

Buzzword Bingo or in Reality?!

OAC, ADW & ODA Combined

Christian Berg

Special thanks to Asaf Lev & Kiran Tailor

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Christian Berg

- Oracle ACE Director Business Analytics
- Oracle Analytics since 2001
- Speaker at OpenWorld, KScope, User Groups and open-source conferences
- Blogger on Analytics, DWH, Data Science <http://dimensionality.ch>
- Telegram/IRC #obihackers moderator
- ODC and OCCC community advocate
- Trainer for Oracle University since 2006



Agenda

- 1 Introductions
- 2 Use Cases & Personas
- 3 Solution Product's Overview
 - Autonomous Datawarehouse (ADW)
 - Analytics Cloud (OAC)
 - Digital Assistant (ODA)
- 4 Tutorial Architecture
- 5 Tutorial Step-by-Step



450+ Technical Experts Helping Peers Globally



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ACE Associate

bit.ly/OracleACEProgram

Nominate yourself or someone you know: acenomination.oracle.com

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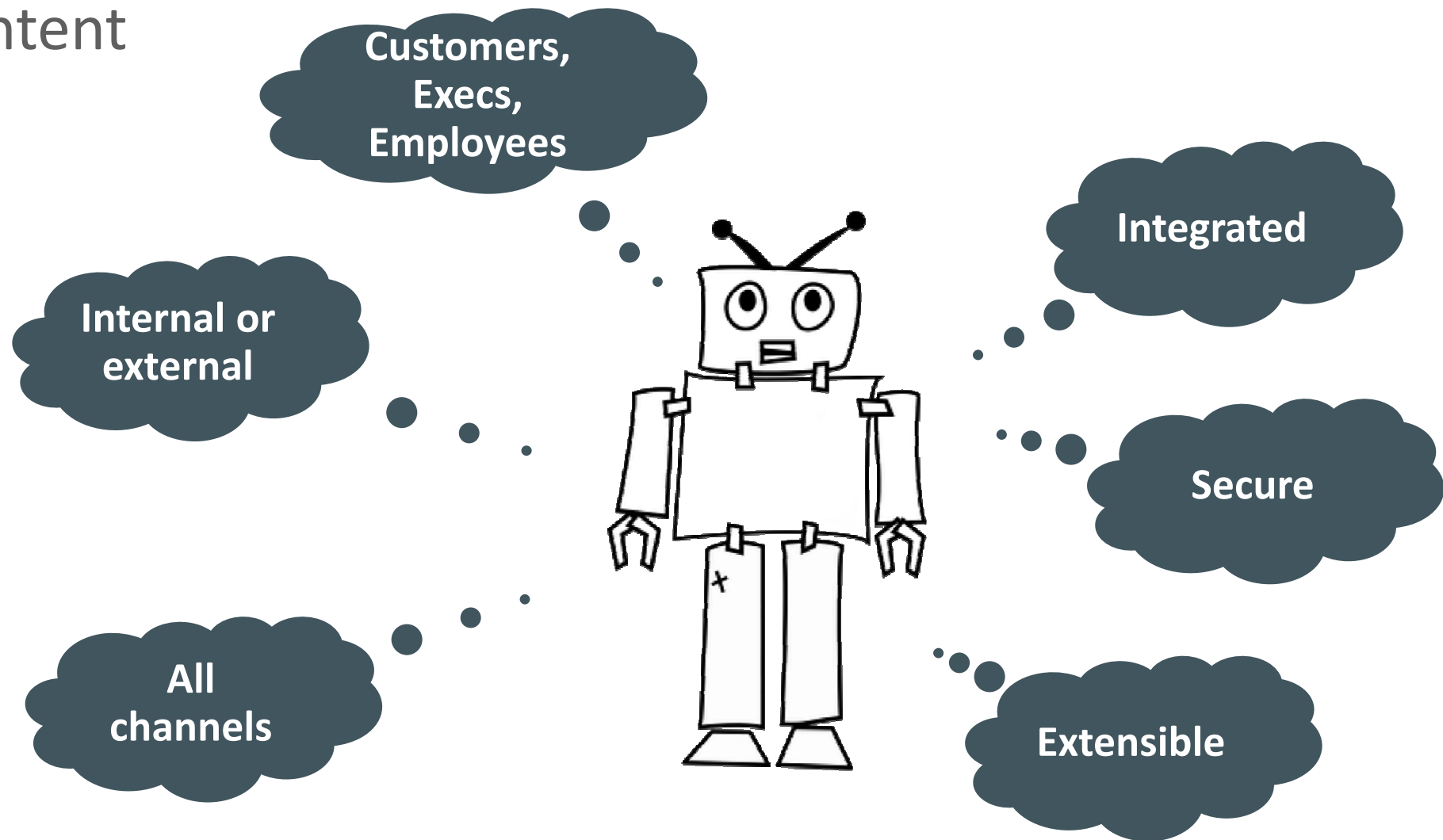
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Use Cases & Personas

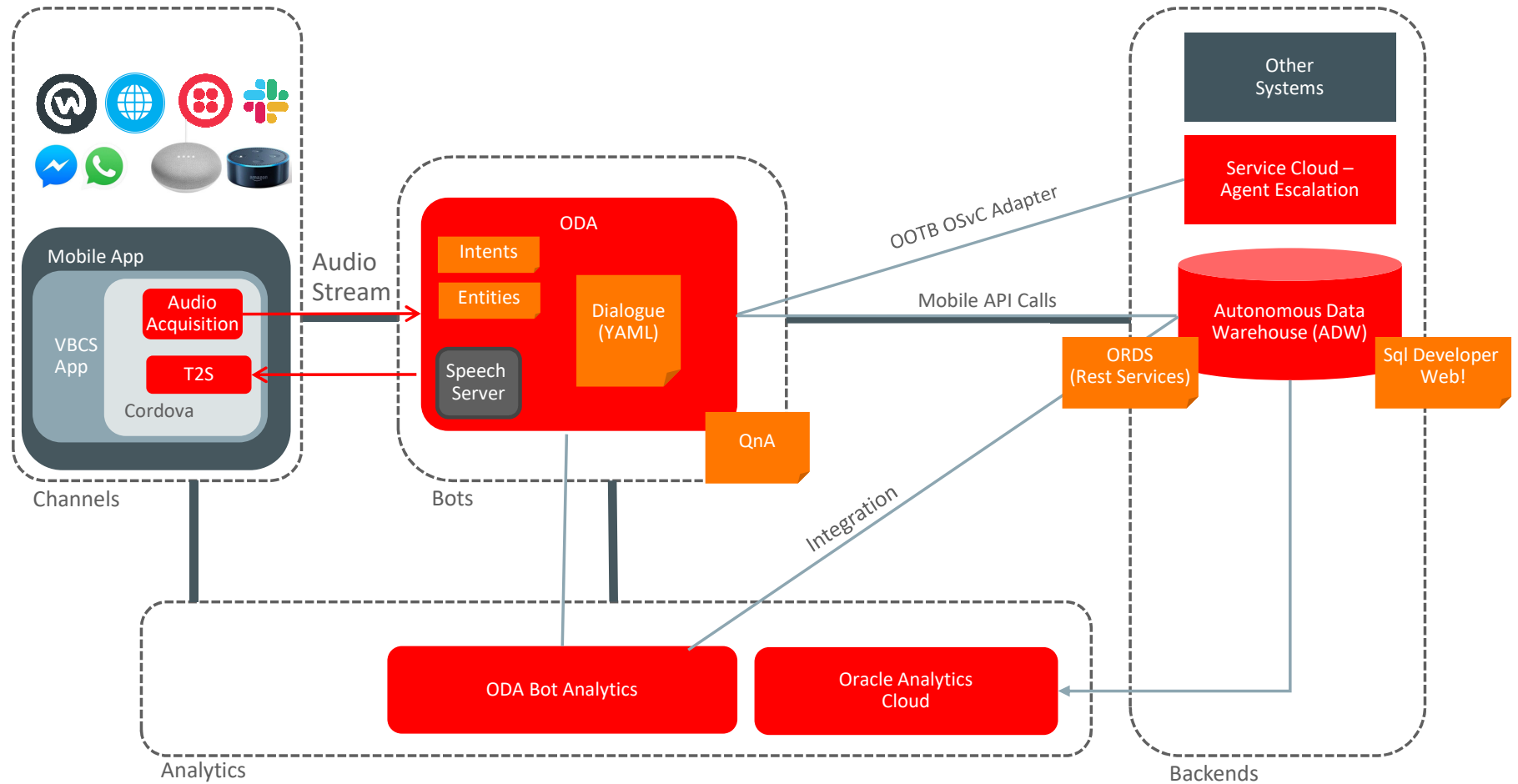
Movie Store – Information on Customer Movie Purchases, Types of movies purchased, HR data extensions

- CFO
 - how is our revenue this year?
 - what has been our growth compared to last year?
 - What do we see the growth for the coming years.
 - Once these questions are asked
 - the team take days to provide answers.
 - In today's world SLT's require this information available when needed.
 - We will show how this can be done via OAC
- Customer
 - Having an order enquiry issue
 - telephone's contact centre queue time are long for speaking to an agent
 - Eventually decides to ask his questions to the Digital Assistant.
 - Not happy with the Digital Assistant – he escalates the issue to a live agent.
 - Digital Assistant will start communicating between live agent and customer.
 - Employees
 - How many holidays do I still have for this calendar year?
 - Digital Assistant hands over to HR











Intent



Architecture



Channels Workbook

Chat Channel	Properties	Select	Comment
	FB Messenger > 1.2 Billion active users. Connect to FB Page		
	Workplace Chat Facebook enterprise messaging		
	In Web Most accessible does not need to depend on 3 rd party messaging	*	Because it's just basic
	In App Allows linkage to custom mobile app		
	Slack Enterprise messaging, Collaboration tool. Used extensively in DevOps	*	Cool channel
	Skype 4 Business Enterprise messaging (being replaced by MSFT Teams)		
	Alexa, Google Home Audio bot – communal setting. Hands free operation	*	Use Alexa to show the dialogue in a prototype
	Telegram Dominant chat in some markets. E2E encryption		
	Text Most used and most accessible. Limited interaction UI. Texts costed.		
	Voice Using voice capability in mobile phones – Siri and Google Assistant OR in future organic voice capability	*	Use Oracle Voice new tech!
	Microsoft Teams		

The image shows a person's workspace during a 'John, Inspector, Export Mode' session. The workspace is covered with numerous yellow sticky notes, some of which are numbered (1-15) and organized into clusters. A large blue flowchart is drawn on the wall, connecting various points. The person's hands are visible at the bottom, holding a pen. The background shows a white wall and a desk with a laptop and other items.

Sticky Notes:


- Active listening
- Arthur (first name) - After first engagement
- number of times recorded registration + hype
- first opening welcome
- WELCOME! Vesp. Greeting (look play again)
- Small talk notes - Navigation Q&A
- John, Inspector, Export Mode
- 1. Hello John, I'm your beekeeping ASSISTANT. If I can help you, please what advice you wish to do today?
- 2. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 3. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 4. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 5. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 6. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 7. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 8. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 9. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 10. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 11. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 12. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 13. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 14. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 15. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.

Flowchart:

- John, Inspector, Export Mode
- 1. Hello John, I'm your beekeeping ASSISTANT. If I can help you, please what advice you wish to do today?
- 2. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
- 3. I'm sorry to hear that. I'm sorry to hear that. I'm sorry to hear that.
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Oracle Analytics Cloud (OAC)

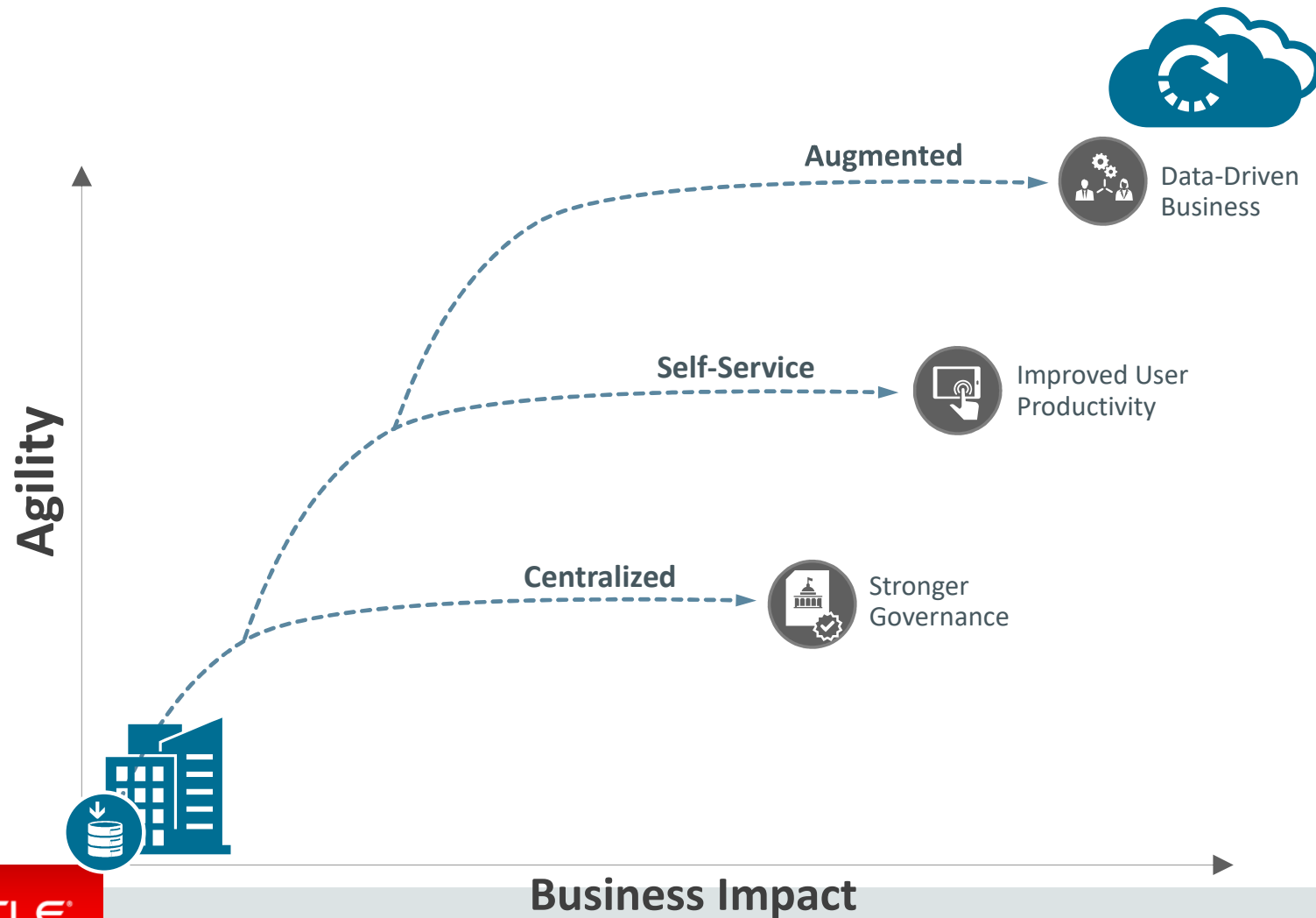
The logo consists of a large, light blue circle with a slightly darker blue inner circle. The words "Oracle" and "Analytics" are written in white, bold, sans-serif font, stacked vertically in the center of the circles.

**Oracle
Analytics**

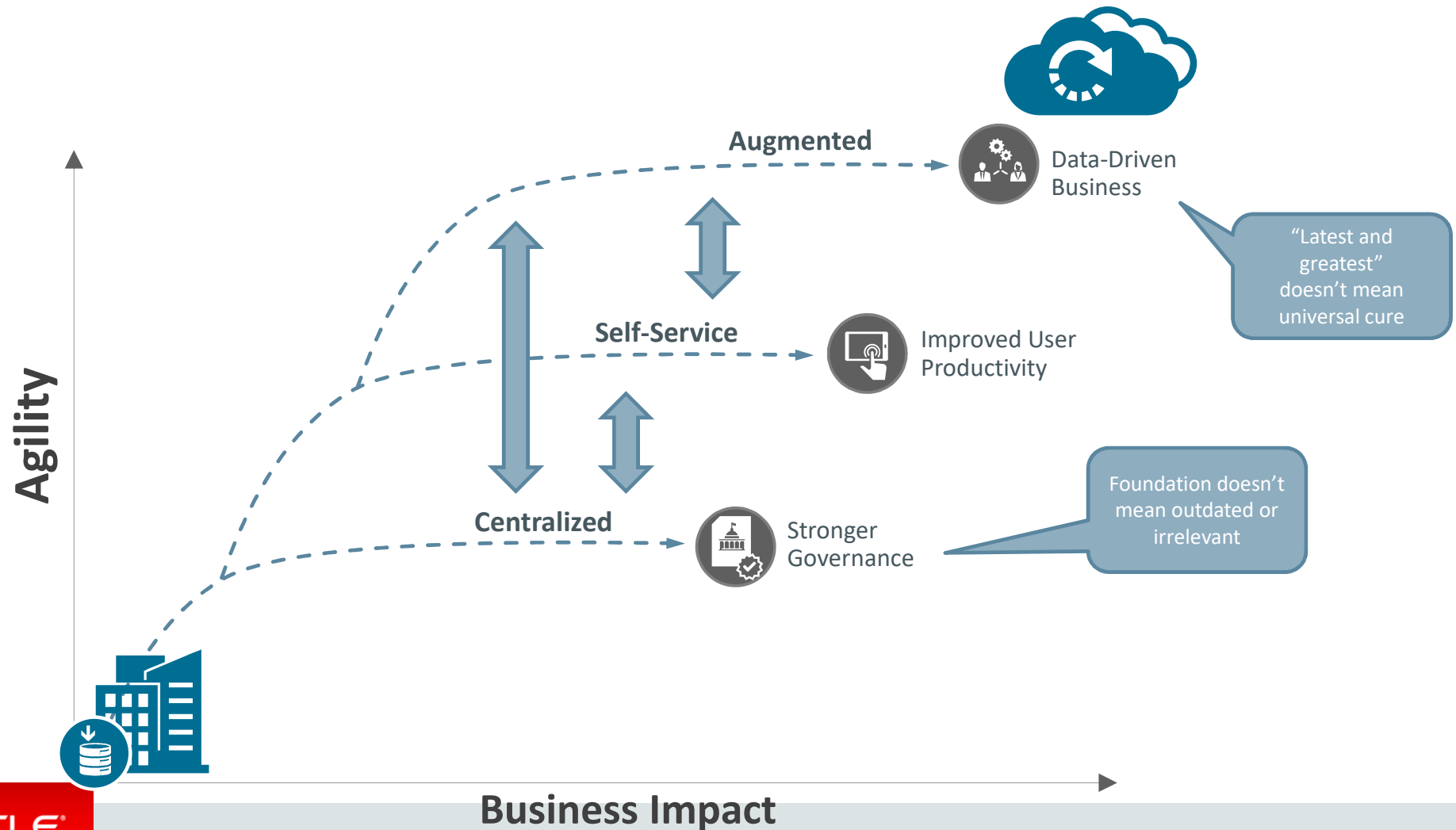
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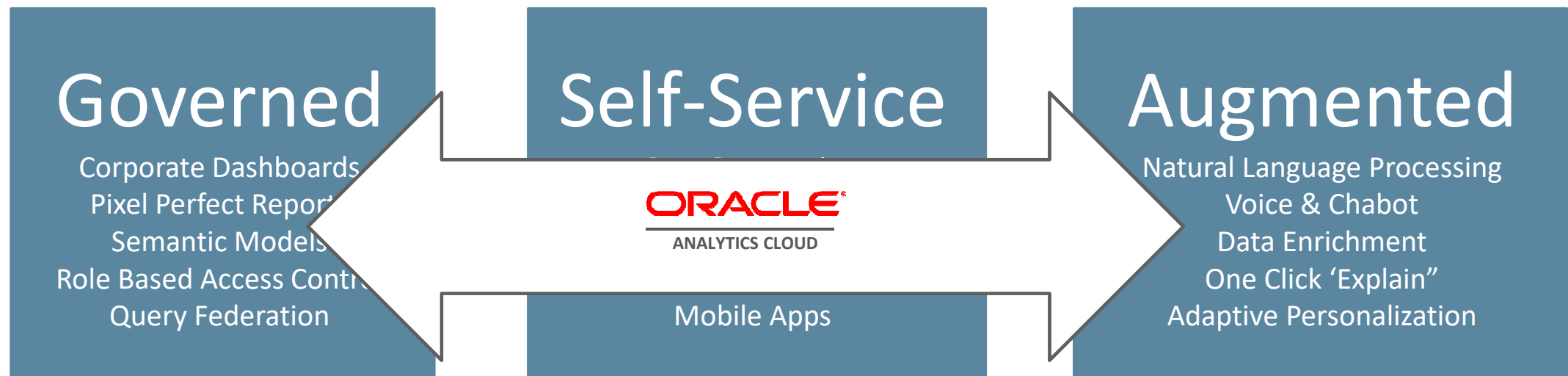
Analytics waves over time



Analytical needs – Integration and Unification



Covering all the needs



Unified. Integrated. Coherent.

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Covering all the needs



Business



Analysts



Data Stewards and IT



Developers

Oracle Analytics Cloud

Data Analysis and Collaboration

Explore and discover using natural language, visualization, & storytelling

Data Preparation

Prepare enriched, sharable, & reliable data sets

Data and Model Catalog

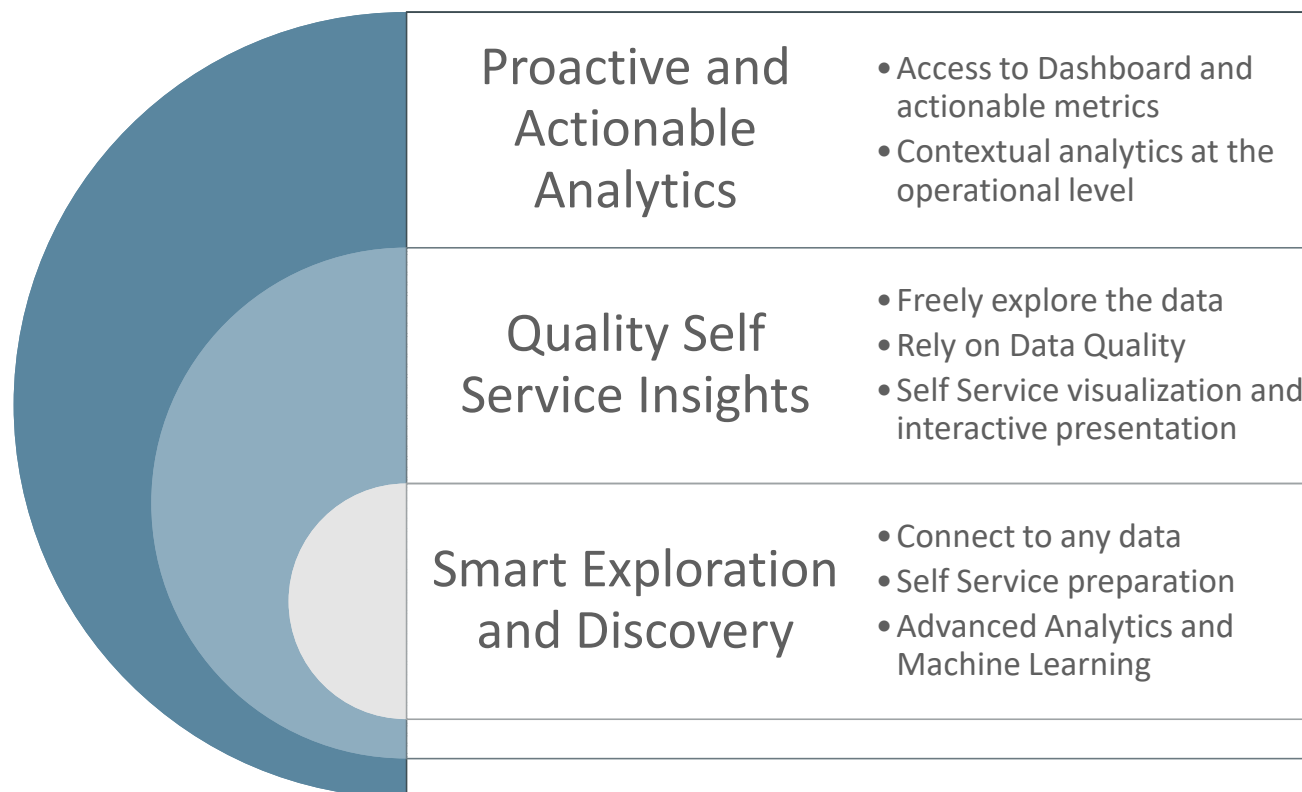
One place to collect, search, explore & curate all data,
Self Service along side enterprise semantics.



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The right capability for the right job and the right people



Streamlined product offering



Oracle
Analytics
Cloud

Oracle
Analytics
Server

Oracle
Analytics for
Applications

Oracle Analytics Server (OAS)

Functional
parity with
Oracle Analytics
Cloud
(yearly updates)

Move to cloud
any time and on
your own terms

Existing OBIEE
licenses
automatically
converted
(functional gains!)

Oracle Analytics for Applications (OAX)

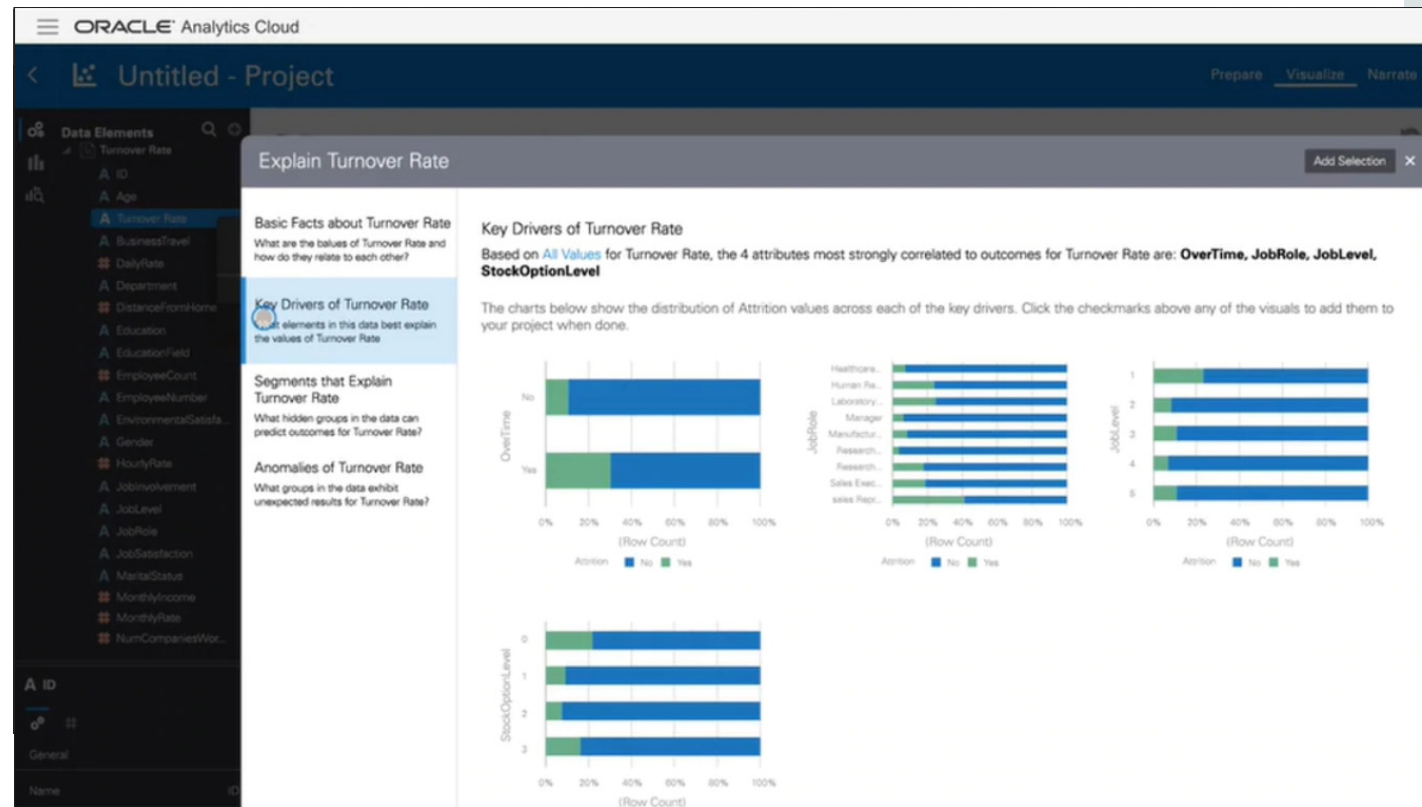
Fully managed
data pipeline
and warehouse

Ready to use
semantic model,
reports &
dashboards

Extensible and
customizable using
ADW and OAC

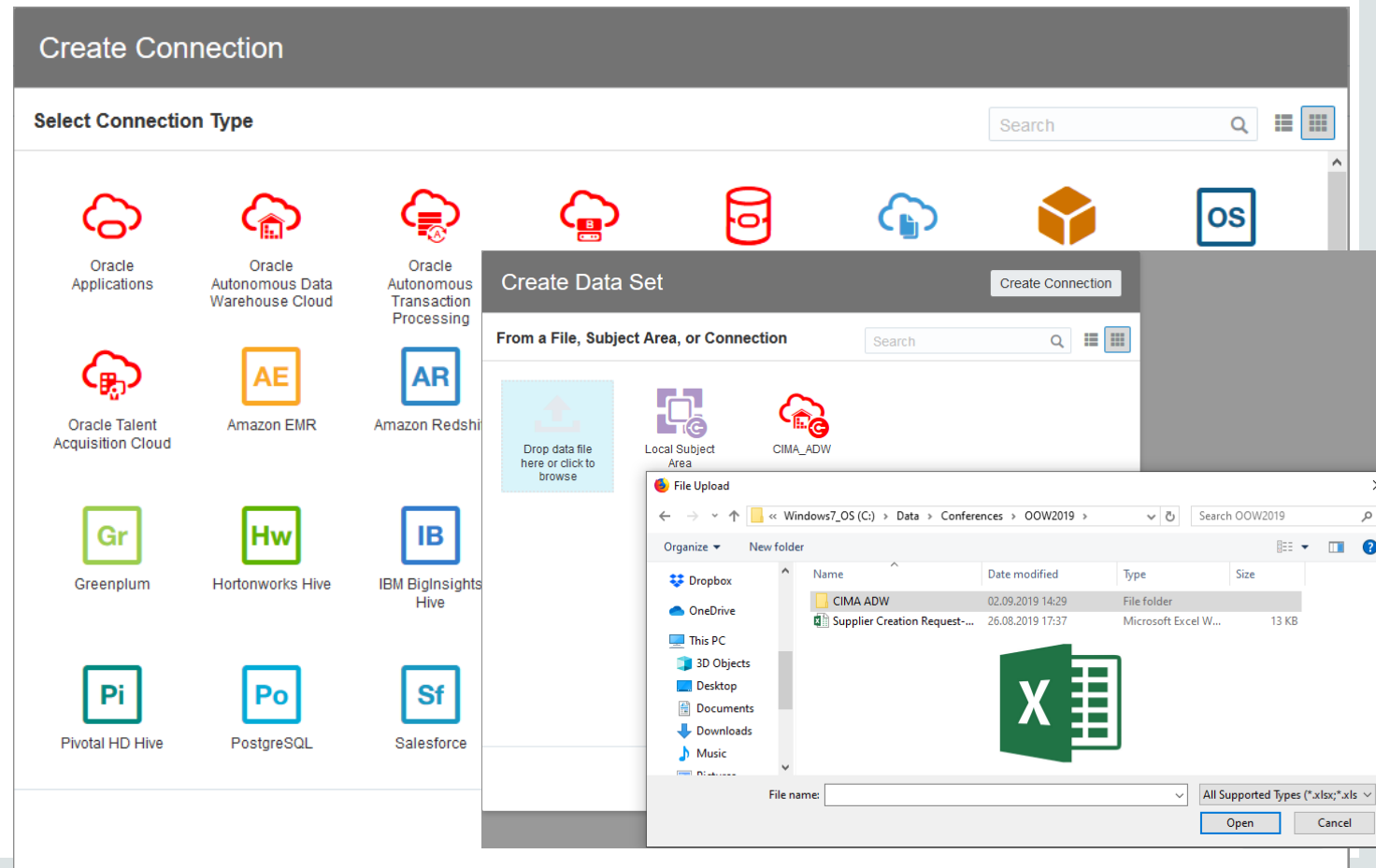
Pervasive Augmented Analytics

- From Data Gathering to Data Analysis
- Data Flows
- Data Sets
- Data Engineering & Enrichment
- Data Visualization
- Self-Service ML capabilities for in-depth analytics
- More with each release
- Fastest-growing functional aspect



One Place to Analyze Your Data

- Mashup, Blend, Wrangle
- Self-service
- When **you** want it
- What **you** need
- Low coding
- The Excel monster comes into the fold
- Controlled, traceable, auditable
- Secured
- Integrated



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Data Flows

- ETL and Data Engineering for everybody
- Declarative
- Easy to use
- Don't wait for IT
- Augmented

The screenshot displays the Oracle Data Flow interface. On the left, a 'Data Flow Steps' panel lists various operations: Add Data, Join, Merge Rows, Filter, Aggregate, Save Data, Create Table, Add Columns, Select Columns, Rename, Branch, Cumulative Value, Train Numeric Prediction, and Train Multiclass Classification. The main workspace shows a workflow starting with an 'Orders' data source connected to a 'Time Series Forecast' step. The configuration for the 'Time Series Forecast' step is shown on the right, with a yellow highlight on the 'Parameters' section.

Time Series Forecast

Outputs

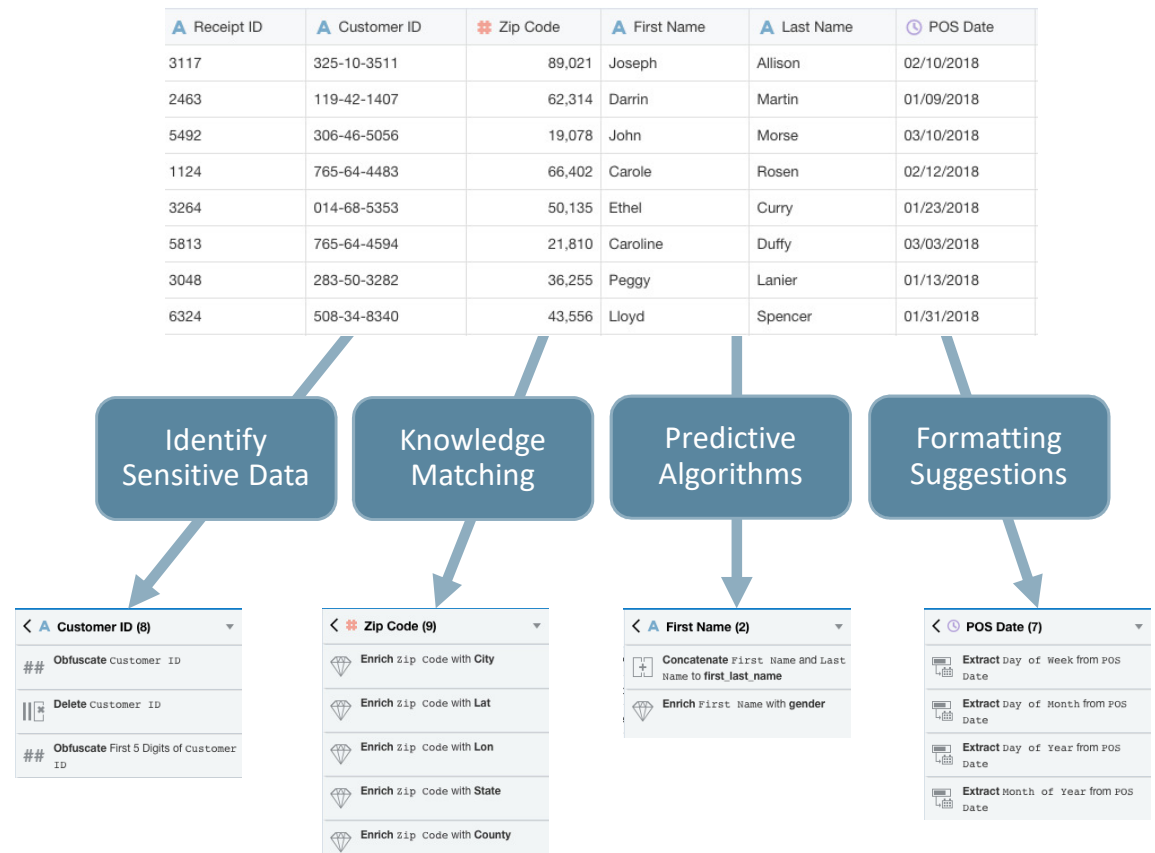
Create	Output	Column Name
<input checked="" type="checkbox"/>	PredictedValue	PredictedNumOrders
<input checked="" type="checkbox"/>	PredictionLevel	PredictionLevel

Parameters

- * Target # of Orders
- * Time Year (Date)
- * Periods 14
- Model Type Seasonal Arima
The mode method for time series.
- Prediction Confidence 95
The prediction confidence level.
- Numerical Column Imputation Mean
The mode method for numeric features to fill NA. Four options: mean, max, min, median. Default is

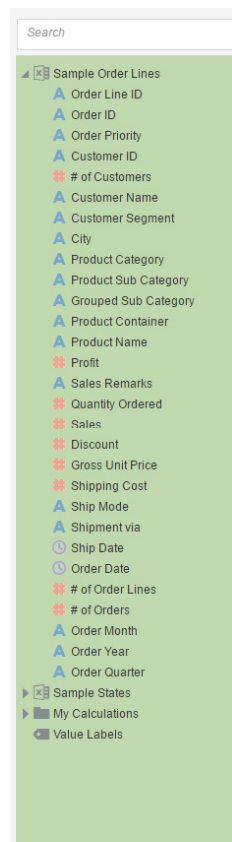
Augmented Data Engineering and Enrichment

- Embedded in Data Flows and Data Set preparation
- Recommendations based on patterns and profiling
- ML-driven enrichment
- Out-of-the-box without coding or config needs
- Immediately see the transformation results



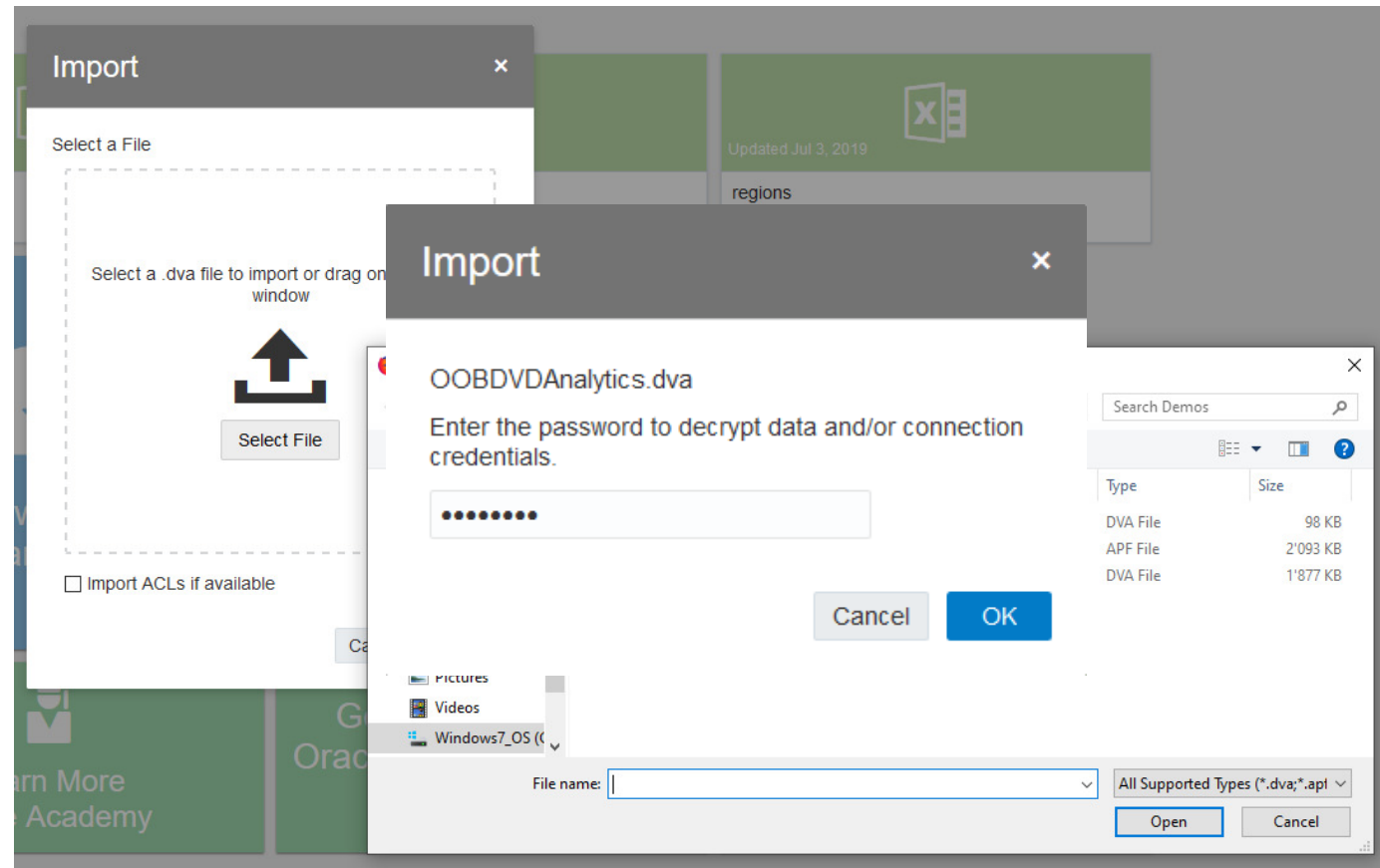
Interactive Visualization

- Let your data tell story and explain
- Go beyond “showing numbers”
- Let the tool create your charts
- Augmented through automatic forecasting, trends, outliers etc.



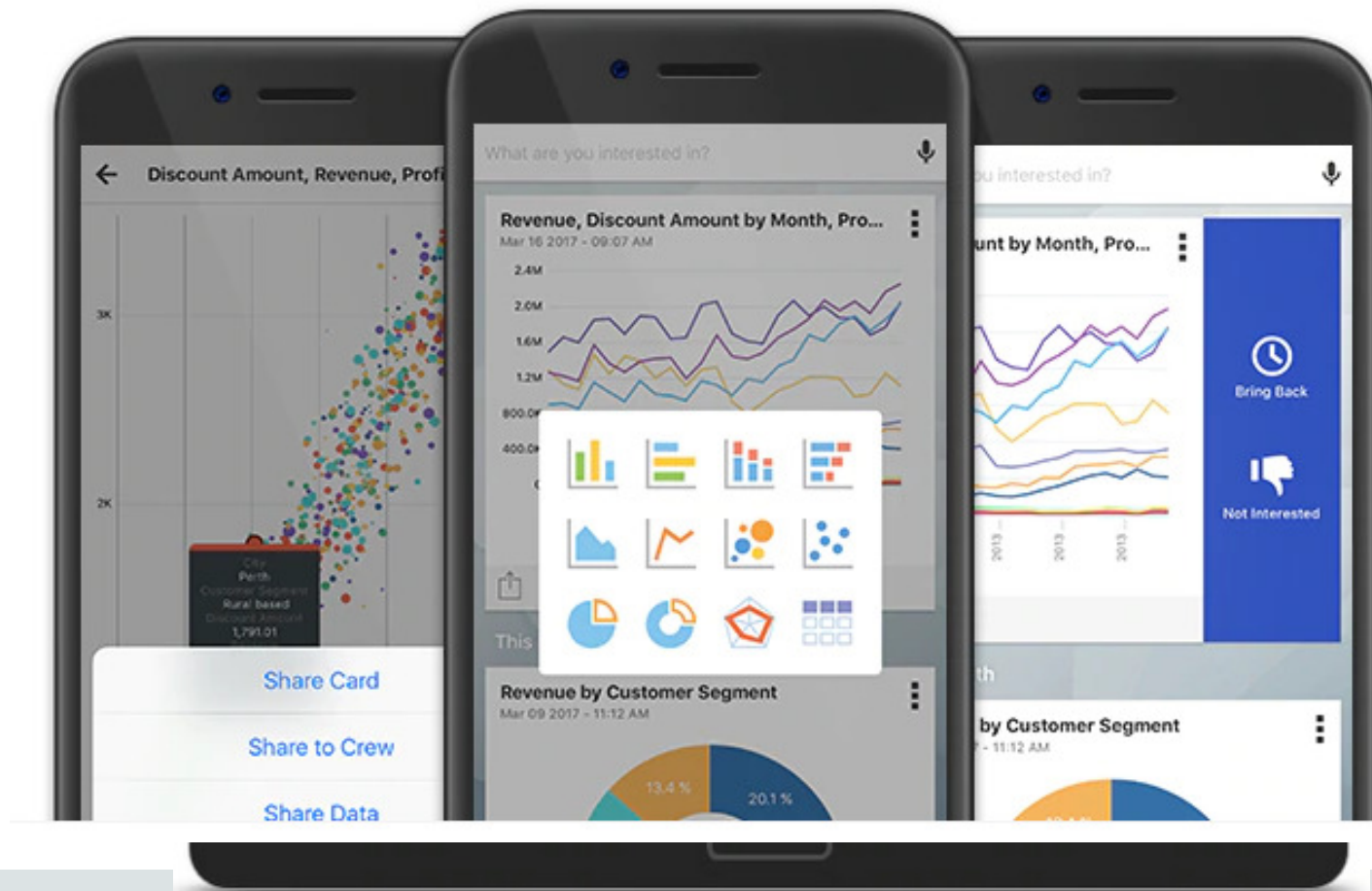
Cross-platform and cross-implementation

- Share all your content
- Cloud, on-premises, desktop
- Across environments
- Testing & lifecycle
- Minimal effort
- Secure what you transport



Mobile Analytics – whenever, wherever

- Oracle Day by Day
- Oracle Synopsis
- Access your corporate analytics or create your own analytics on the fly
- Get daily feeds
- Natural speech enabled
- Collaborate and share your findings
- Start on mobile, push to enterprise



Oracle Analytics Library

- Get whatever you want
- Grows all the time
- Absolutely free
- Built by industry experts and power users
- Participate in the community by sharing your approaches and inputs
- One-click imports
- No coding

Oracle Analytics Library

No matter where you are in your analytics journey, we can help you leverage your data for smart insights into business performance.

→ [Download Oracle Data Visualization Desktop](#)

Overview

Examples

Tutorials


Extensions

Geo Layers

Live Demos


Videos

Choose Your Own Starting Point




Examples

Create your data visualizations with the help of these prebuilt examples.



Tutorials

Download our tutorials today and learn advanced OAC functionality along with step by step guides and videos.



Extensions

Supercharge your data with our custom DV extensions.

Integrating ADW into OAC: Get ADW Wallet

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Cloud Infrastructure

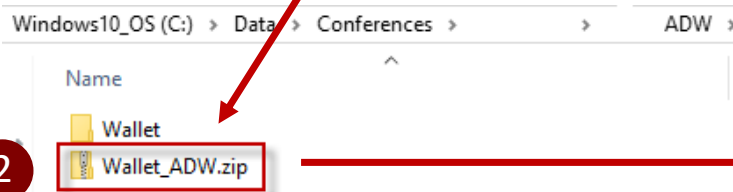


Autonomous Data Warehouse

[Overview](#)

Download Client Credentials (Wallet) 1

Connections to Autonomous Data Warehouse use a secure connection. Your existing tools and applications will need to use this wallet file to connect to your Autonomous Data Warehouse instance. If you are familiar with using an Oracle Database within your own data center, you may not have previously used these secure connections.



Name	Type	Compressed size
cwallet.sso	SSO File	7 KB
ewallet.p12	Personal Information Exc...	7 KB
keystore.jks	JKS File	3 KB
ojdbc.properties	PROPERTIES File	1 KB
sqlnet.ora	ORA File	1 KB
tnsnames.ora	ORA File	1 KB
truststore.jks	JKS File	3 KB

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Integrating ADW into OAC: Import ADW Wallet

The screenshot illustrates the steps to import an ADW wallet into the Oracle Analytics Console (OAC). The interface is divided into a left sidebar and a main content area. The sidebar contains a 'Console' menu item, which is highlighted with a red box and a red arrow pointing to the 'Connections' option in the main content area. The 'Connections' option is also highlighted with a red box and a red arrow pointing to the 'Upload Wallet' button in the 'Connections' modal. The 'Upload Wallet' button is highlighted with a red box and a red arrow pointing to the 'cwallet.sso' file in the file list. The file list is shown in a table format with columns for Name, Type, and Compressed size.

Name	Type	Compressed size
cwallet.sso	SSO File	7 KB
ewallet.p12	Personal Information Exc...	7 KB
keystore.jks	JKS File	3 KB
ojdbc.properties	PROPERTIES File	1 KB
sqlnet.ora	ORA File	1 KB
tnsnames.ora	ORA File	1 KB
truststore.jks	JKS File	3 KB

Integrating ADW into OAC: Create Connection

The screenshot shows the Oracle Analytics Cloud (OAC) interface. The main window is titled "Create Connection". On the left, there is a sidebar with "Data Sets" and "Connections". The "Connections" tab is active, showing a list of connection types: ATP, Project Flin, ATP, ADW, and Sample Sc. The main area displays a grid of connection types under the heading "Select Connection Type". A search bar is at the top right of the grid. A red arrow points from the "Create" button (1) in the top right corner to the "Connection" option (2) in the dropdown menu. Another red arrow points from the "Connection" option to the "Oracle Autonomous Data Warehouse Cloud" icon (3) in the grid.

Create Connection

Select Connection Type

Search

Oracle Applications

Oracle Autonomous Data Warehouse Cloud

Oracle Autonomous Transaction Processing

Oracle Big Data Cloud

Oracle Database

Oracle Content and Experience Cloud

Oracle Essbase

Oracle Service Cloud

Oracle Talent Acquisition Cloud

Amazon EMR

Amazon Redshift

Apache Hive

DB2

Dropbox

Google Analytics

1 Create

2 Connection

3

Nov 13, 2019


Integrating ADW into OAC: Create Connection

<

Create Connection

<

Create Connection



Oracle Autonomous Data Warehouse

* Connection Name

Description


* Client Credentials

Drop .zip file here

* Username

* Password

* Service Name



Oracle Autonomous Data Warehouse Cloud

* Connection Name

ADW Demo

Description

* Client Credentials

cwallet.sso

Select...

* Username

ADMIN

* Password

.....

* Service Name

_high

Integrating ADW into OAC: Create Data Set

The screenshot displays the Oracle Analytics Cloud (OAC) interface for creating a data set. The interface is divided into several sections:

- Create Sidebar:** Located on the left, it contains icons for 'Project', 'Data Set' (highlighted with a red arrow and number 1), 'Sequence', 'Connection', 'Data Replication', and 'Replication Connection'.
- Preparation Script Panel:** Located in the center, it contains a search bar, a 'Add Data Set' button (highlighted with a red arrow and number 2), and a 'Results' section.
- Create Data Set Main Area:** Located on the right, it contains a 'Create Connection' button, a search bar (highlighted with a red arrow and number 3), and a grid of data sources including 'Drop data file here or click to browse', 'Local Subject Area', 'ADW', 'ADW Demo' (highlighted with a red box), 'ATP', 'Project Flink', and 'Sample Schemas'.

< **Untitled**

< **Untitled**

Preparation Script

Preparation Script

Add Data Set

Add Data Set

Results

Results

Add Data Set

Add Data Set

ADW...

ADW...

Filter

Filter

Untitled

ADW Demo

ADW Demo > SH

Search

Search



ADMIN



APEX_190100



CTXSYS



DBSFUSER



MDSYS



ORDS_METADATA

Apply Script

Apply Script

CHANNELS

COSTS

COUNTRIES

CUSTOMERS

PRODUCTS

PROMOTIONS

SALES

SUPPLEMENTARY_DEMOGRAPHICS

TIMES

Integrating ADW into OAC: Manage Data Sets

Analytics

Home

Catalog

Data

Machine Learning

Jobs









Console

Academy

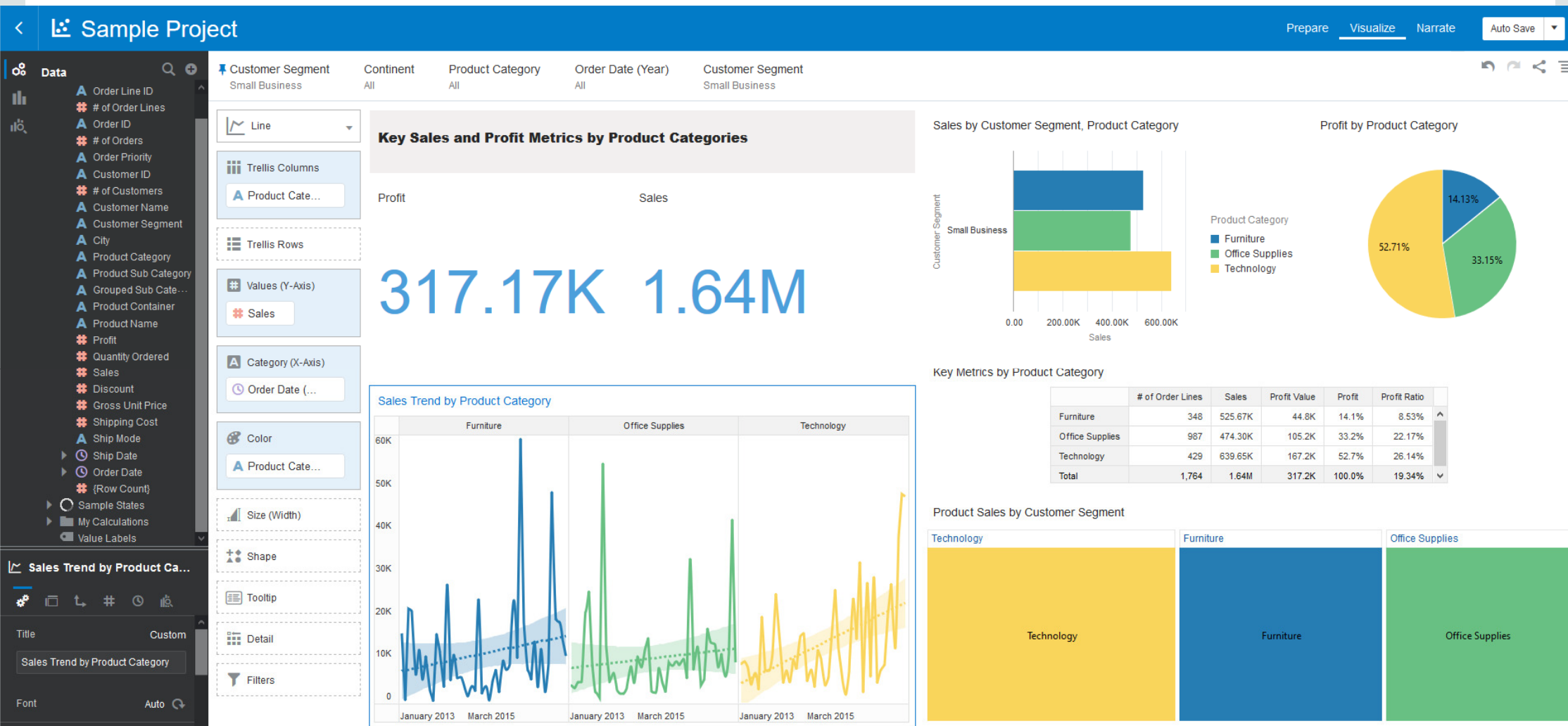
ORACLE[®] Analytics

Data

Data SetsConnectionsData FlowsSequencesData Replications

Type	Name	Description
	fruit	Uploaded from fruit.xlsx.
	EU referendum	EU Referendum Data
	laregionlookup376las	Uploaded from laregionlookup376las.xls.
	Local Authority Districts	Local_Authority_Districts_April_2019_Boundaries_UK...
	Local Authority Districts	Local_Authority_Districts_April_2019_Boundaries_UK...
	EU referendum	EU Referendum Data
	vcregionalgdhibylareordered_data	Uploaded from vcregionalgdhibylareordered_data.xlsx.
	Candy Power Ranking 2017	Uploaded from Candy Power Ranking 2017.csv.

Integrating ADW into OAC: Have fun with Data



Get Started with Oracle Analytics Cloud

Watch Overview

Visualize Data

Explore your data and uncover important insights using interactive and intuitive visualizations

Prepare Data

Get your data ready for analysis using visual data flows that transform, enrich and blend different sources

Learn More

Visit our Academy and video library to learn how you can do more with Oracle Analytics Cloud

What are you interested in?



What's New

Sample Project Project

Updated 4 days ago

Sample_Dynamic.Basic OLAP

Writeback - Sales & ... Project

Updated 4 days ago

Sample Order Lines File

OOW 2017 Sessions Project

Updated Apr 19, 2018

LineItemsExtended_dev File

Sales Ops Planning Project

TestProject Project

Color by Attribute ex... Project

Analysis Project

Tip: Create a new Data Set by simply dropping your file anywhere on this page

Connect

< Untitled - Project

Prepare

Visualize

Narrate

Save

Data Elements

attrition

ID

Age

Attrition

BusinessTravel

DailyRate

Department

DistanceFromHome

Education

EducationField

EmployeeCount

EmployeeNumber

EnvironmentSatisfa...

Gender

HourlyRate

JobInvolvement

JobLevel

JobRole

JobSatisfaction

MaritalStatus

MonthlyIncome

MonthlyRate

NumCompaniesWor...

ID

General

Name ID

Treat As Attribute

Data Type Number

Click here or drag data to add a filter

Select Visualization to
View Details

Drop Visualizations or Data Here

Canvas 1

+

⚡

📄

📄

Untitled - Oracle Data Visualization Desktop

ORACLE Data Visualization Desktop

Untitled - Data Flow

Data Flow Tools

- Add Data
- Add Columns
- Select Columns
- Rename Columns
- Merge Columns
- Bin
- Aggregate
- Filter
- Join
- Merge Rows
- Add Data
- Save Data
- Train Model
- Apply Model
- Apply Script

Add Data Source

Create Data Source

Search

DaaS Social Feeds-KoolKart

FARS Accidents LA

KoolKart Sales Data

Mario

Mario3

Sample Order Lines

Sample States

Sample Order Lines
Uploaded from Sample Order Lines.xlsx.

Add Cancel



< Untitled - Project

Prepare Visualize Narrate Save

Data Elements

- Sample Order Lines
- Order Line ID
- # of Order Lines
- Order ID
- # of Orders
- Order Priority
- Customer ID
- # of Customers
- Customer Name
- Customer Segment
- City
- Product Category
- Product Sub Categ...
- Grouped Sub Categ...
- Product Container
- Product Name
- Profit
- Quantity Ordered
- Sales
- Discount
- Gross Unit Price
- Shipping Cost
- Ship Mode

Order Line ID

General	
Name	Order Line ID
Treat As	Attribute
Data Type	Text

+ Click here or drag data to add a filter

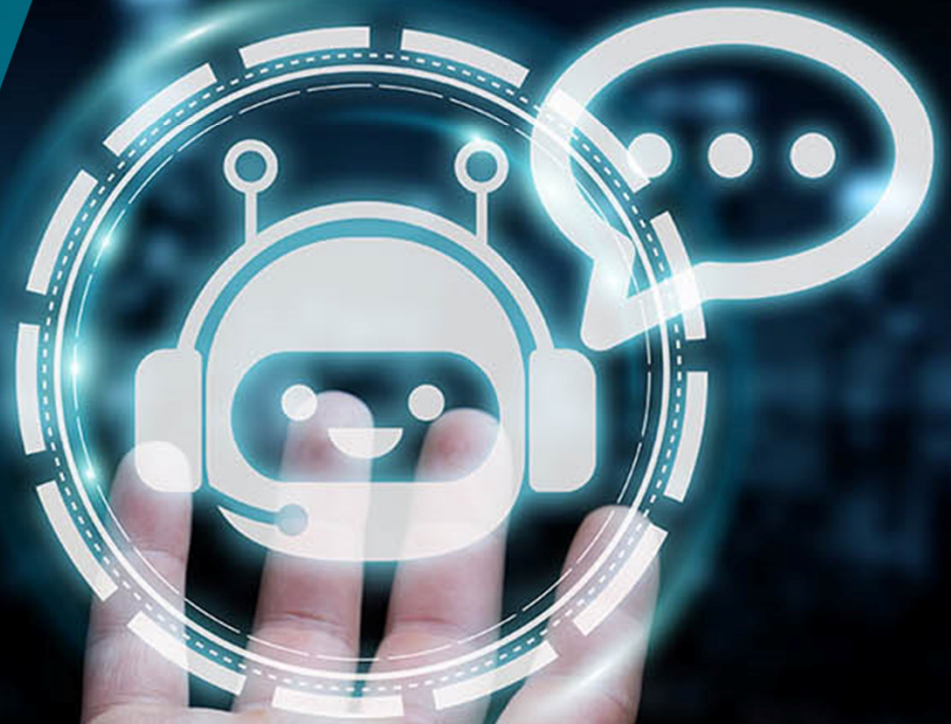
Select Visualization to View Details

Drop Visualizations or Data Here

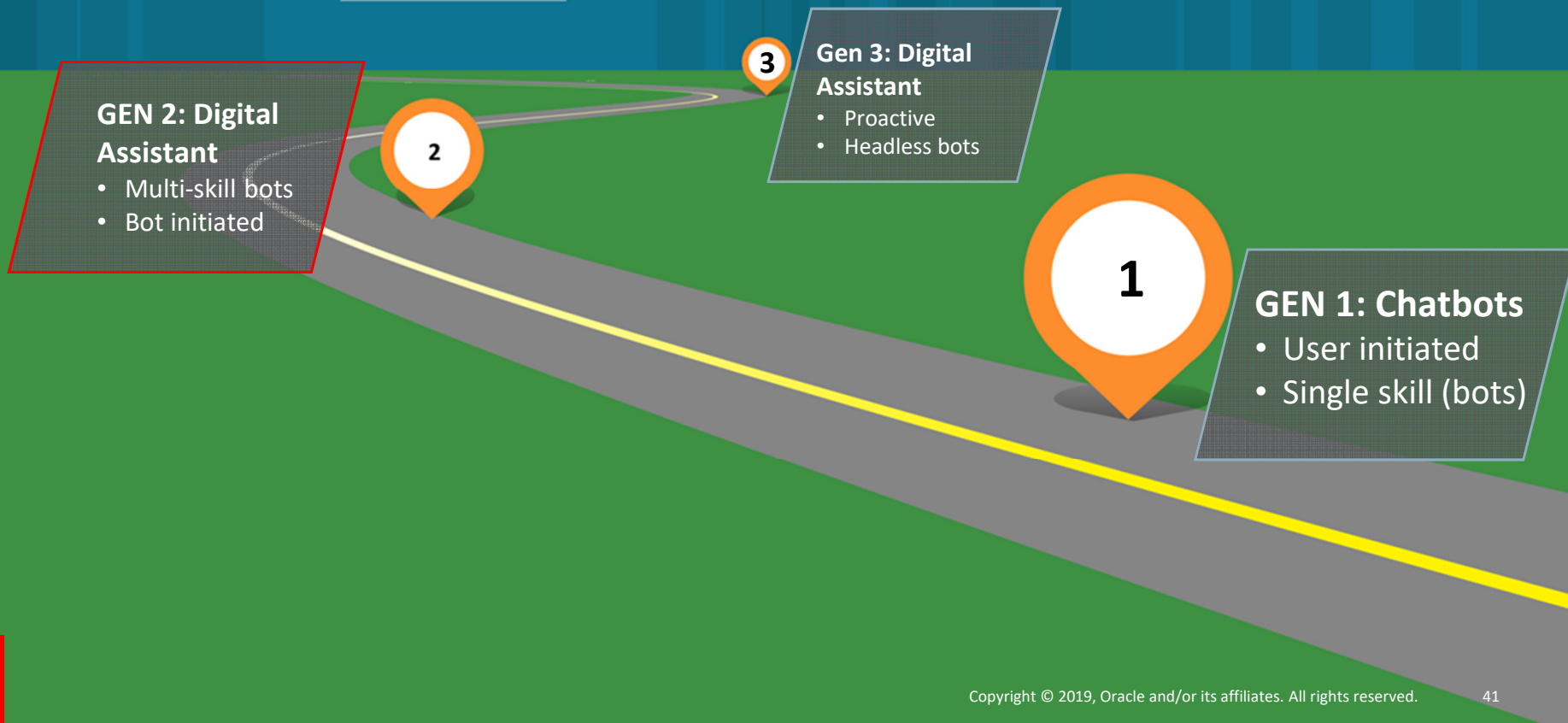
Canvas 1



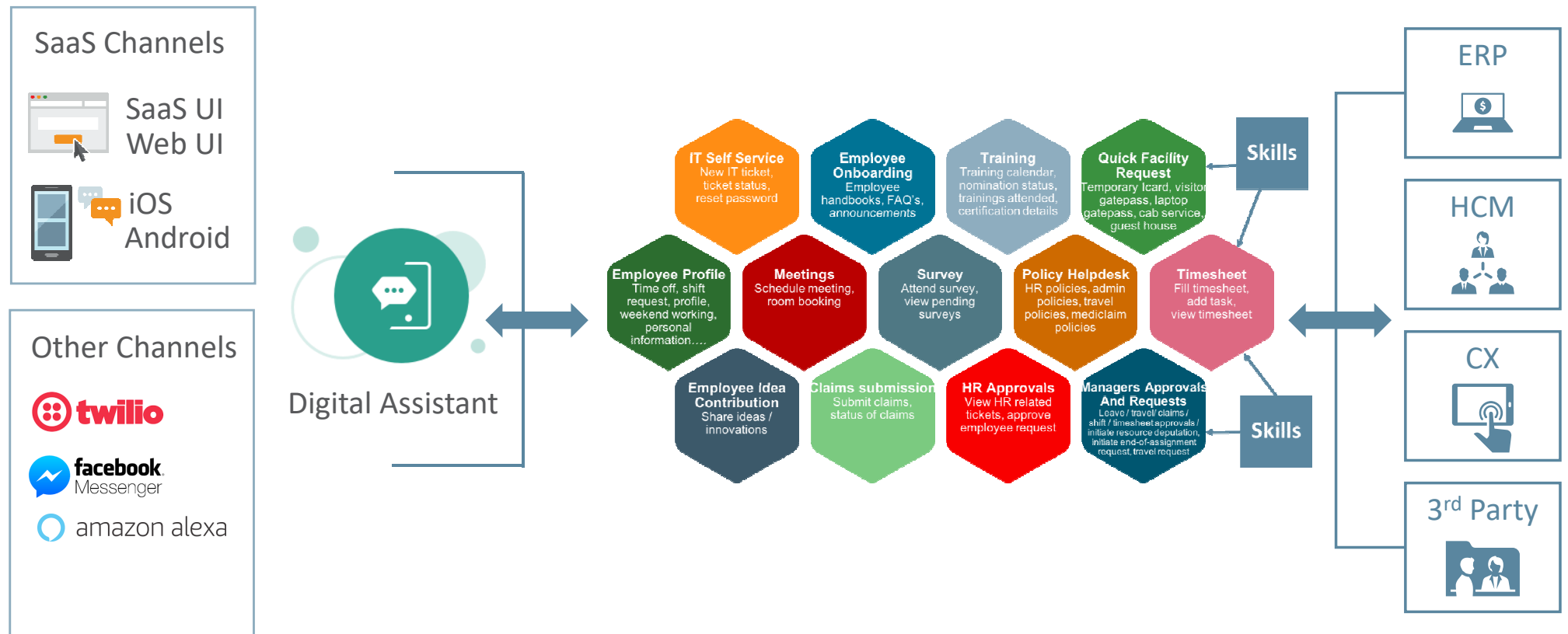
Say Hello to **Oracle Digital Assistant**



From Today's Chatbots to Tomorrow's Digital Assistants



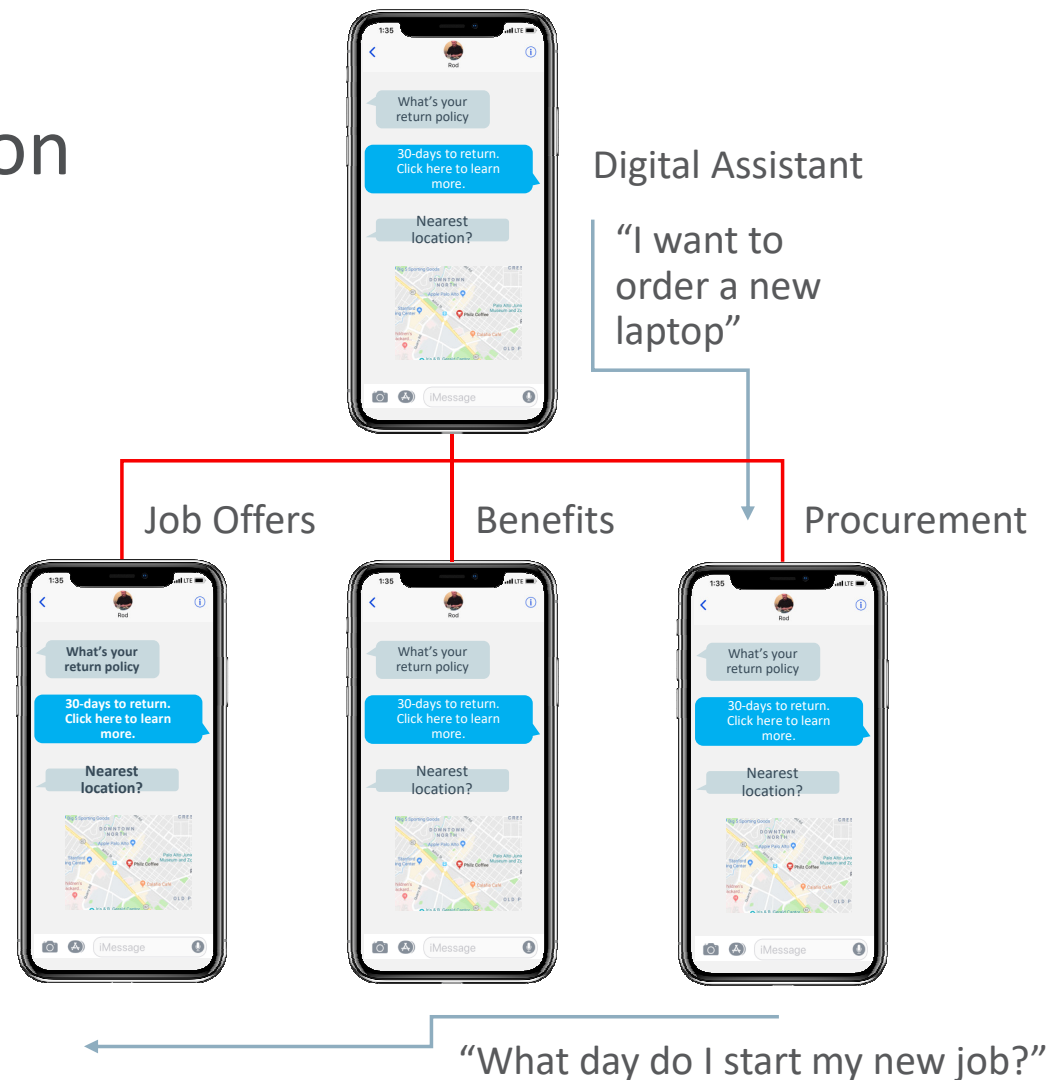
Oracle Digital Assistant – Skills and Channels



Automated Skill Coordination

Digital Assistant routes requests to the right skill bots:

- Explicit routing – “Ask Banking Bot my savings balance”
- Implicit routing – “What’s my savings balance?”
- Jump seamlessly
- User remains unaware and untouched



Skill benefits:

- Modularize functions
- Enable incremental development
- Simplify code management
- Simplify versioning and LCM
- Enable segmented authorization

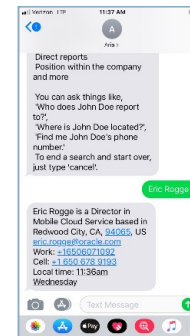
Conversations via Any App, Any Device

- Public Messaging Channels
 - SMS, FB Messenger, FB WhatsApp*, TwitterDM, KIK, WeChat, Line, Telegram
- Enterprise Messaging Channels
 - Slack, MSFT Teams, Skype for business
 - Oracle Svc Cloud Chat
- Mobile and Web Chat SDK
- Voice / VPA / IVR
 - Siri, Cortana, Google Voice
 - Alexa, GoogleHome,
 - Oracle Voice (speak.ai)
 - Genesys
- Same conversation regardless of channel
- Rich responses – text, images, links, cards, lists, carousels.

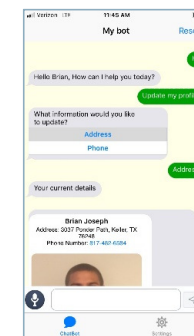
*Requires WABA



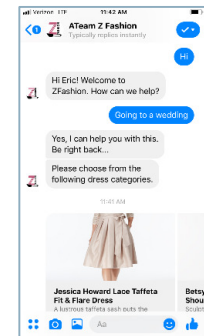
Voice



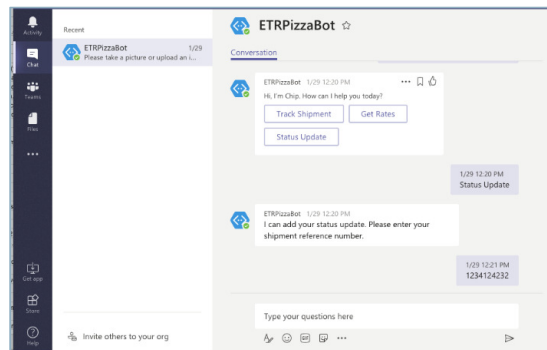
Mobile SMS



Mobile Apps



Messaging Platforms



Embedded in Team Collaboration



Embedded in portal or web app

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Enterprise Skills

HCM

- HCM (19c)
 - Absences, Employee feedback, Pay slip, Employee directory, Perf mgmt./MBO, Salary, Tax forms, Pay Slip, Goals, Manager Self Service, Benefits, Onboarding, Candidate Experience, Hiring
- Approvals

OTM

- Shipments
 - Shipment status, details, stops, history, time of delivery, last waypoint

CX

- Sales (19c)
 - Appointments, Opportunities, Accounts, Contacts, Tasks, Appointment follow-up, Email CPQ
- Marketing:
 - Campaign chatbot

EPM

- Fin. Consol. and Close
- Account Reconciliation

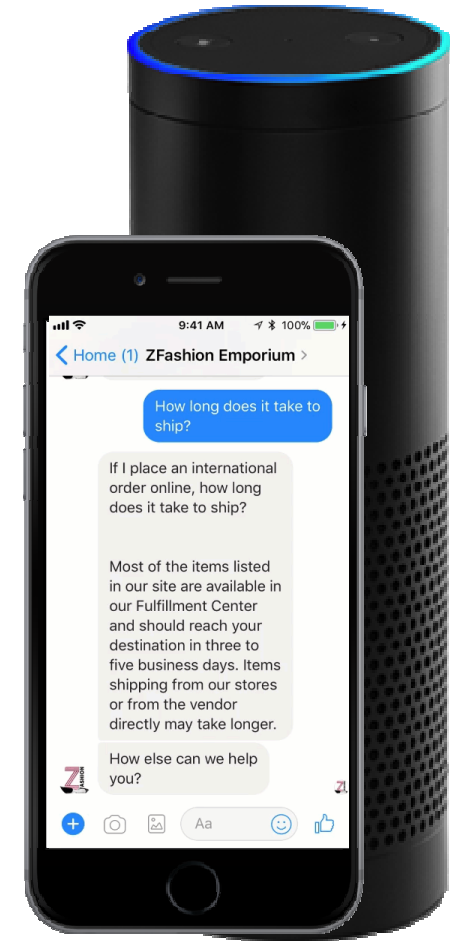
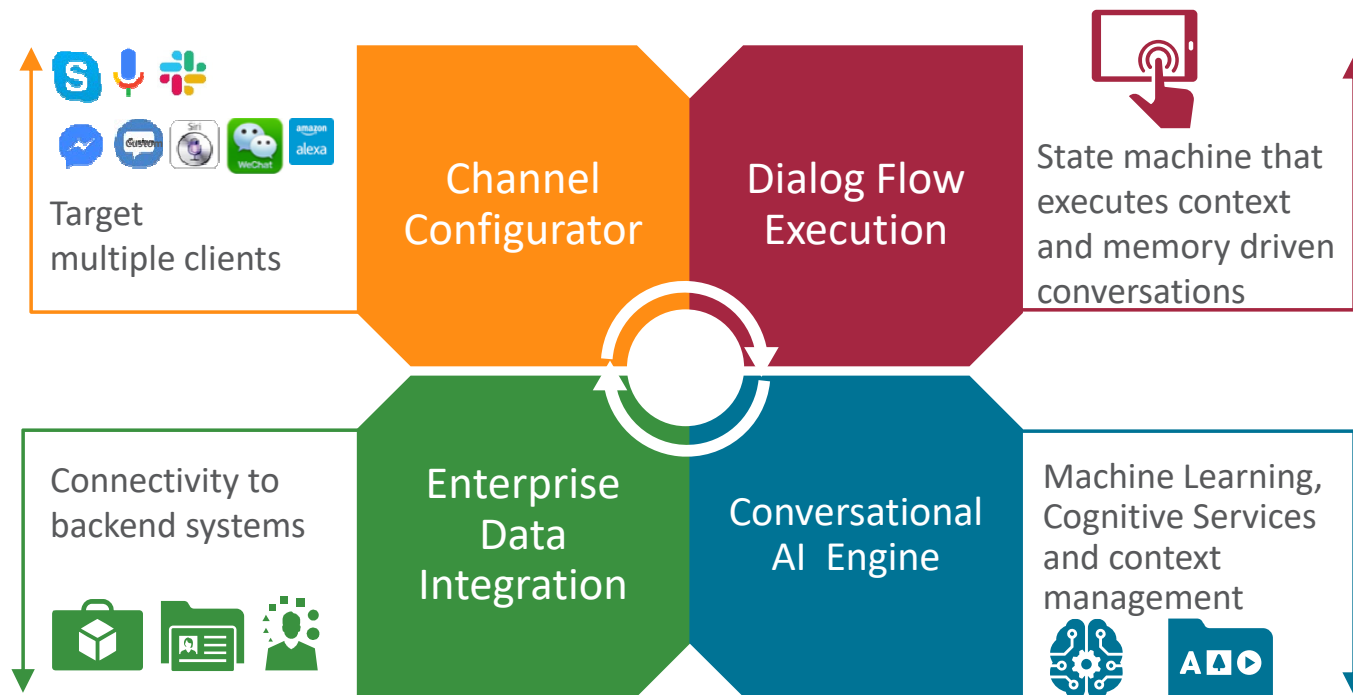
SCM

- Order Management

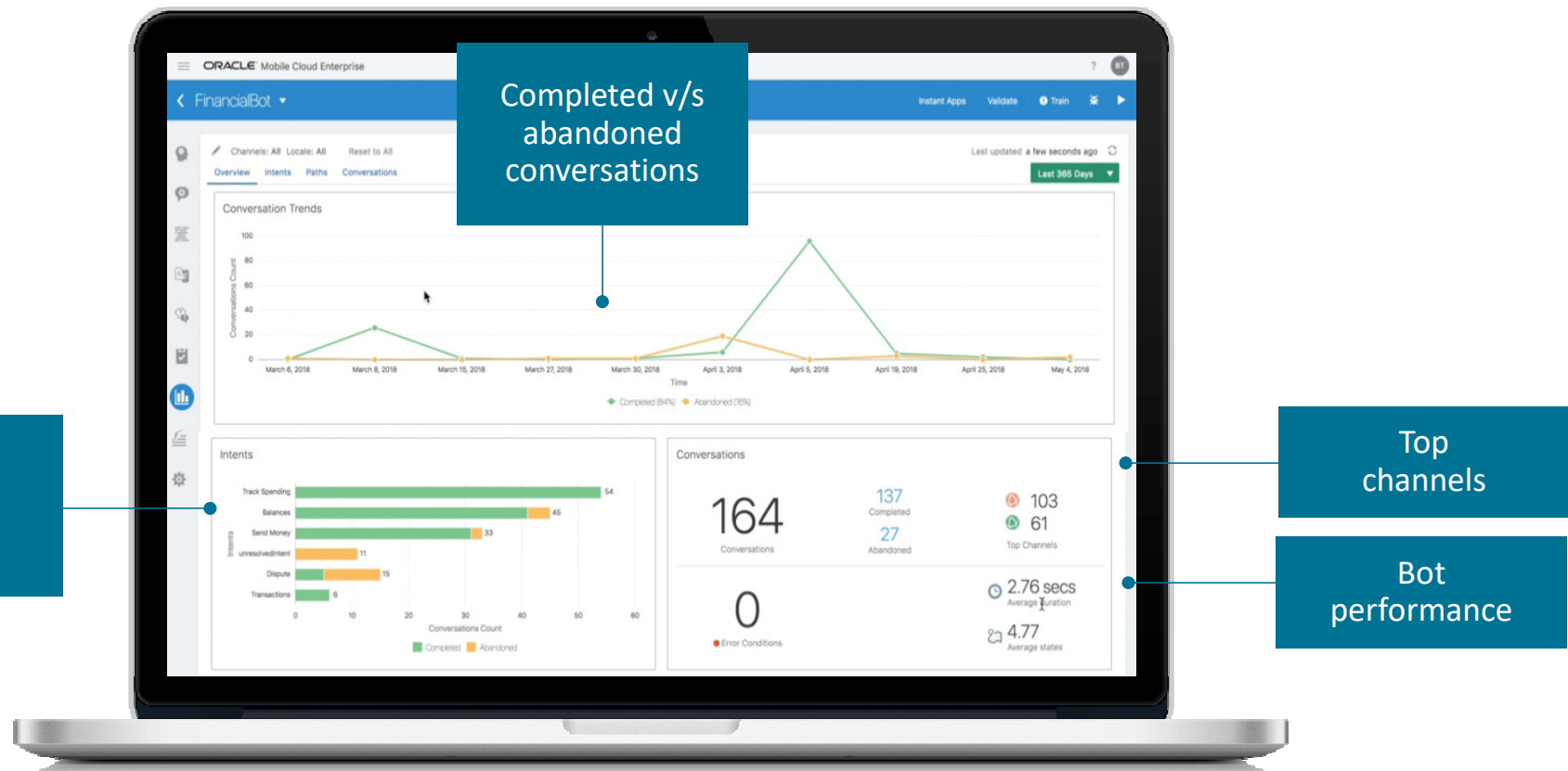
ERP

- Expenses (19d)
 - Submit expense, Create expense report, Get status
- Project Management
 - Review project status, Report team tasks, See overdue tasks, Report time worked
- Procurement
 - Product search, Recommendations, Create/approve requisition, Status check
- Time Capture

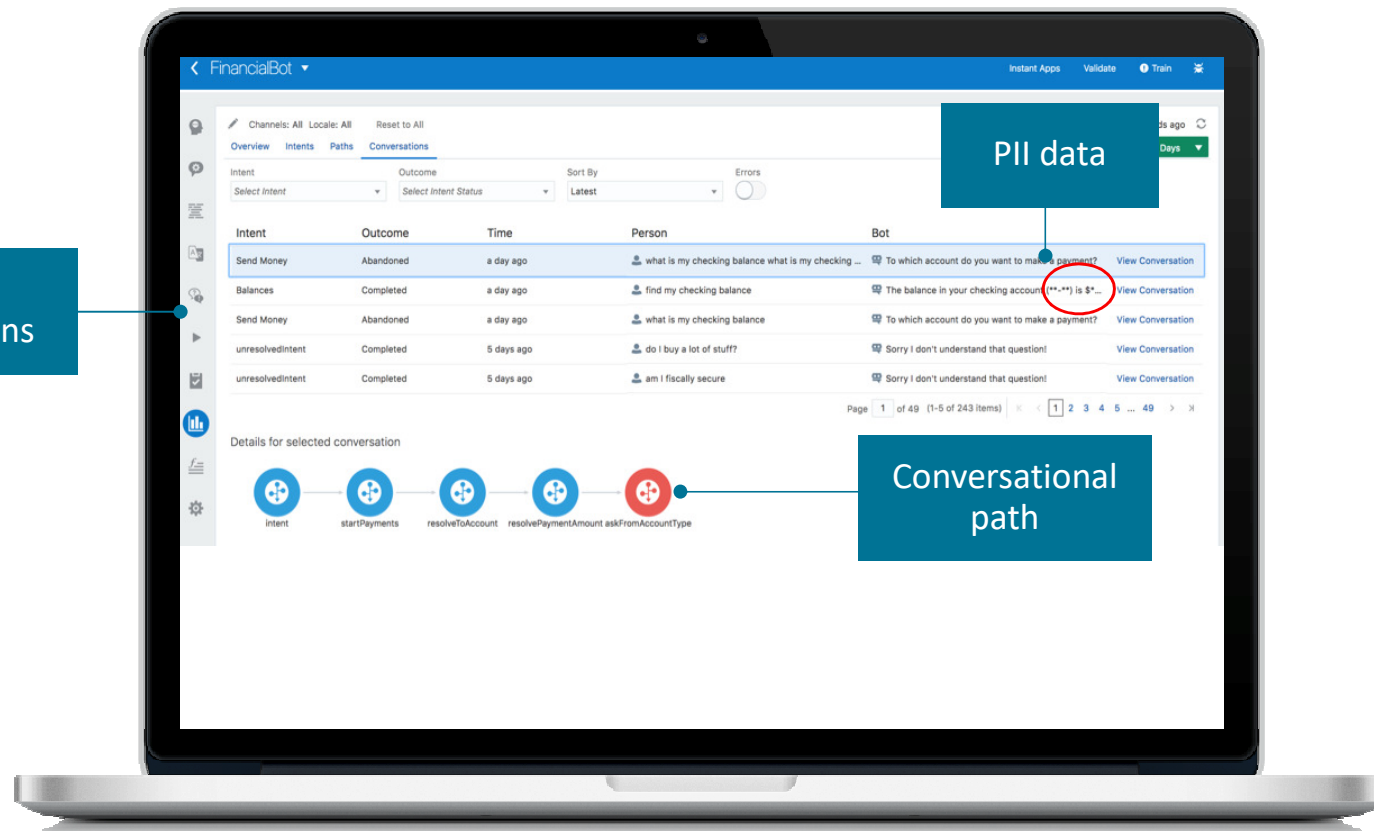
Skill Components



DA Insights: How Are My Skills Used? Keep an eye on things



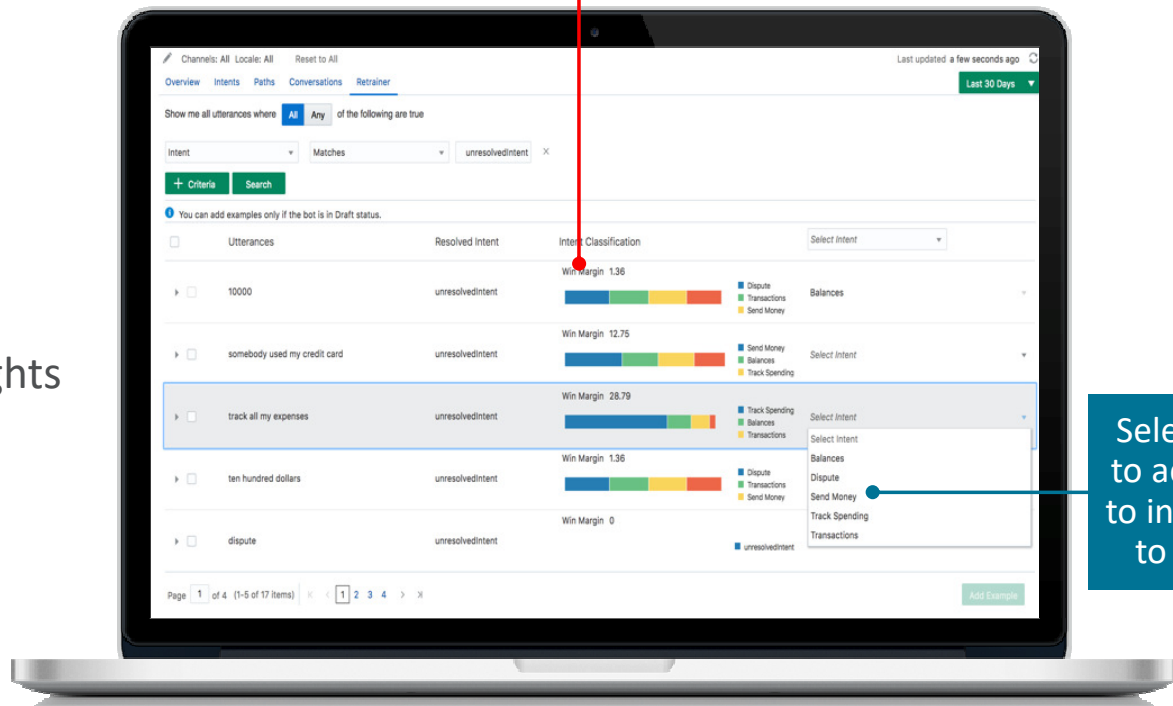
Insights on Dialog Paths, Preferences, Errors



Moderated Self Learning for Skills

- Initial set-up
 - Define intents
 - For each intent add 8 - 10 phrases
 - Train model
- Supervised self-learning
 - Review unresolved utterances in insights
 - Click on phrases
 - Add to model

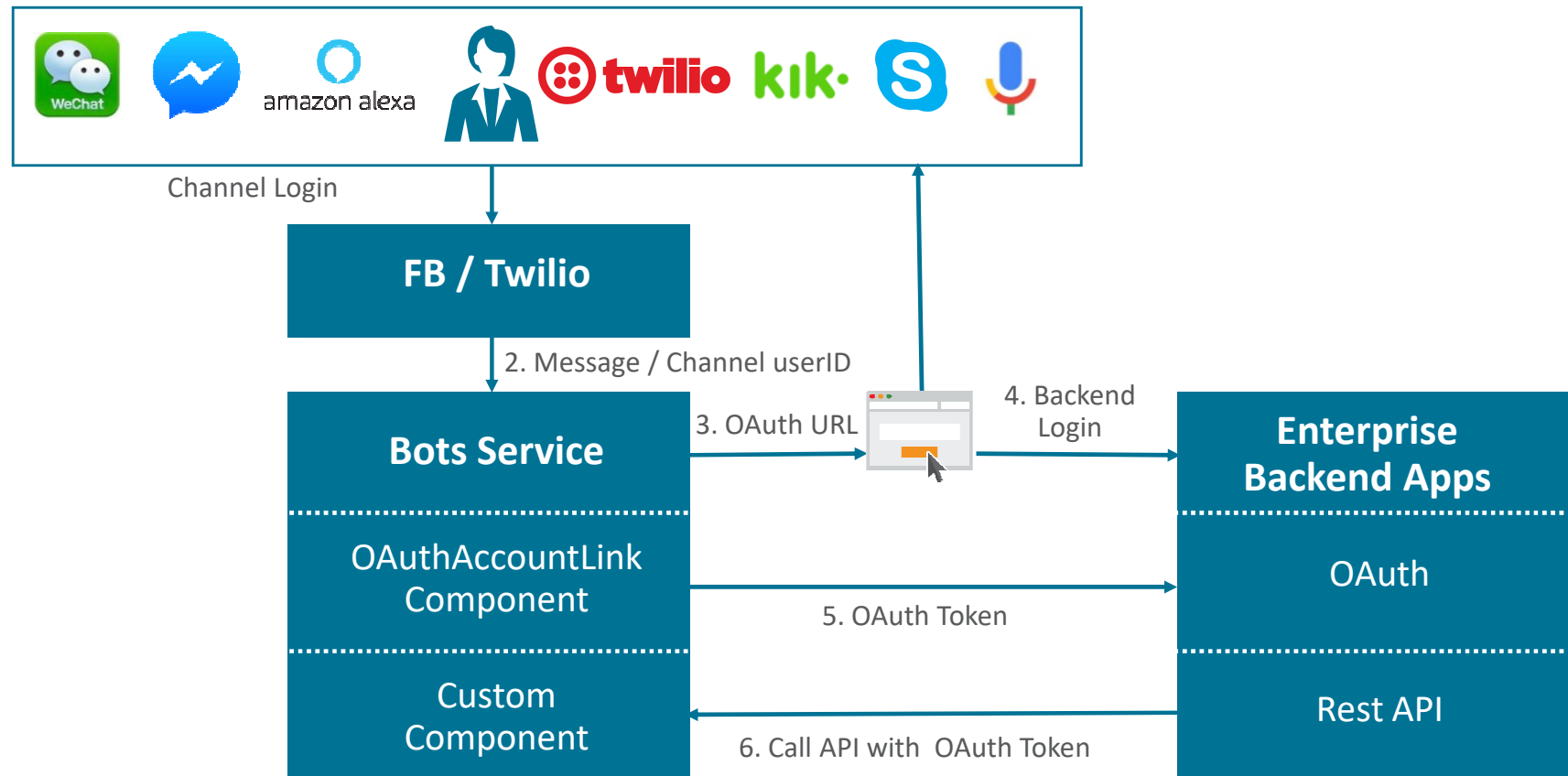
User input automatically
classified by intent



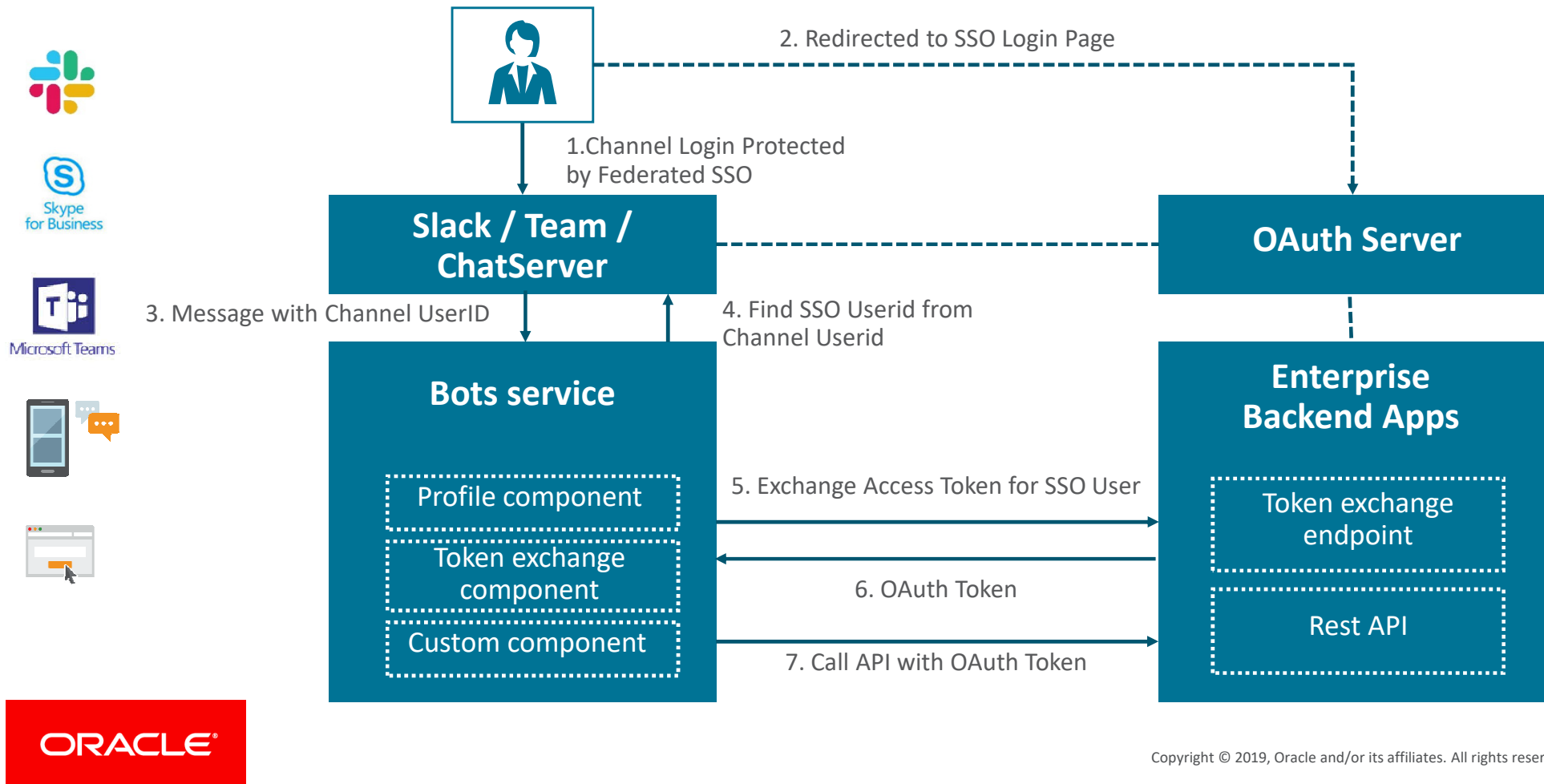
Select phrases
to add and add
to intent for ML
to self learn

Security : Authentication and Authorization.

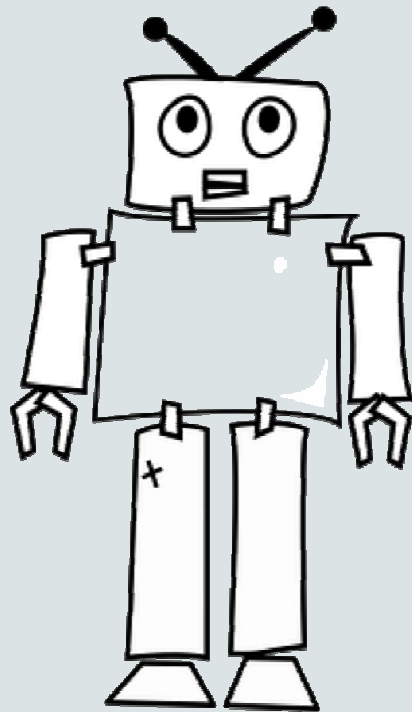
3 Legged OAuth with Public Channels



Security: Authentication and Authorization. SSO



Implementing the bot

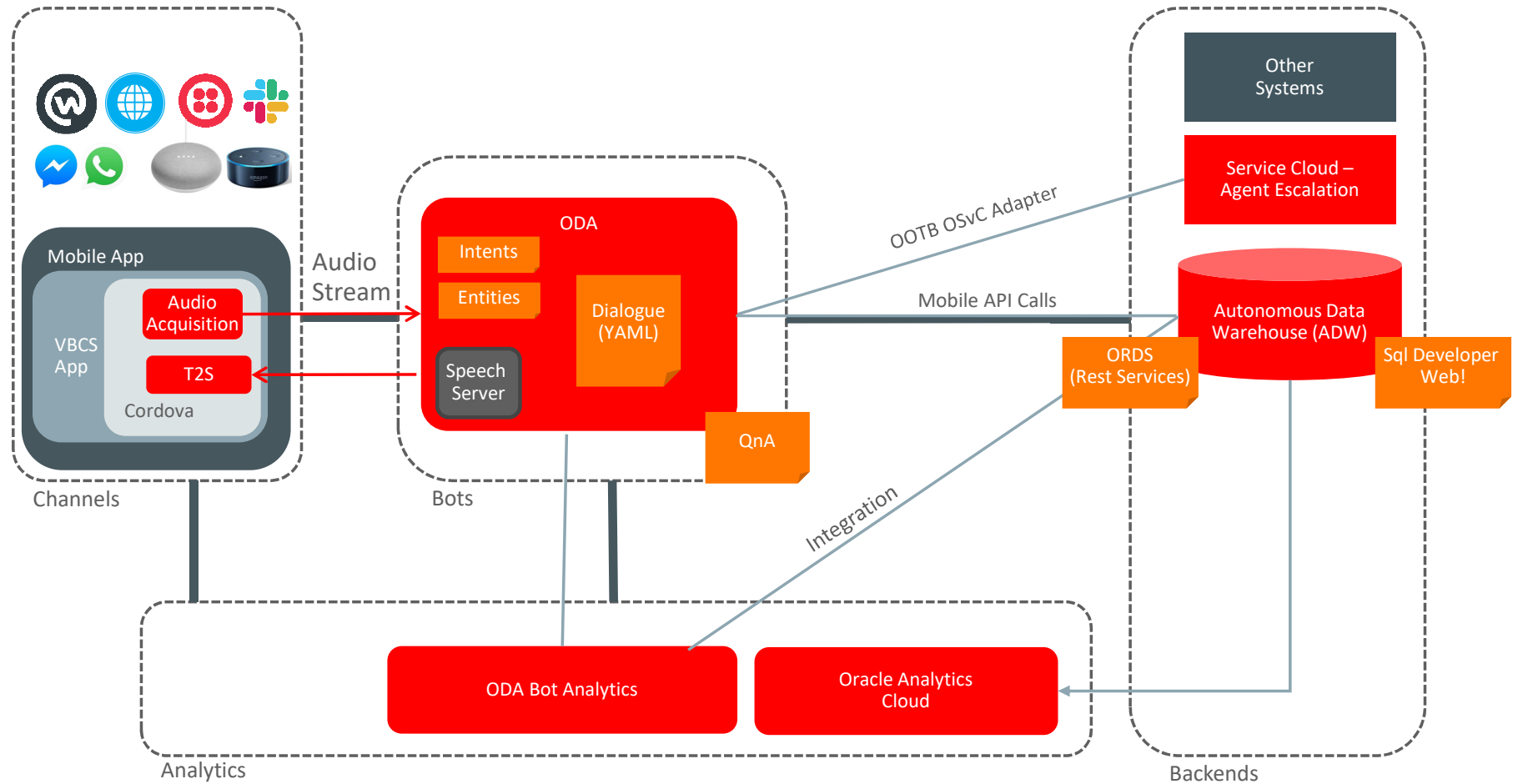


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CONSULTING

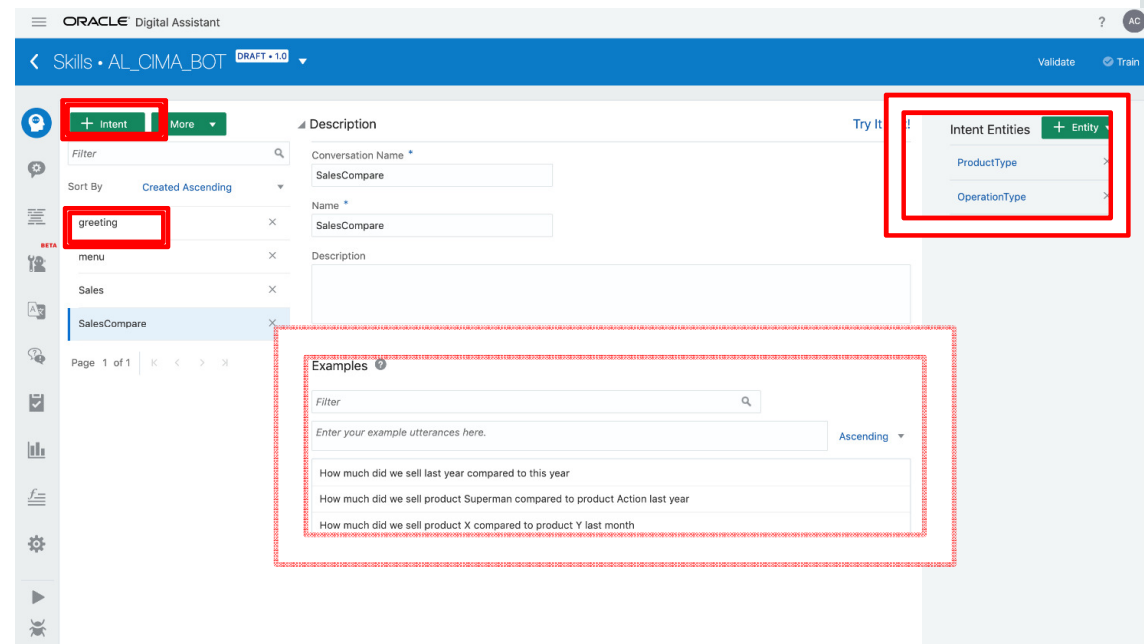
Architecture



Intents & Utterances


Create the “Greeting” Intent

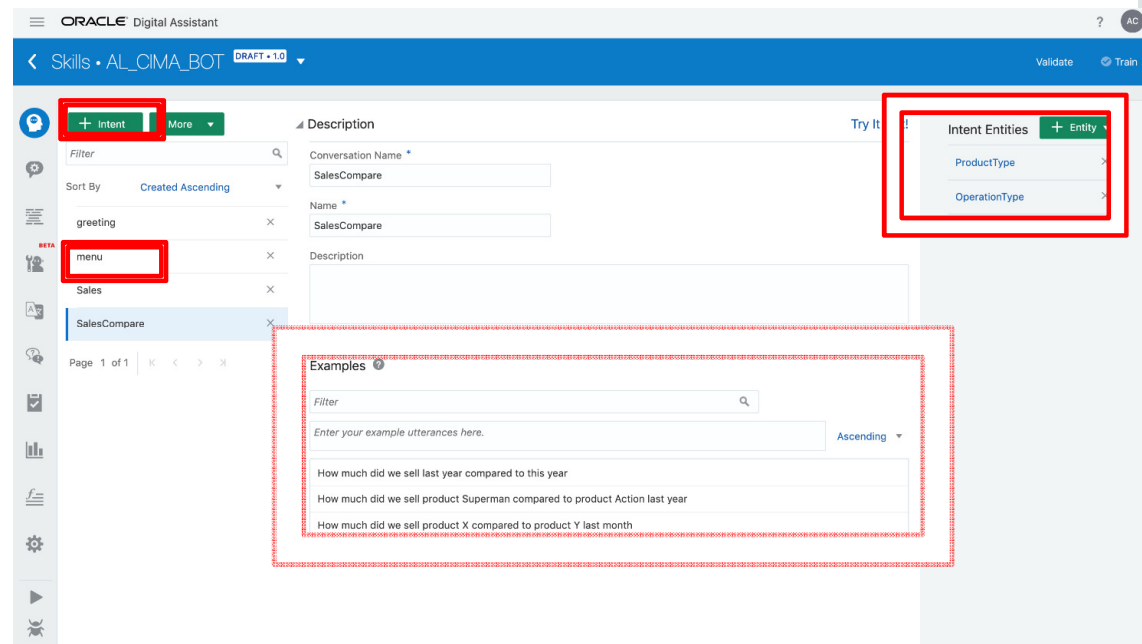
- In the left navigation for the designer, make sure that  is selected.
- Click the **+ Intent** button.
- In the **Name** field, type `Greeting`.
- Copy the example sentences below, paste them into the **Enter your example utterances here** field, and press the Enter key. (Yes, you can paste all of them at once.)
 - Hello
 - Heya
 - Yo yo yo
 - Allo
- You'll notice that it's fine for utterances to have inconsistent punctuation and capitalization.
- Now add the Intent Entities for auto detect of aggregation type operation and product type



Intents & Utterances

Create the “Menu” Intent

- In the left navigation for the designer, make sure that  is selected.
- Click the **+ Intent** button.
- In the **Name** field, type `Menu`.
- Copy the example sentences below, paste them into the **Enter your example utterances here** field, and press the Enter key. (Yes, you can paste all of them at once.)
 - What can you do
 - Menu
 - Options
 - Please help
- You'll notice that it's fine for utterances to have inconsistent punctuation and capitalization.
- Now add the Intent Entities for auto detect of aggregation type operation and product type




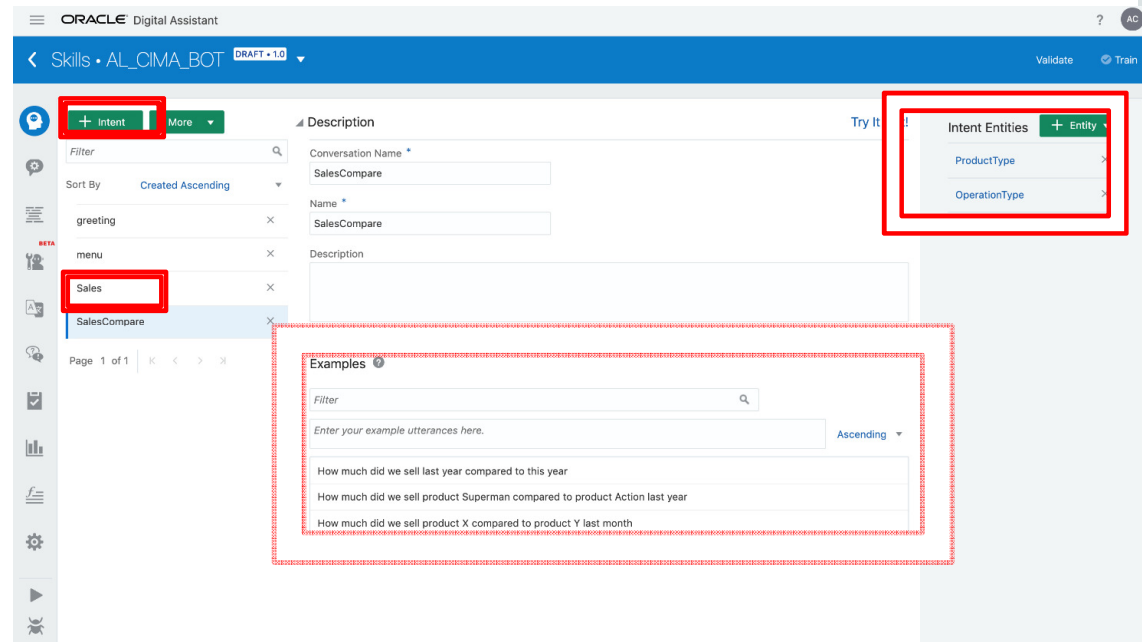
The screenshot shows the Oracle Digital Assistant Designer interface for configuring a new intent named 'Menu'. The interface is divided into several sections:

- Left Navigation:** A sidebar with icons for various functions. The 'Intent' icon is highlighted with a red box.
- Top Bar:** Displays 'Skills • AL_CIMA_BOT' and 'DRAFT • 1.0'. It also includes 'Validate' and 'Train' buttons.
- Intent Configuration:**
 - Name:** The field is set to 'Menu' and is highlighted with a red box.
 - Description:** A text area for describing the intent.
 - Intent Entities:** A section on the right with a '+ Entity' button. It lists 'ProductType' and 'OperationType' as entities, both highlighted with a red box.
- Examples:** A section at the bottom with a 'Filter' input and a list of example utterances:
 - Enter your example utterances here.
 - How much did we sell last year compared to this year
 - How much did we sell product Superman compared to product Action last year
 - How much did we sell product X compared to product Y last month

Intents & Utterances

Create the “Sales” Intent

- In the left navigation for the designer, make sure that  is selected.
- Click the **+ Intent** button.
- In the **Name** field, type `Sales`.
- Copy the example sentences below, paste them into the **Enter your example utterances here** field, and press the Enter key. (Yes, you can paste all of them at once.)
 - How much did we sell last year
 - How much money did we get by selling last day
 - what was the sum amount of the products we sold this month
- You'll notice that it's fine for utterances to have inconsistent punctuation and capitalization.
- Now add the Intent Entities for auto detect of aggregation type operation and product type

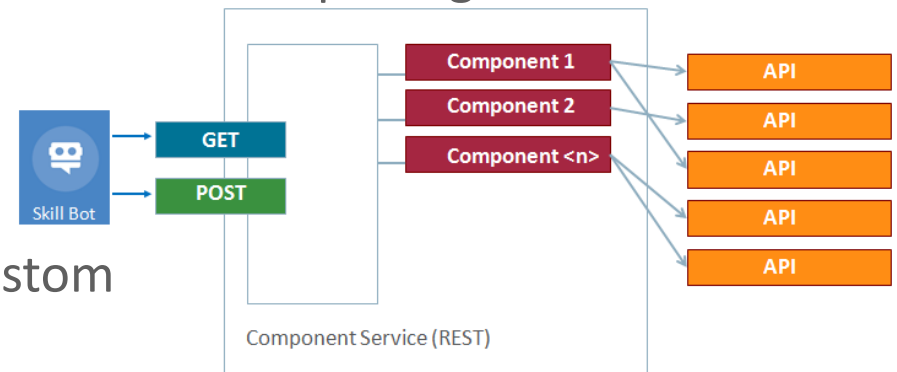


The screenshot shows the Oracle Digital Assistant Designer interface for configuring a new intent. The interface is divided into several sections:

- Left Navigation:** A sidebar with icons for various functions. The 'Intent' icon is highlighted with a red box.
- Top Bar:** Displays 'Skills • AL_CIMA_BOT' and 'DRAFT • 1.0'. It also includes 'Validate' and 'Train' buttons.
- Intent Configuration Panel:**
 - + Intent** button: Highlighted with a red box.
 - Name:** The field contains 'SalesCompare', with 'Sales' highlighted by a red box.
 - Description:** A text area for describing the intent.
 - Examples:** A section with a filter and a text area containing example utterances: 'How much did we sell last year compared to this year', 'How much did we sell product Superman compared to product Action last year', and 'How much did we sell product X compared to product Y last month'. This section is outlined with a red dashed box.
- Intent Entities Panel:** Located on the right, it shows 'ProductType' and 'OperationType' as entities. This panel is highlighted with a red box.

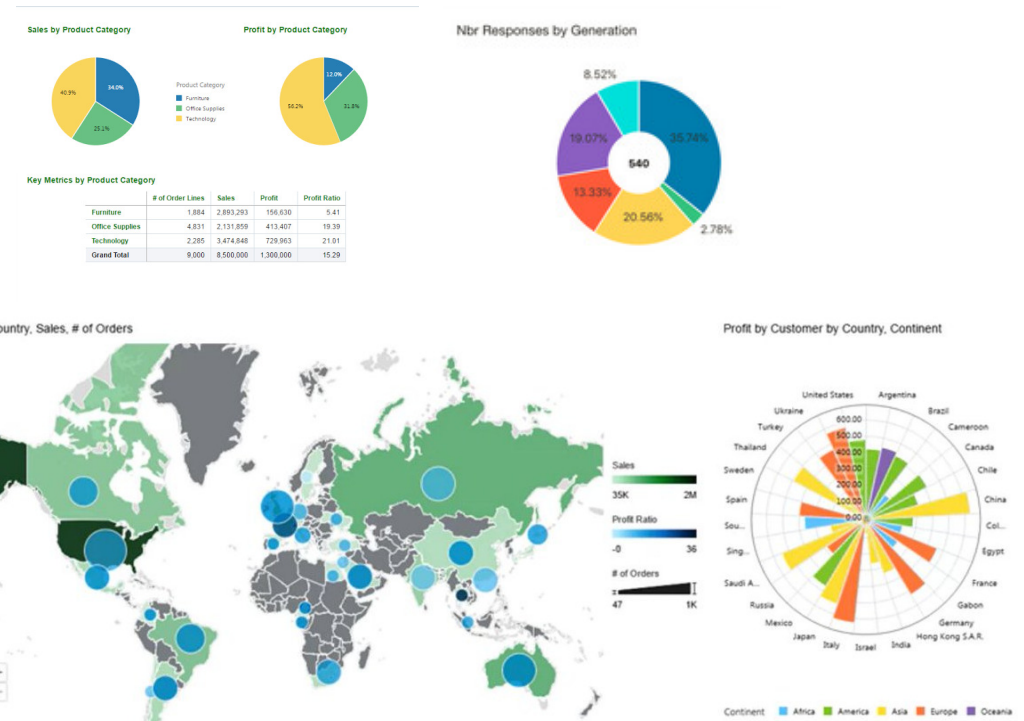
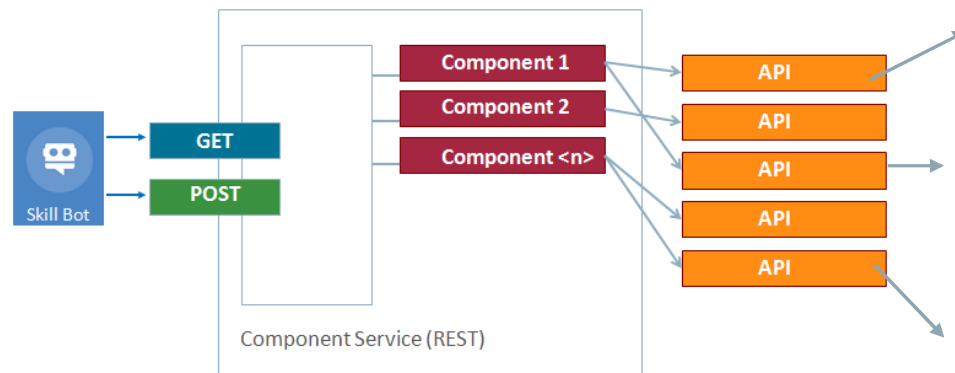
Custom component service development basics

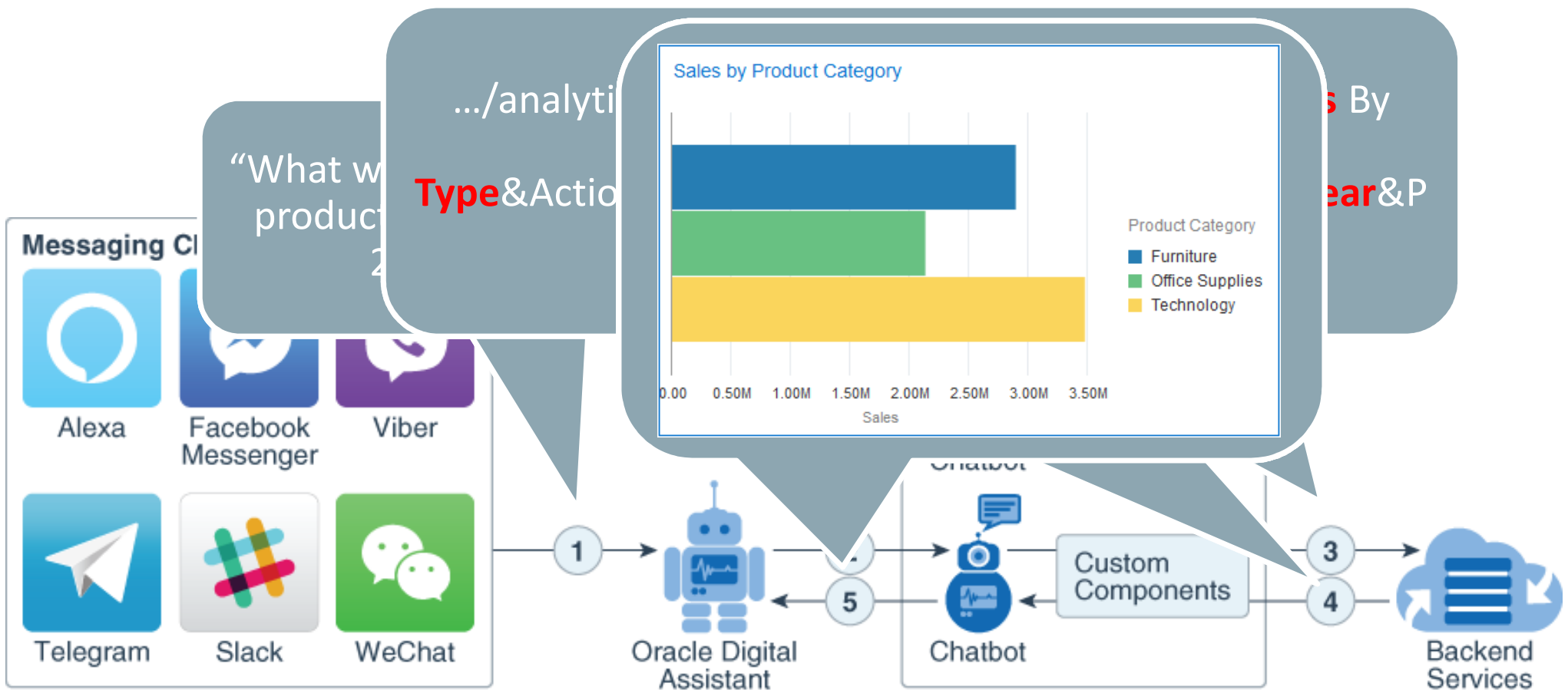
- A custom component is simply a REST API
 - – Always GET and POST which "plug" into Oracle Digital Assistant
 - – Custom component typically calls an external API • You can "package" related custom components together
 - Called a component service
- Oracle provides
 - A "starter" which has most of the code for a custom component
- component
 - SDK to simplify bot interaction



Custom component OAC

- Native Oracle Analytics Cloud and Oracle Analytics Server not yet available (Jan. 2020)
- Web Services and URL calls both available

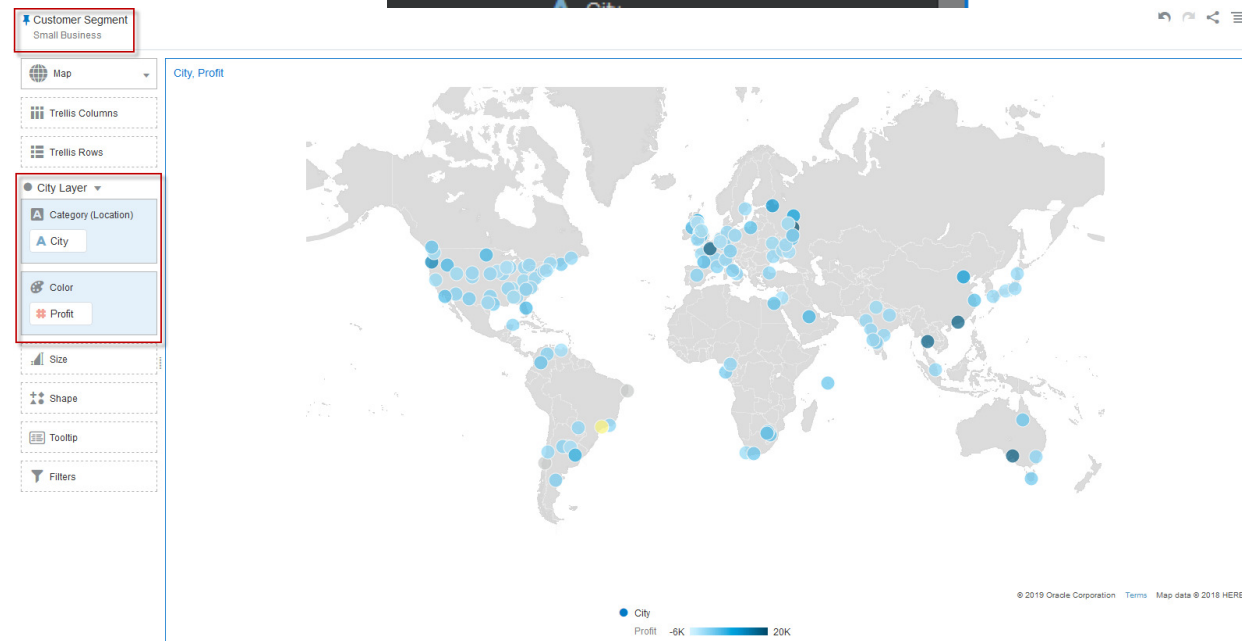
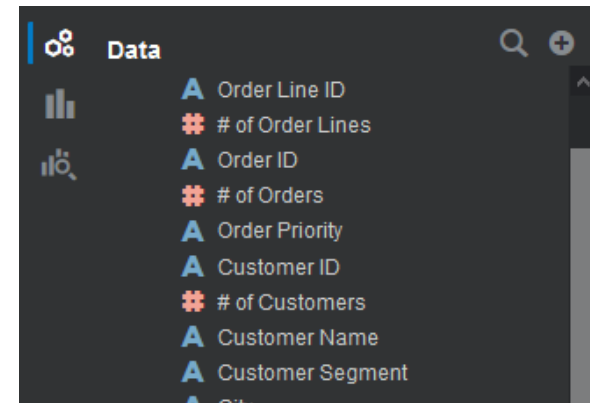




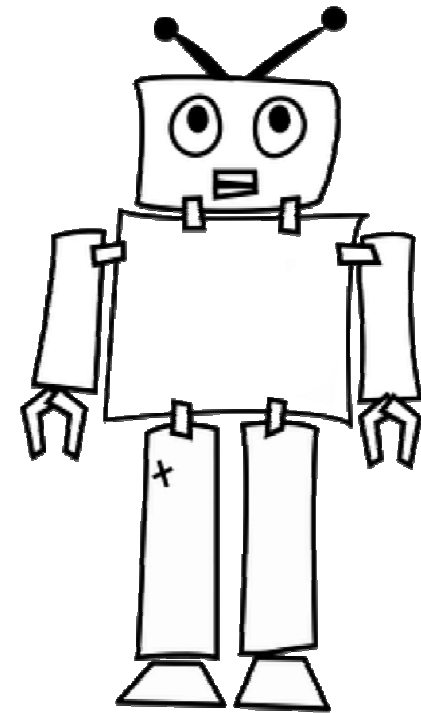
Custom component OAC

- Future: analytical objects created on the fly
- Native integration similar to BI Ask and Explain
- Content and metadata crawling

“What was our profit
by city for **Small
Business?**”

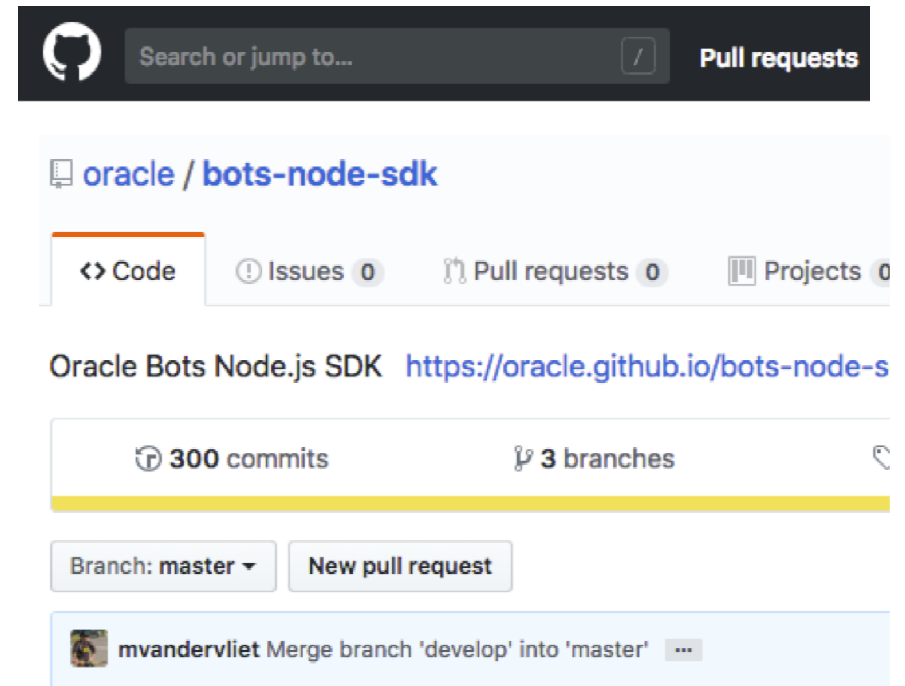


Oracle provides Oracle Bots Node.js SDK, a free utility that makes custom component development and deployment easy



Oracle Bots Node.js SDK

- Development and test tools for custom components and webhook
- Available on GitHub and NPMJS
- Requires Node Package Manager (NPM)
- Command Line Interface (CLI)
 - Creates component service and components
 - Provides custom component SDK to project
 - Integrated runtime for testing



Thanks for the Chat!