

ORACLE

Digital Assistant overview

Program Agenda

- 1 What is a Digital Assistant
- 2 Create a Digital Assistant
- 3 What do you get with your Digital Assistant
- 4 Shall I always use a Digital Assistant?

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What is a Digital Assistant

” A concierge bot that combines individual chatbots into a unified user experience

In their early days, chatbots solved simple business problems

- Customer service automation
- Automation of structured processes
- Self-service

Today, digital assistants are user oriented

- Assist users with various related or unrelated tasks
- Conversations are context aware
- Assistants learn about the user

Oracle Digital Assistant is what users expect from chatbots

What is a Digital Assistant

A single front end to multiple skills

- Exposes multiple skills to a single bot solution
- Routing assistant

Intelligently routes user messages

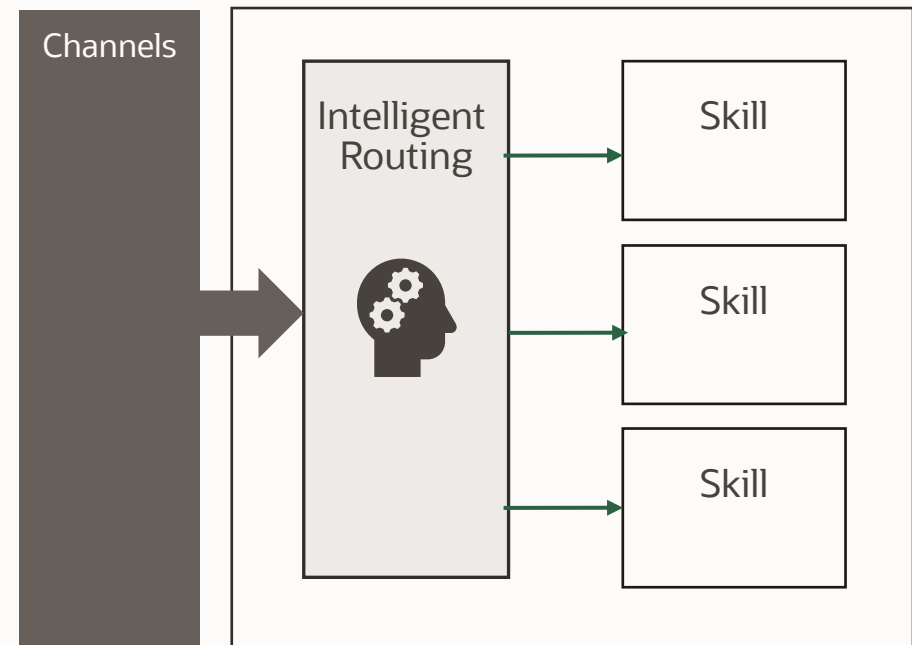
- NLP and rule-based routing
- Configurable
- System intents

Helps to disambiguate user requests

- Auto-generated dialogs

Non-sequitur request handling

Digital assistants orchestrate individual Skills into a uniform chatbot solution

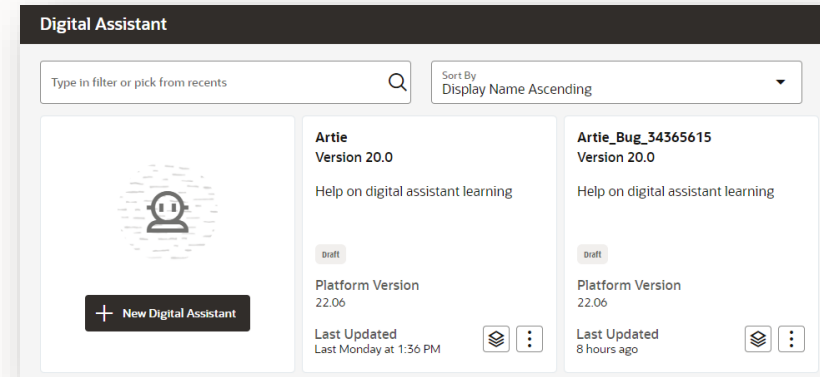


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Create a Digital Assistant

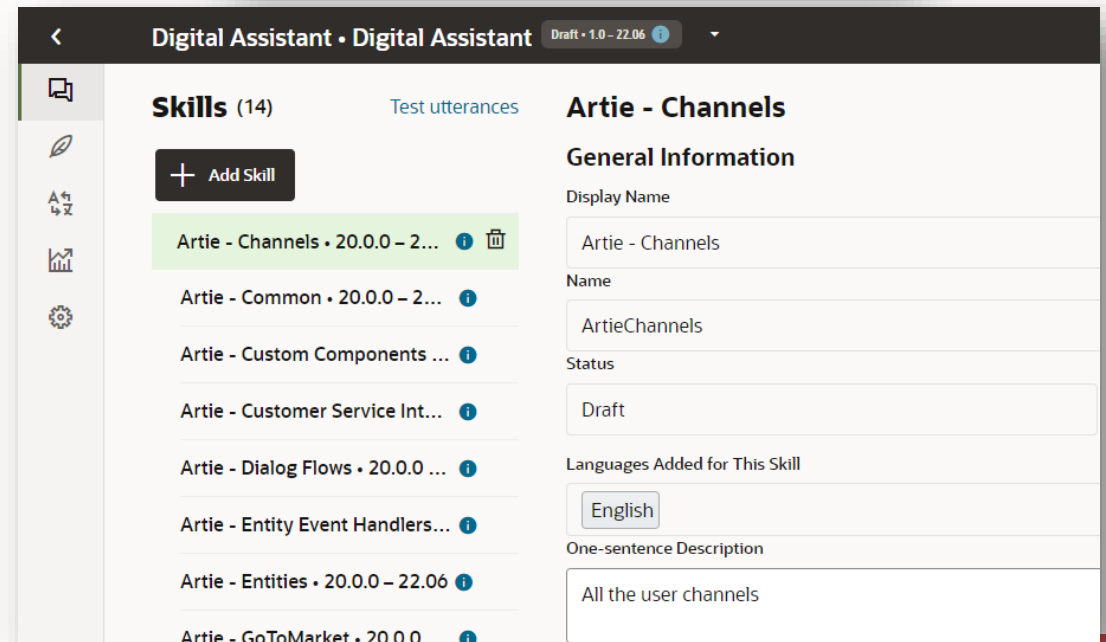
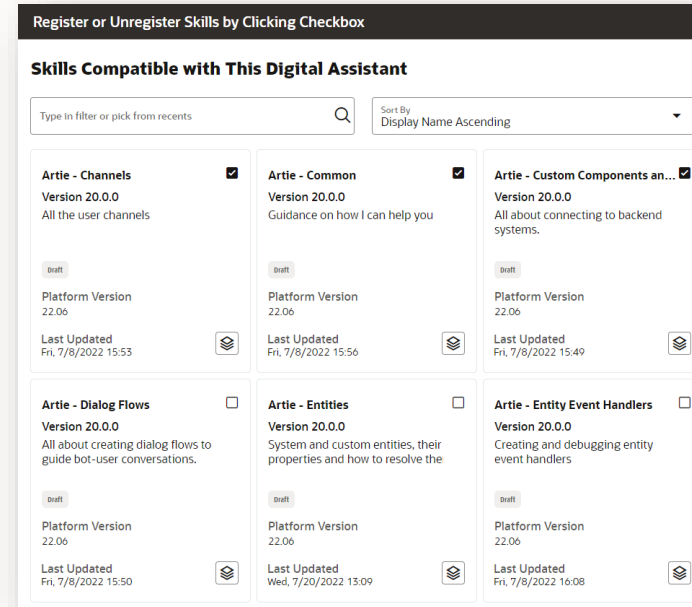
- Digital assistants can be created from:
 - Scratch
 - Cloning from an existing one
 - Versioning from an existing one
 - Imported



The screenshot shows the 'Create Digital Assistant' form. It has a title bar with 'Create Digital Assistant' and a close button. The form contains several fields: 'Display Name' with the value 'Digital Assistant', 'Name' with the value 'DigitalAssistant', 'Digital Assistant Version' with the value '1.0', and 'Platform Version' with a dropdown menu showing '22.06 (Latest)'. There is a 'One-Sentence Description' text area which is currently empty. Below that is a 'Primary Language (Natively-Supported)' dropdown menu with the value 'English'. At the bottom right of the form is a 'Create' button.

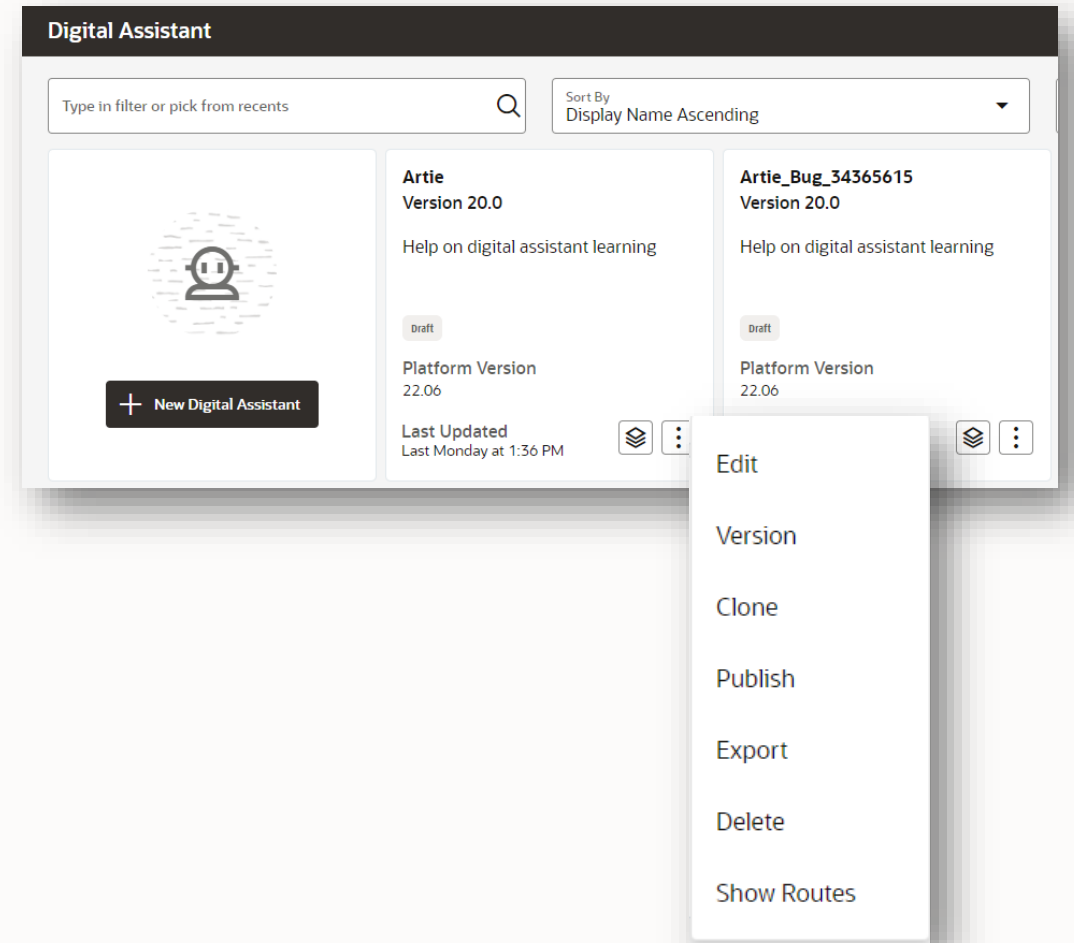
Create a Digital Assistant

- When you create a new Digital Assistant, you can register the necessary skills
- Assemble skills from skill library



Create a Digital Assistant

- Actions available for a Digital Assistant
 - Edit, clone, version, publish, export, delete
 - "Show Routes", displays a list of channels that a digital assistant is exposed on.
- Publishing a digital assistant locks it for any changes
 - A new version needs to be created for new edits
- Exporting a digital assistant creates an archive of its settings and all the referenced skills
 - Archive can be imported to other instances of Oracle Digital Assistant



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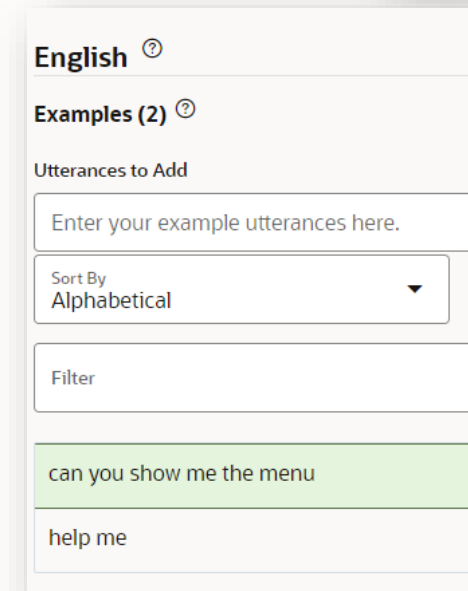
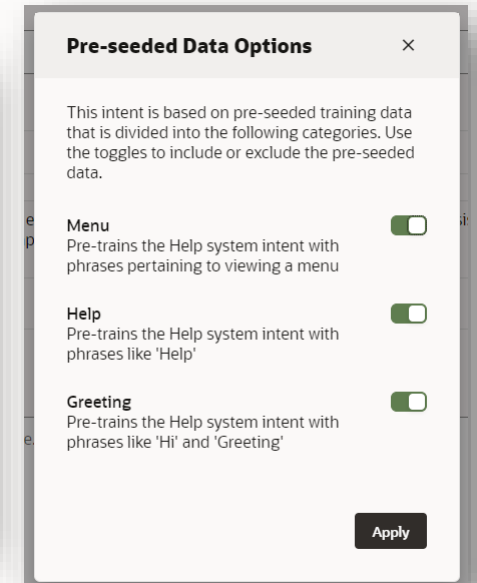
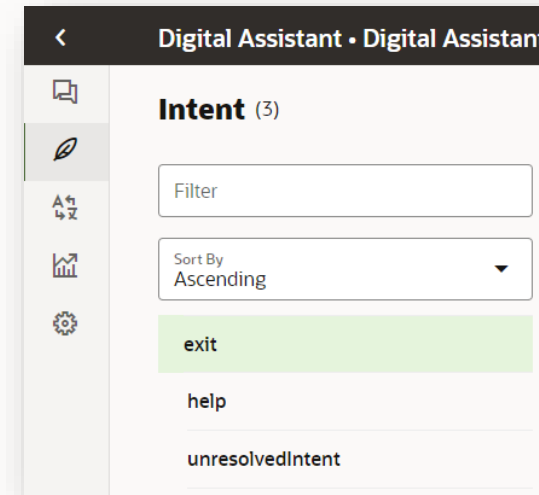
What do you get with your Digital Assistant

System intents

System intents

- Handles general digital assistant requests. No need to define in each skill
 - Help
 - Menu, Help , Greeting
 - Exit
 - unresolvedIntent

Pre-seeded data, which can be extended with extra utterances



What do you get with your Digital Assistant

Implicit vs Explicit invocations

An implicit invocation will make the DA evaluate the routing to the candidate skill

- Considers all skills

With explicit invocation DA will call directly the skill

The image contains three screenshots illustrating different aspects of a digital assistant's interaction model:

- Interaction Model:** A form with two input fields. The first is labeled "Invocation" and contains the text "Digital Bank". The second is labeled "Group" and contains the text "Optionally, enter the name of a group for closely related skills.".
- User Interface:** A screenshot of a user interface showing a search bar with the text "ask digital bank to send money". Below the search bar is a card with the question "From which account do you want to make a payment?". The card lists three options: "savings", "checking", and "credit card". A refresh icon is visible on the right side of the card.
- Explicit Invocation of skill 'digitalbank':** A summary box showing the analysis of an explicit invocation. It includes the text "Non Invocation Utterance: send money", "Skill: digitalbank" (highlighted in green), and "Score: 100%". At the bottom, it states "Explicit Invocation Confidence Threshold: 80%".

What do you get with your Digital Assistant

Non-Sequitur and Disambiguation

Handles interruptions to flows

- If a user message references a skill other than the current one, the conversation is interrupted and continued later so that the user message can be processed by the other skill

Handle disambiguation

- If a request matches more than a single skill, a dialog is displayed for the user to choose from

The screenshot shows a chat interface. At the top, a user message says "ask digital bank to send money". Below it, a system message asks "From which account do you want to make a payment?". Three options are listed: "savings", "checking", and "credit card". A second user message, "order a pizza", is shown below the options. A third system message asks "Do you want to switch to OrderPizza in Order Pizza now?". Two options are listed: "Yes" and "No".

The screenshot shows a chat interface. At the top, a user message says "check my account balance". Below it, a system message asks "Do you want to go to:". Three options are listed: "Balances in Digital Bank", "GiftCardBalance in Sport Store", and "None of the above".

What do you get with your Digital Assistant

Configuration options

Routing

- Confidence thresholds and margins for candidate skill routing
- Allows "fine-tuning" of message routing

Conversation

- Customization of prompts and labels
- Customization of when system dialogs should be displayed

Skill mappings

- Customization of help and unresolvedIntent

Others

- Customization of session and authentication prompts

The screenshot displays the 'Settings' page for a Digital Assistant, specifically the 'Configurations' tab. The interface includes a sidebar with navigation icons and a main content area with the following sections:

- Settings**: Includes tabs for 'General', 'Configurations', and 'Events'.
- Routing Parameters**:
 - Built-In System Intent Confidence Threshold**: A numeric input field set to 0.9.
 - Consider All Threshold**: A numeric input field set to 0.8.
 - Flow Name For Processing Message With Image Only**: A text input field containing 'Image Only Flow'.
- Conversation Parameters**:
 - Acknowledgement Response**: A text input field containing a placeholder string: `#{rb('systemConfiguration_conversationOdaAck')}`.
 - Answer Try Again**: A text input field containing a placeholder string: `#{rb('systemConfiguration_conversationAnswerTryAç')}`.
 - Digital Assistant Exit Skill in Selection**: A text input field containing a placeholder string: `#{rb('systemConfiguration_conversationOdaExitSkillS')}`.

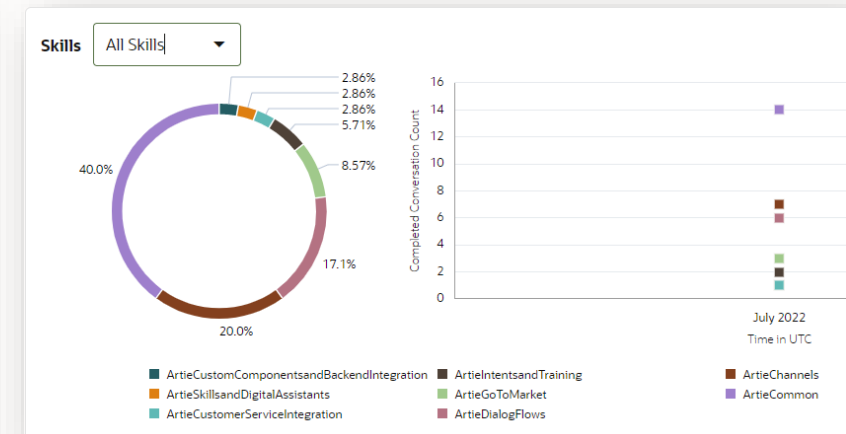
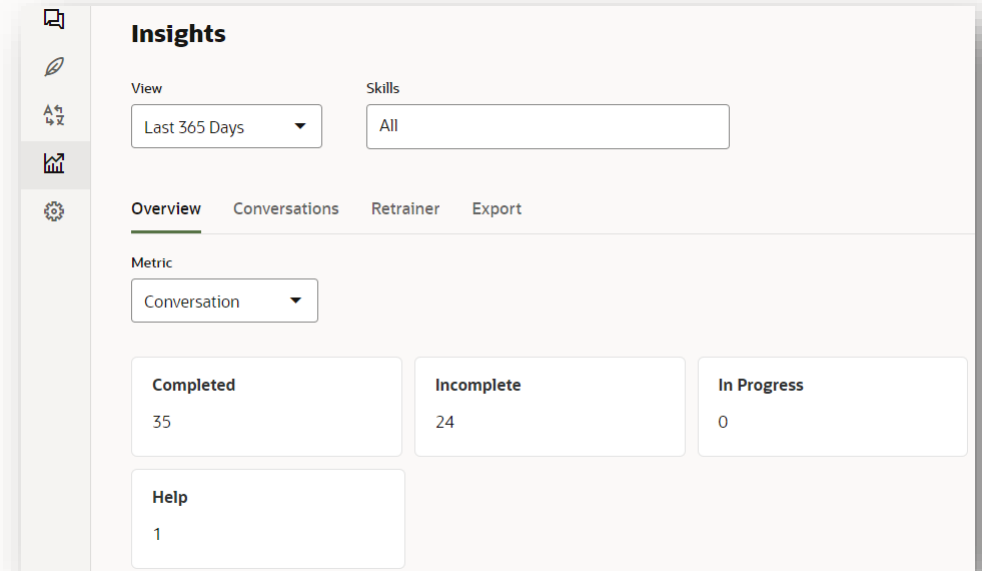
What do you get with your Digital Assistant Insights

Built-in analytics engine

- Developer-oriented analytics
- Shows usage pattern

Insights is available on skills too

- Allows easy re-training of intents
- Shows conversation paths in skill



What do you get with your Digital Assistant Conversation testing

Embedded conversation tester

- Test conversation flows
- Introspect variable settings
- Understand how a routing decision was made
- Access to JSON message payload

Includes all configured skills and system intents

Visually shows when a conversation branches into a different skill

The image shows two screenshots of the 'Conversation Tester - Artie' interface. The top screenshot displays a chat window with a bot response and a 'help' button. The bottom screenshot shows a detailed 'Routing' log for the 'help' utterance.

Conversation Tester - Artie Draft • 20.0

Bot Tester Test Cases Test Run Results

Save as Test Reset Channel Webhook

help

Here are the topics on which I have been trained. Select a topic or directly ask me a question.

General
Guidance on how I can help you

About Artie

Tips for using Artie

Conversation Routing JSON

Routing

Action	Details
Router response	Digital Assistant response is generated by router
Utterance	Sentence: help Reformed Sentence: help
Starting context-aware routing.	Conversation State: START_FIRST_FLOW

Rules

Details

System help, as we are in the digital assistant context and only the system's intent matches.

Intent Calls for sentence 'help'

Action	Details
System Intents	Digital Assistant: Artie
	Skill: help Score: 100%
	Skill: exit Score: 0%
	Skill: unresolvedIntent Score: 0%

What do you get with your Digital Assistant

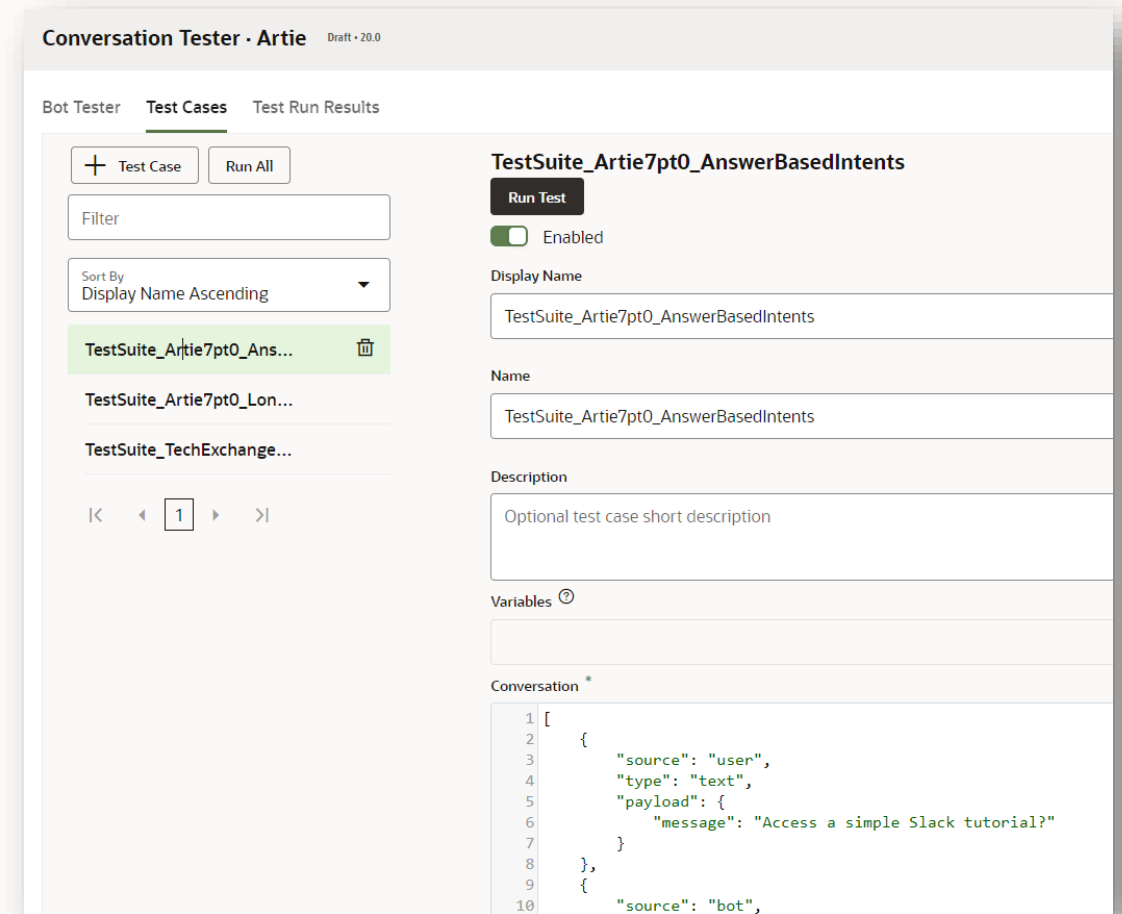
Building test cases

Automated tests are common in software development

In digital assistant, conversation is the unit of testing

You use the conversation tester to

- Record conversations during manual testing
- Save tests as test case



The screenshot displays the 'Conversation Tester' interface for 'Artie' (Draft v20.0). The interface is divided into three tabs: 'Bot Tester', 'Test Cases', and 'Test Run Results'. The 'Test Cases' tab is active, showing a list of test suites. The first suite, 'TestSuite_Artie7pt0_Ans...', is selected and highlighted in green. To the right, the configuration for this selected test suite is shown. It includes a 'Run Test' button, an 'Enabled' toggle switch, and fields for 'Display Name', 'Name', and 'Description'. The 'Conversation' field contains a JSON payload for a user message: 'Access a simple Slack tutorial?'. The interface also features a '+ Test Case' button, a 'Run All' button, a 'Filter' input, and a 'Sort By Display Name Ascending' dropdown menu.

Conversation *

```
1 [
2   {
3     "source": "user",
4     "type": "text",
5     "payload": {
6       "message": "Access a simple Slack tutorial?"
7     }
8   },
9   {
10    "source": "bot",
```

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Shall I always use a Digital Assistant?

” I only have one skill,
why should I use a
digital assistant?

Even with one skill, the Digital Assistant brings added AI capabilities

Handles flow interruptions

It has pre-seeded data for Menu, Exit and Greeting Intents

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