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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1. **What is 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

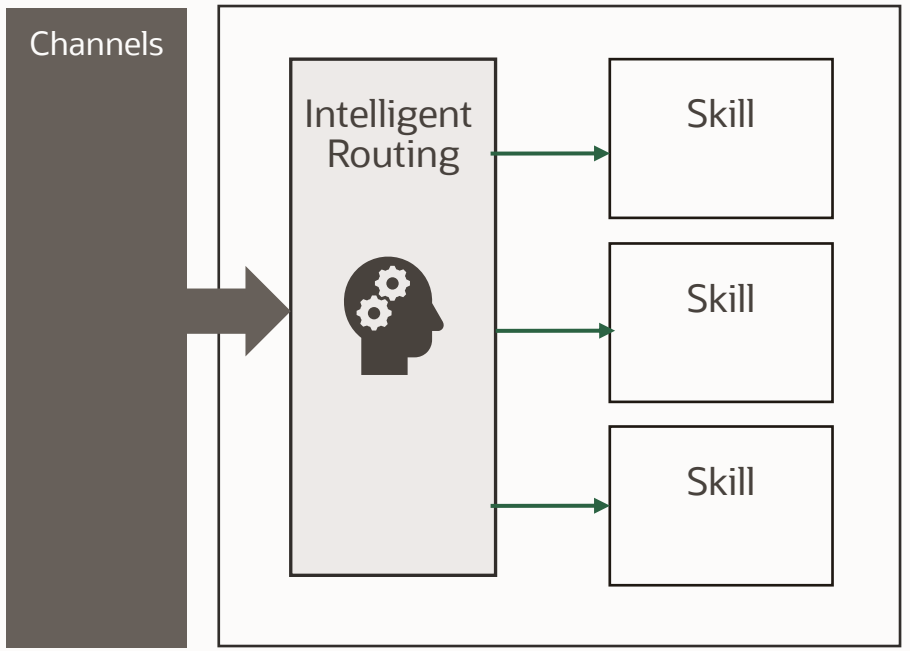
- NLP and rule-based routing
- Configurable
- System intents

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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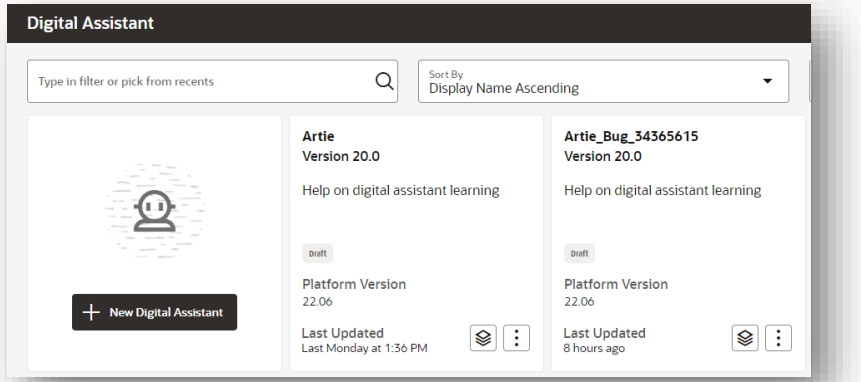
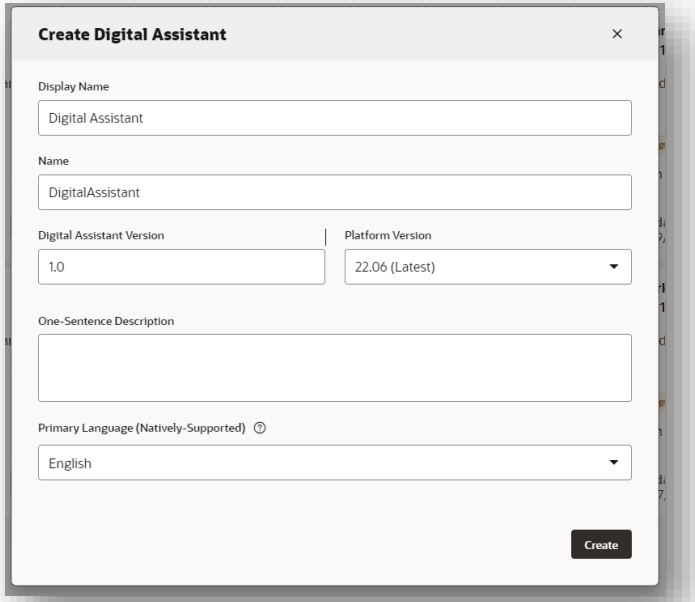
Create a Digital Assistant

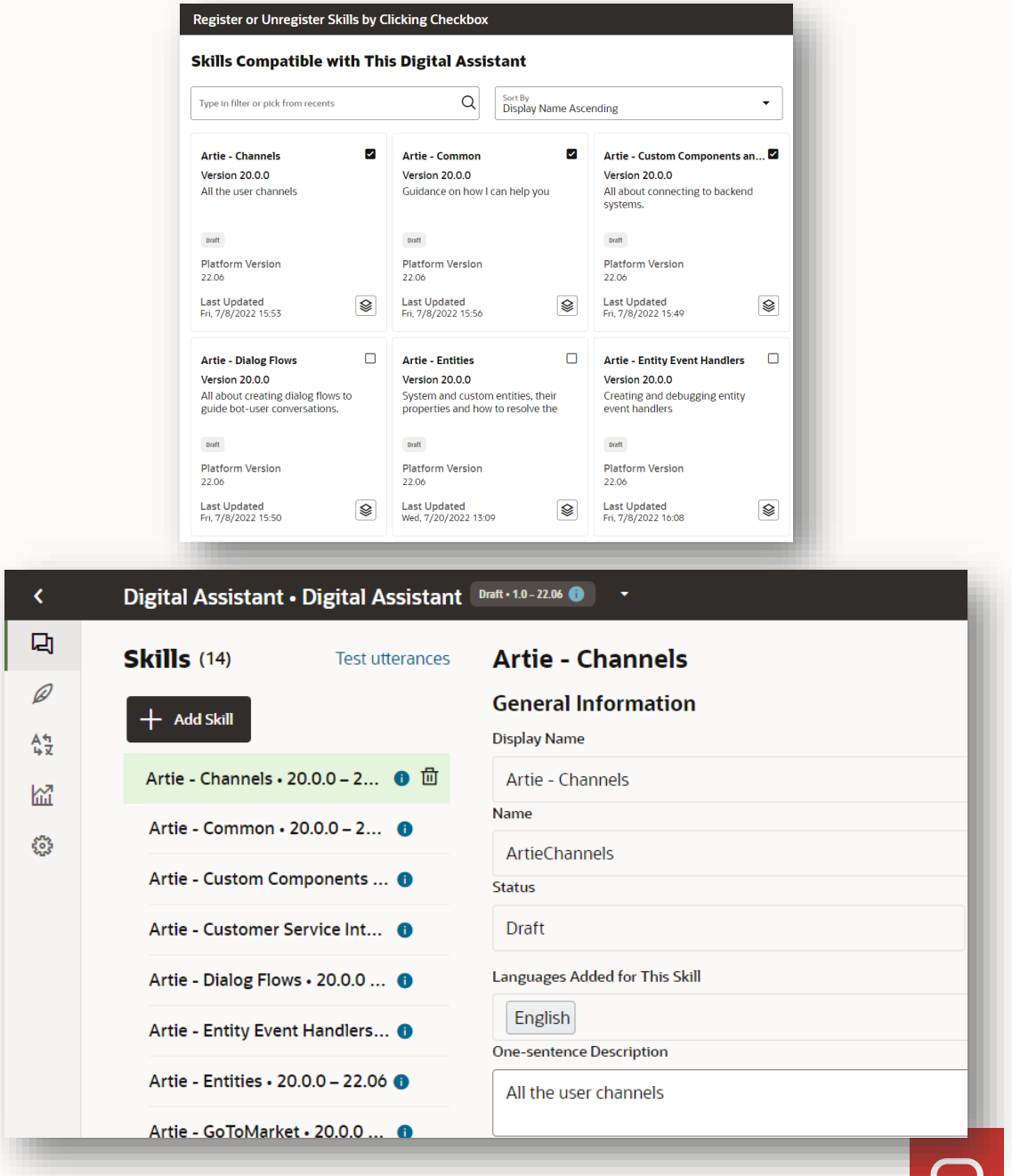
- Digital assistants can be created from:
  - Scratch
  - Cloning from an existing one
  - Versioning from an existing one
  - Imported





Create a Digital Assistant

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

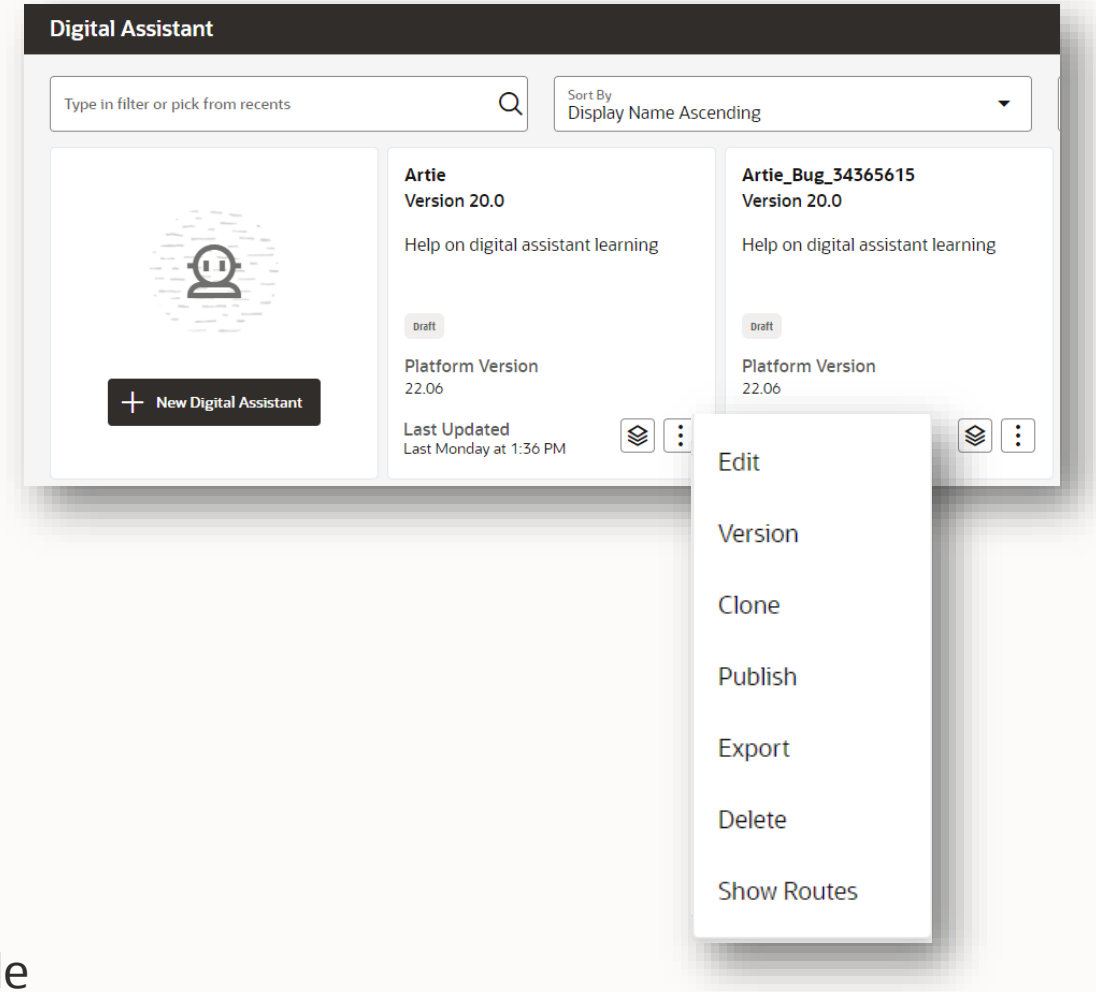


Create a Digital Assistant

- 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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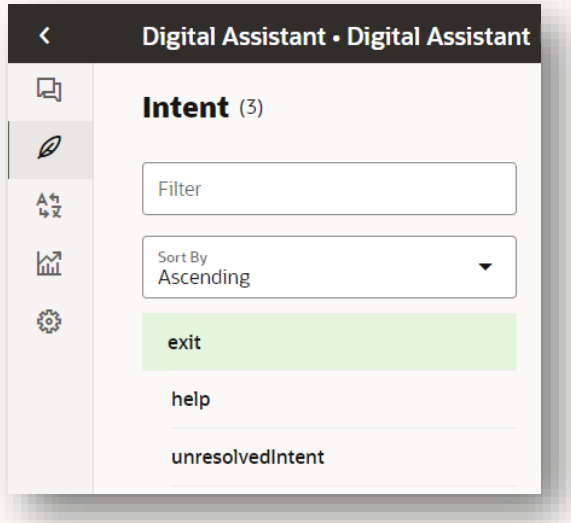
What do you get with your Digital Assistant

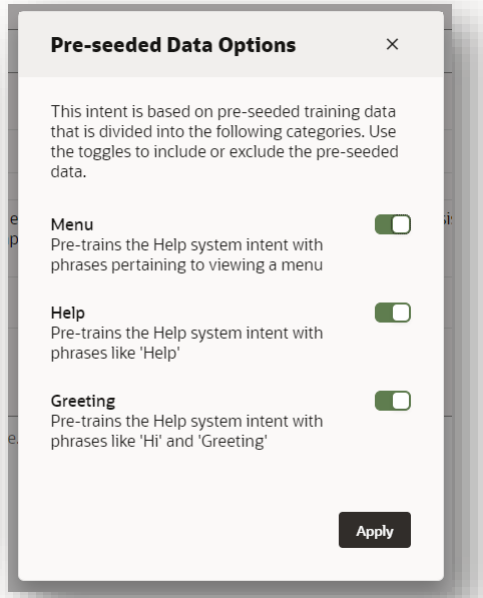
System intents

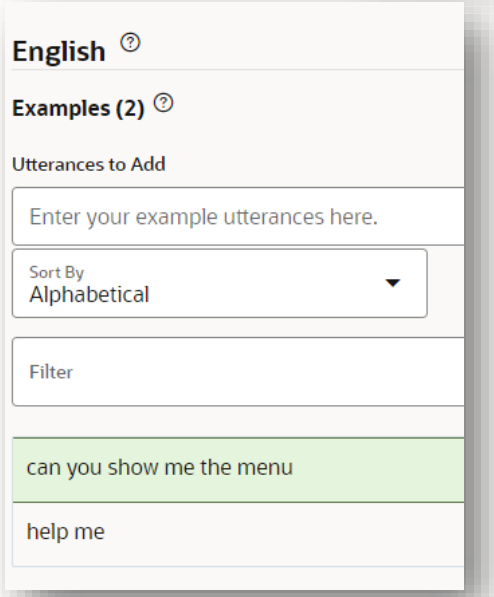
System intents

- 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







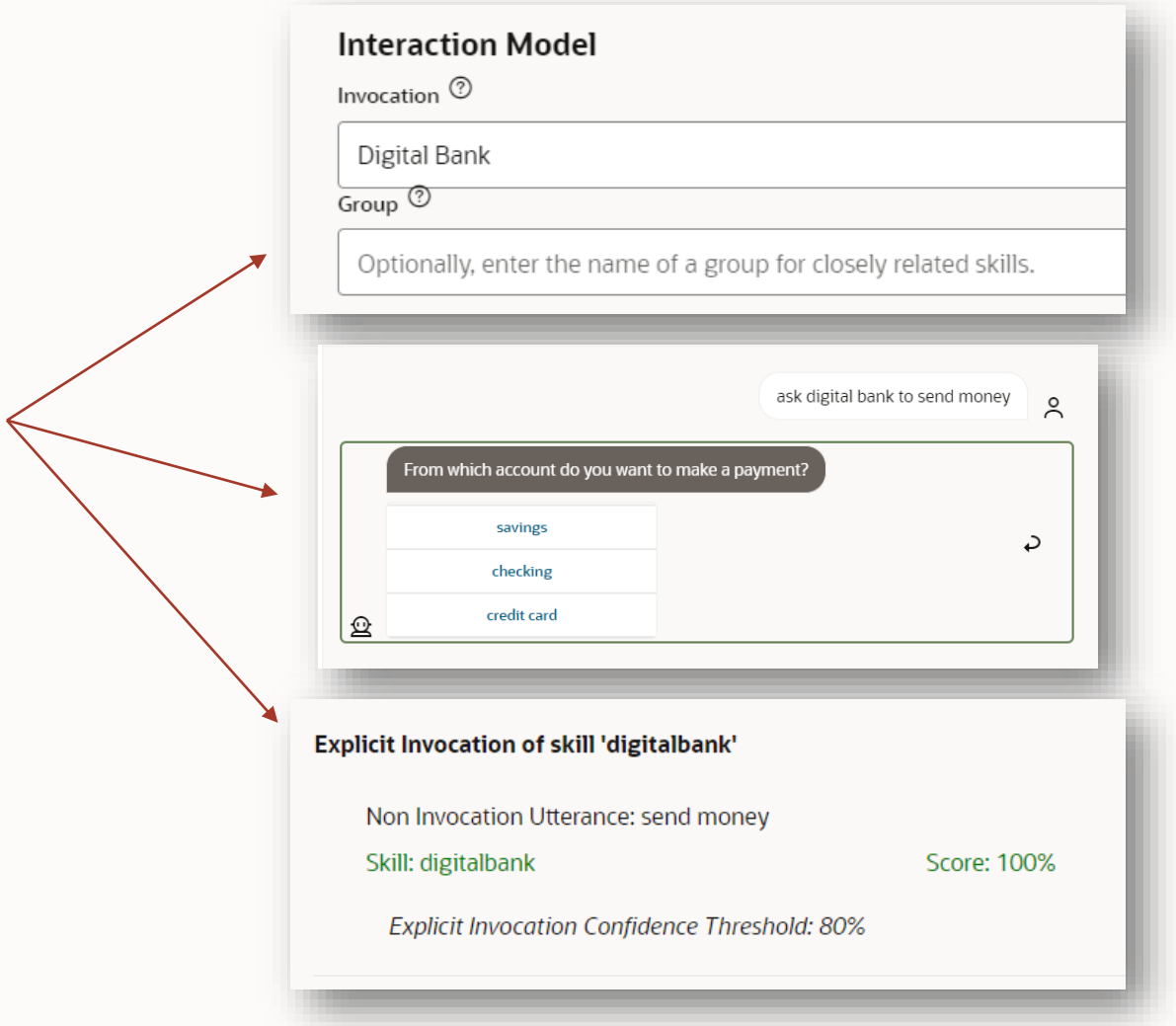
What do you get with your Digital Assistant

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

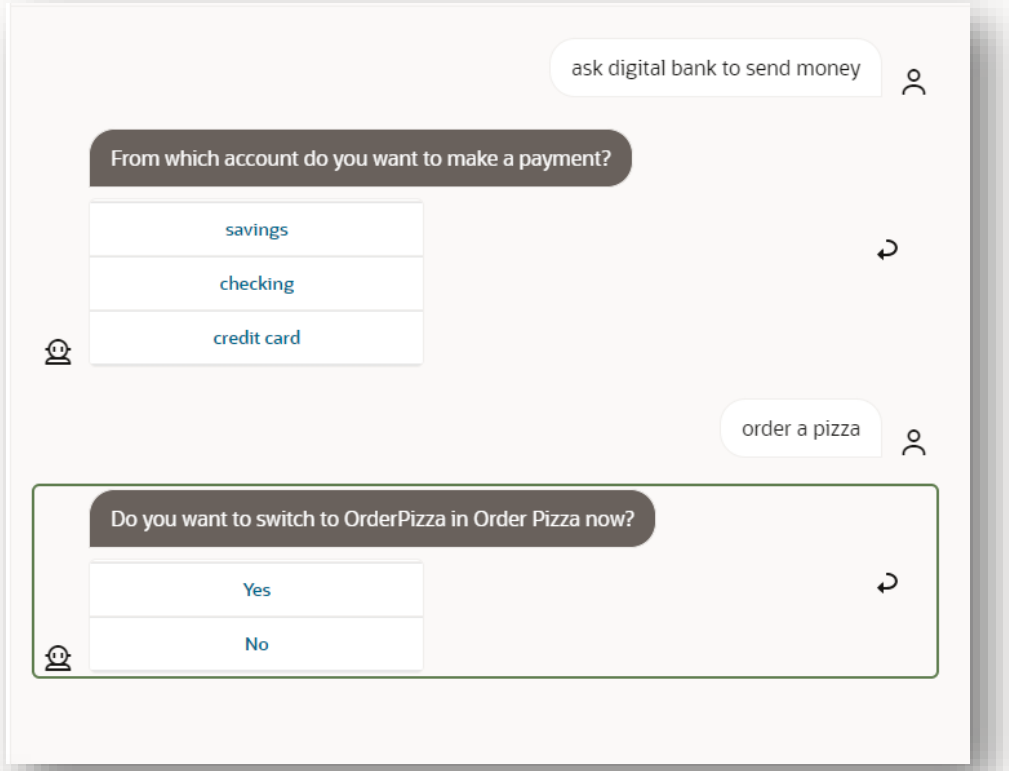


What do you get with your Digital Assistant

Non-Sequitur and Disambiguation

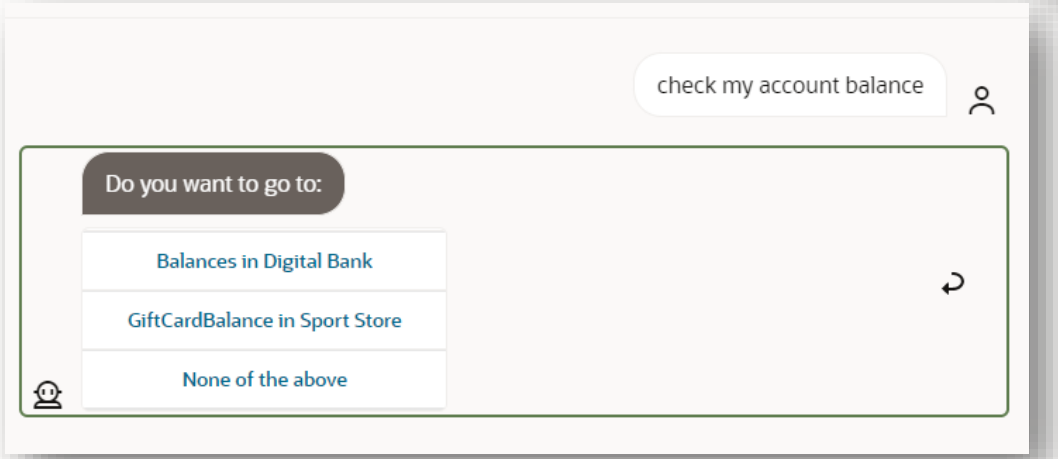
Handles interruptions to flows

- 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



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

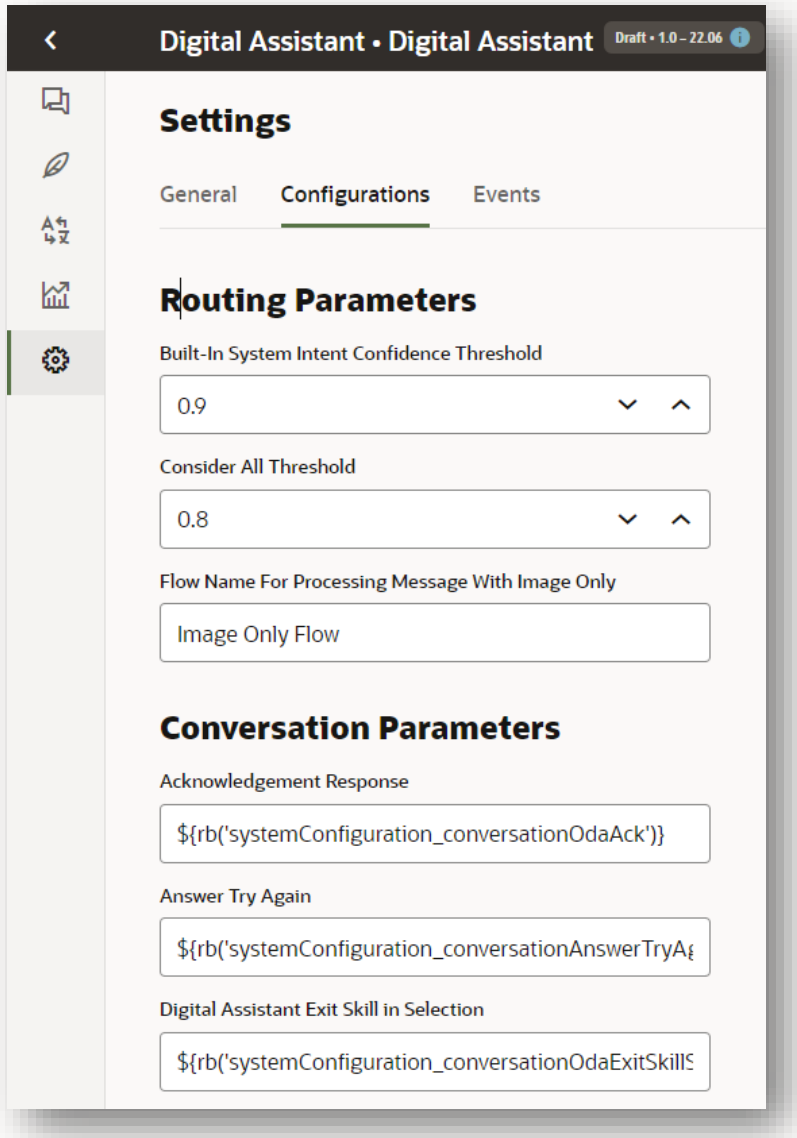
- Customization of prompts and labels
- Customization of when system dialogs should be displayed

Skill mappings

- Customization of help and unresolvedIntent

Others

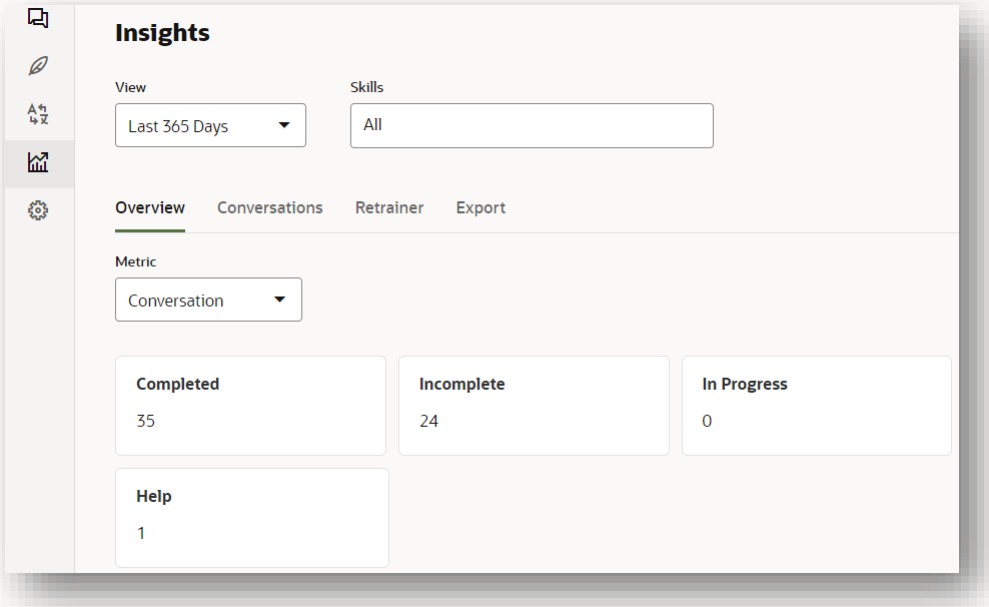
- Customization of session and authentication prompts

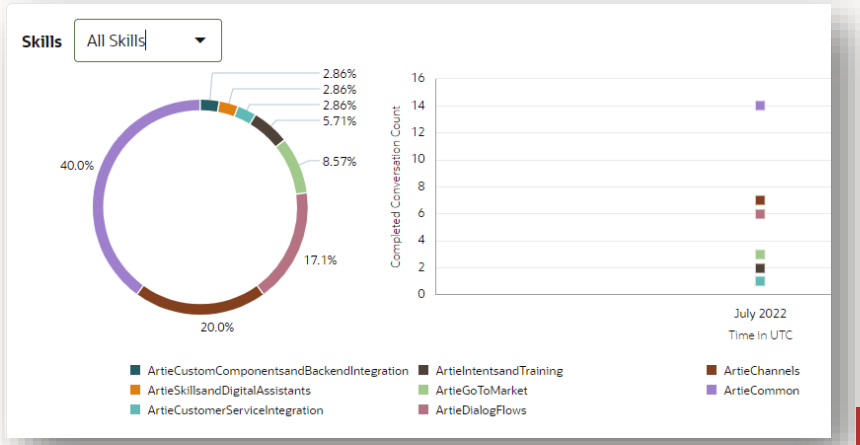


What do you get with your Digital Assistant
Insights

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

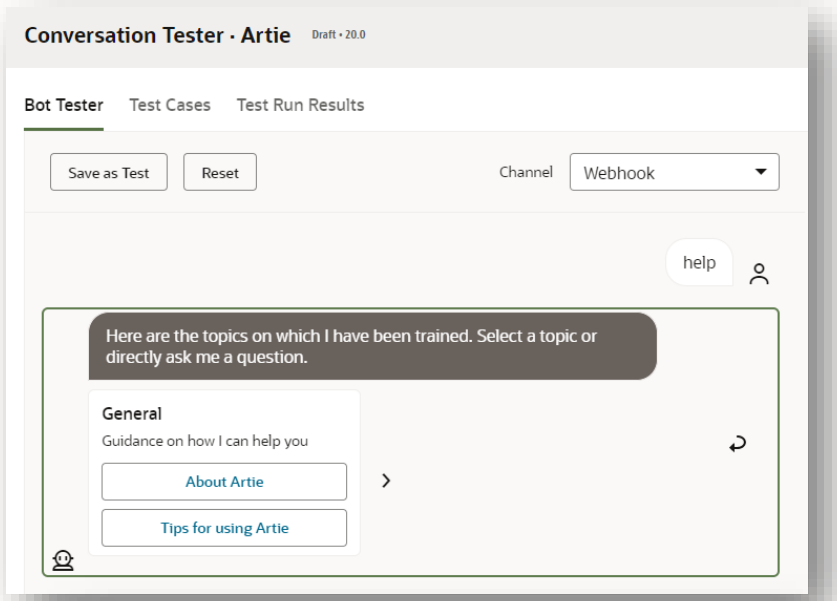
Conversation testing

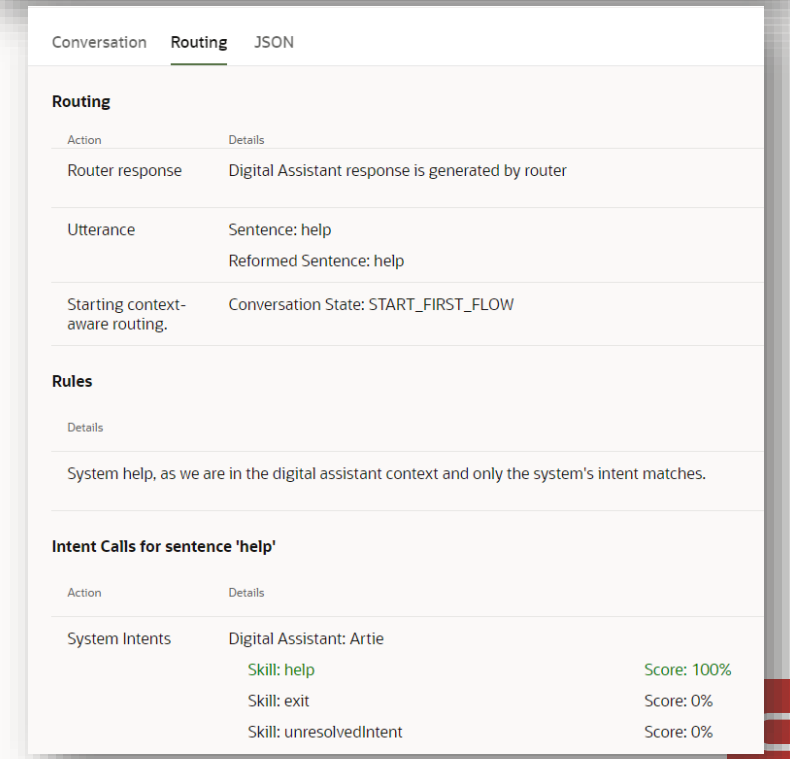
Embedded conversation tester

- 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





What do you get with your Digital Assistant

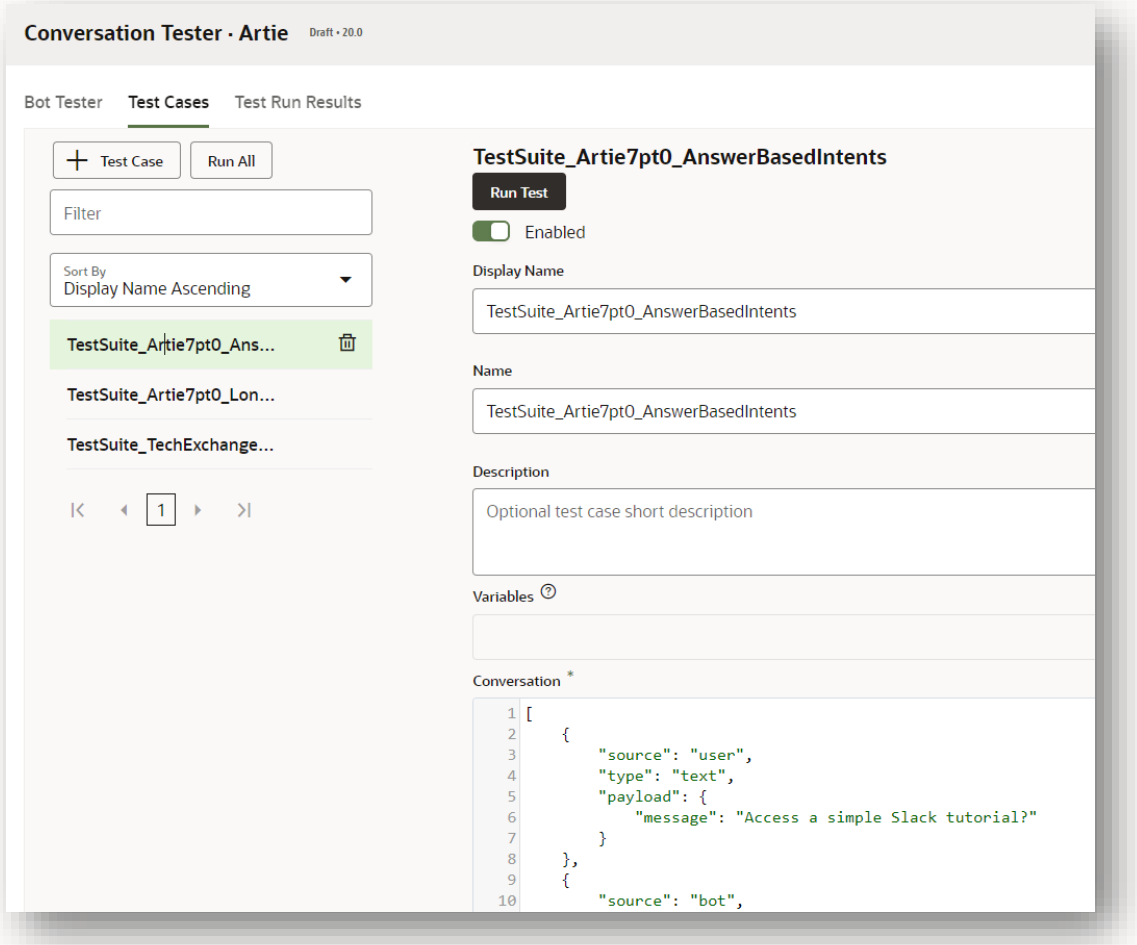
Building test cases

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



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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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