't have the ODA Platform for SaaS subscription, you can only extend FADigitalAssistant, not the skills.

Related Topics
• Get a Skill from the Skill Store
• Extending Digital Assistants and Skills
• Update Existing Setup Data

Install Pre-Defined Digital Assistant in ODA Instance

Oracle Digital Assistant (ODA) administrator needs to pull FADigitalAssistant to your ODA instance to use the predefined digital assistants and skills from the skill store.
To pull FADigitalAssistant from the skill store:

1. Click **Navigator > Development > Store**.

Here’s the screenshot of a skill store from where you can pull FADigitalAssistant.

2. In **Skill Store**, search for the digital assistant or skill that corresponds to your application version, for example, FADigitalAssistant Version 22.07.48.

**Note:** The FADigitalAssistant tile shows the digital assistant version and the ODA platform version. The first four digits of the version number correspond to the application release and the last two digits show the FADigitalAssistant version within the release. For example, in the 22.07.48 version, 22 corresponds to the year 2022, and 07 corresponds to the quarterly release (01 = A, 04 = B, 07 = C, 10 = D) of the application version. The last two digits, 48, show the FADigitalAssistant version within the 22.07 release. The platform version is displayed in a four-digit format, the first two digits show the year, and the next two digits show the month. For example, in the 22.02 platform version, 22 corresponds to the year 2022, and 02 corresponds to February.
In the tile for FADigitalAssistant, click the menu icon and select **Pull**.

**Note:** FADigitalAssistant is pulled automatically from the skill store, but if the latest version isn’t pulled, you can manually pull it again.

After you pull a skill or digital assistant from the skill store, you can do any of these tasks:

- Use it as is.
- Extend it, which enables you to configure it in several ways, such as answer intents and inherit tracking ID from the base skill. Later, if a new version of that skill or digital assistant is available in the skill store, you can rebase your configurations to the new version.
- Clone it, which enables you to make special modifications like update the platform version for the latest Machine Learning (ML) models. When you clone a skill or digital assistant that you have pulled from the skill store, you can’t later rebase to new versions in the absence of tracking IDs.
- Install update, if you have a skill or digital assistant that you have pulled from the skill store and an update is available. You can update that skill or digital assistant with the newest version using the **Install Update** option.

**Related Topics**
- Extend a Skill

### Train Digital Assistant

Before you can use the digital assistant, you need to train it.

1. Click **Navigator > Development > Digital Assistant**.
2. Open the digital assistant by clicking its tile.
3. In the navigation bar for the digital assistant, click the **Train** button.
4. In the Train dialog box, leave **Trainer Tm** as the default, click **Submit**, and wait for the training to complete.

**Note:**
- When you pull the digital assistant from the tile, it gets trained automatically. But, if the training process fails, you need to manually train the digital assistant.
- You can’t train a published digital assistant.

### Configure Channels

You can use your 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.

This table lists the different skills and the supported channels.
<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
<th>Channels Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses</td>
<td>You use this skill to do your day-to-day expenses-related tasks.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>Project Time Entry</td>
<td>You use this skill to record your project-based time entries and submit time cards.</td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>Project Management</td>
<td>You use this skill to do your project management activities, such as view and update tasks, deliverables, issues, and action items. You can also check the project progress and financial status.</td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>CX Sales</td>
<td>You use this skill to do your day-to-day sales-related tasks.</td>
<td>• MS Teams</td>
</tr>
<tr>
<td>Internal Candidate Experience</td>
<td>You use this skill to help your employees to search for jobs, check their application status, and withdraw their application.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
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<td>• MS Teams</td>
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<td>• Twilio SMS</td>
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<tr>
<td>Hiring</td>
<td>You use this skill to help your recruiters and the hiring team to check requisition status and candidate status and review any pending offers.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>HcmV2</td>
<td>You use this skill to initiate manager self-service transactions and to clarify your employment-related questions.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td>Help Desk</td>
<td>You use this skill to clarify the queries of your employees.</td>
<td>• Oracle Web</td>
</tr>
</tbody>
</table>

### 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 your application or enter *.

   | 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 1440 minutes.

   You use the Session Expiration field to set the timeout for inactive user sessions. The default value is one day (1440 minutes). When the session expires, the conversation is terminated, and a message is sent to notify the user.

   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 and click Reset Sessions.

7. Copy the channel ID or make a note of it.

   You will need this channel ID while enabling your digital assistant.

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

1. Enable the digital assistant for Fusion Applications.
   a. Sign in to Fusion Applications.
   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 the digital assistant to Fusion 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 Digital Assistant Configuration tab.

d. In the Network Configuration section, enter values in these fields.

   - Enter a server URL of your digital assistant instance where the Oracle Web channel is configured in **Server URL of the ODA Instance** field. For example, `idcs-oda-88343450fd012b9fb498be0c36-t0.data.digitalassistant.oci.com`.

   **Note:** When you enter a server ODA URL, make sure it doesn’t contain https:// or a trailing slash.

   - In the **Web Channel ID** field, enter the web channel ID, which you got when you configured Oracle Web channel for your digital assistant.

   **Note:** When you enter a web channel ID, make sure it doesn’t contain any spaces.

   - Specify other web channel preferences such as enable attachment sharing in the Features and Functionality Configuration section.

     As standard features, only Expenses and Helpdesk support attachments and for other skills, you need to design a custom task to accept attachments. To set **Enable speech** and **Enable speech auto send** preferences, you need to have the ODA Platform for SaaS subscription.

   - Click **Save and Close**.

   - Test the configuration in the chat window and publish your sandbox.

---

**Configure Microsoft Teams Channel**

You can configure a Microsoft Teams channel so that your users can chat with the 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.
Configure Digital Assistant

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 and click Reset Session.
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 Microsoft Teams.

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. Sign in to Twilio application.
8. Click Navigator > Phone Numbers > Active Numbers.
9. On the Active Numbers page, click a Twilio number.
   
   Note: You must have the Twilio phone number. When you buy the Twilio account, you receive the phone number.
10. Click the Configure tab.
11. In the A Message Comes In field in the Messaging section, paste the webhook URL.
12. Click Save.

Related Topics
- Before You Start
- Twilio/SMS
- Microsoft Teams
- Create and Activate Sandboxes
- Session Expiration

Enable Insights in Digital Assistant

You can enable Insights, an analytics feature that reports performance indicators for the skills and the digital assistant. You can diagnose problems with your skills and also improve their understanding of user input.

- Sign in to Oracle Digital Assistant.
- Click Navigator > Development > Skills.
- Select the skill that you have configured.
- Click Navigator > Settings.
- Click Enable Insights to provide insight into how the skill is performing.
- Click Navigator > Insights.

Here you can see how the skill is performing, for example, complete versus incomplete conversations, and what are the top resolved intents.

Related Topics
- Oracle Digital Assistant Insights

Test Digital Assistant

You can test your digital assistant in the Oracle Digital Assistant instance. You can also test whether the digital assistant works after configuring Twilio SMS and Oracle Web channels.

Test Digital Assistant in the Oracle Digital Assistant Instance

1. Sign in to Oracle Digital Assistant.
2. Click Navigator > Development > Digital Assistants.
3. Click **FADigitalAssistant**, select the skill that you want to test, and click the **Preview** icon as in the screenshot.

Here's the Conversation Tester page.
4. On the Conversation Tester page, in the text box, type your utterance, for example, What is my email. You must get a response in the chat window.

**Note:** Before using the conversation tester, set the endpoint parameter. See `Set da.FARestEndpoint Parameter`.

**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.

   The 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**.

   The digital assistant sends an URL to sign in to Oracle Fusion Cloud Applications.

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 the Oracle Fusion Cloud Applications.

1. In Fusion Applications, you can view the digital assistant, which is displayed as the Chat icon on the home page.

   This image shows the Chat icon on the home page of the application.

2. Click the Chat icon to open a chat window.

3. In the chat window, enter utterance. For example, who am I.

   You must get a response in the chat window.

Related Topics

- System Intents for Digital Assistants
- Digital Assistant Testing
- The Skill Tester

About Personalizing Digital Assistants

If you deploy your out-of-the-box skills as part of a single digital assistant, here are some things you can do with the digital assistant.

- Add Skills to Digital Assistant
- Personalize Your Digital Assistant
- Tune Routing Behavior
- Linking of Digital Assistant Instances
Upgrade Digital Assistant

To continuously improve the quality of your skills and digital assistants, you must upgrade and get the latest updates in them.

Here are some of the best practices for upgrading skills and digital assistants:

- If you have ODA for SaaS subscription, you will get notifications about new release versions.
- You must install updates from the skill store.

For a skill or digital assistant you have installed from the skill store, if an update is available, you can update the newest version from the skill store.

1. Sign in to Oracle Digital Assistant.
2. Click **Navigator > Development > Digital Assistants**.
3. In the tile for the skill or digital assistant you want to update, click the **Menu** icon and select **Install Update**.

**Note:** If the skill or digital assistant you’re updating is an extended one, you can rebase your extension to the updated version. See **Rebasing**.

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 the 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. Click **Reset Sessions**.
7. 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.

| Note: To import an extension, the target instance must have the corresponding base bot installed.

10. Browse and select the .zip file that 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 the digital assistant. To add skills that aren’t available in your digital assistant environment, 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.

Here’s the screenshot that shows how to add custom skills.

3. Search for the digital assistant you want to add the skills to.
4. Open the extended FADigitalAssistant and click Add Skill.

| Note: Ensure that the Skills tab is selected.

5. In the extended FADigitalAssistant tile, click the checkbox to register the skill and then click Done.

Related Topics

- Linking of Digital Assistant Instances

About Extending Installed Skills

After you buy the pillar SKUs for Oracle Fusion Cloud Applications, you can access FADigitalAssistant and its skills from the Oracle Digital Assistant platform skill store associated with your Fusion Applications.
Once you pull a skill or digital assistant from the skill store, you can do these tasks:

- Configure channels supported by Oracle Digital Assistant. For example, Twilio, Oracle Web, and Microsoft Teams.
- Enable and disable skills as per your organization's needs.

You can buy the Oracle Digital Assistant Platform for SaaS (ODAP4SaaS) SKU to make more changes in the digital assistant, a few of which are listed here:

- Add utterances to existing intents and retrain to configure FADigitalAssistant.
- Add intents.
- Add entities.
- Change the dialog flow.
- Add or modify custom components (change the common response components or add integrations).
- Add other channels supported by Oracle Digital Assistant.
- Add resource bundles for the dialog.
- View and analyze diagnostics, analytics, and transaction logs.

Related Topics
- Extending Skills

About Extending Out of the Box Skills

After you have pulled out of the box skills, you can deploy them as is, or extend and then deploy them.

Explore these topics to learn what you can do and how to do it:

- Deploy a skill or digital assistant through a channel. See Channel Basics.
- Customize the skill for your business. See Extending Digital Assistants and Skills.
- Create tests for your extensions. See Test Cases.
- Learn the basics of skills:
  - Intents
  - Entities
  - The Dialog Flow Definition
  - Custom Components
- Translating skills. See Languages and Skills.

Export and Import Skills

You can export a skill from one environment, and import it to another one.
Configure Digital Assistant

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.

   **Note:** To import an extended skill, the target instance must have the corresponding base bot installed.

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.

Your changes are saved automatically.

---

**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 FA_GSI_Administrator role assigned to you. Check with your primary administrator who can access My Services Cloud portal and get you a cloud administrator account with the FA_GSI_Administrator role assigned, 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’re no longer working for 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 the digital assistant?**

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

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

Note: Your users can use any of these methods even if VPN is enabled.

How to add FA_GSI_Administrator role to a user?

Use My Services Cloud Portal for Fusion IDCS to add FA_GSI_Administrator role to a user.

Note: To create or manage services, you must have access and credentials to the primary instance of Identity Cloud Service.

1. Use your cloud account credentials to sign in to the My Services Cloud Portal. To sign in, you can use either cloud.oracle.com or https://myservices-<insert_cloud_account_name>.console.oraclecloud.com/mycloud/cloudportal/dashboard with your cloud account credentials.
2. Click Navigator > Users and select any of the Fusion stripe to open the Oracle Fusion Cloud Applications sign in page.
3. Sign in using either your SSO or account credentials that you got as a primary cloud administrator.
4. In the Users tab, search for and select the required user. The user information is displayed.
5. On the page displaying user information, click the Roles tab.
6. In the Oracle Applications Cloud (Fusion) field, select FA_GSI_Administrator (FA GSI Administrator) to grant the role to the user.

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 to your digital assistant.

Note: When a digital assistant is upgraded to the latest platform version, the custom skill will need to be in the same platform version for it to be added to FADigitalAssistant.

What are the different channels available in the digital assistant?

This table lists the different skills and the supported channels.
## Configure Digital Assistant

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
<th>Channels Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses</td>
<td>You use this skill to do your day-to-day expenses-related tasks.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>Project Time Entry</td>
<td>You use this skill to record your project-based time entries and submit time cards.</td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>Project Management</td>
<td>You use this skill to do your project management activities, such as view and update tasks, deliverables, issues, and action items. You can also check the project progress and financial status.</td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>CX Sales</td>
<td>You use this skill to do your day-to-day sales-related tasks.</td>
<td>• MS Teams</td>
</tr>
<tr>
<td>Internal Candidate Experience</td>
<td>You use this skill to help your employees to search for jobs, check their application status, and withdraw their application.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>Hiring</td>
<td>You use this skill to help your recruiters and the hiring team to check requisition status and candidate status and review any pending offers.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Twilio SMS</td>
</tr>
<tr>
<td>HcmV2</td>
<td>You use this skill to initiate manager or employee self-service transactions and to clarify your employment-related questions.</td>
<td>• Oracle Web</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MS Teams</td>
</tr>
<tr>
<td>Help Desk</td>
<td>You use this skill to clarify the queries of your employees.</td>
<td>• Oracle Web</td>
</tr>
</tbody>
</table>