

ORACLE

# Knowledge Integration

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# Program Agenda

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- 1 What are my options?
- 2 Steps to integrate a knowledge search service
- 3 Best practices
- 4 Other knowledge services

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# What are my options?

Which search modules can I have?

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Oracle Fusion Cloud  
B2C Knowledge  
Foundation

- Direct integration in ODA

Oracle Fusion Cloud  
B2B Service Knowledge  
Management

- Direct integration in ODA

Other Knowledge  
Systems

- Integrated via APIs

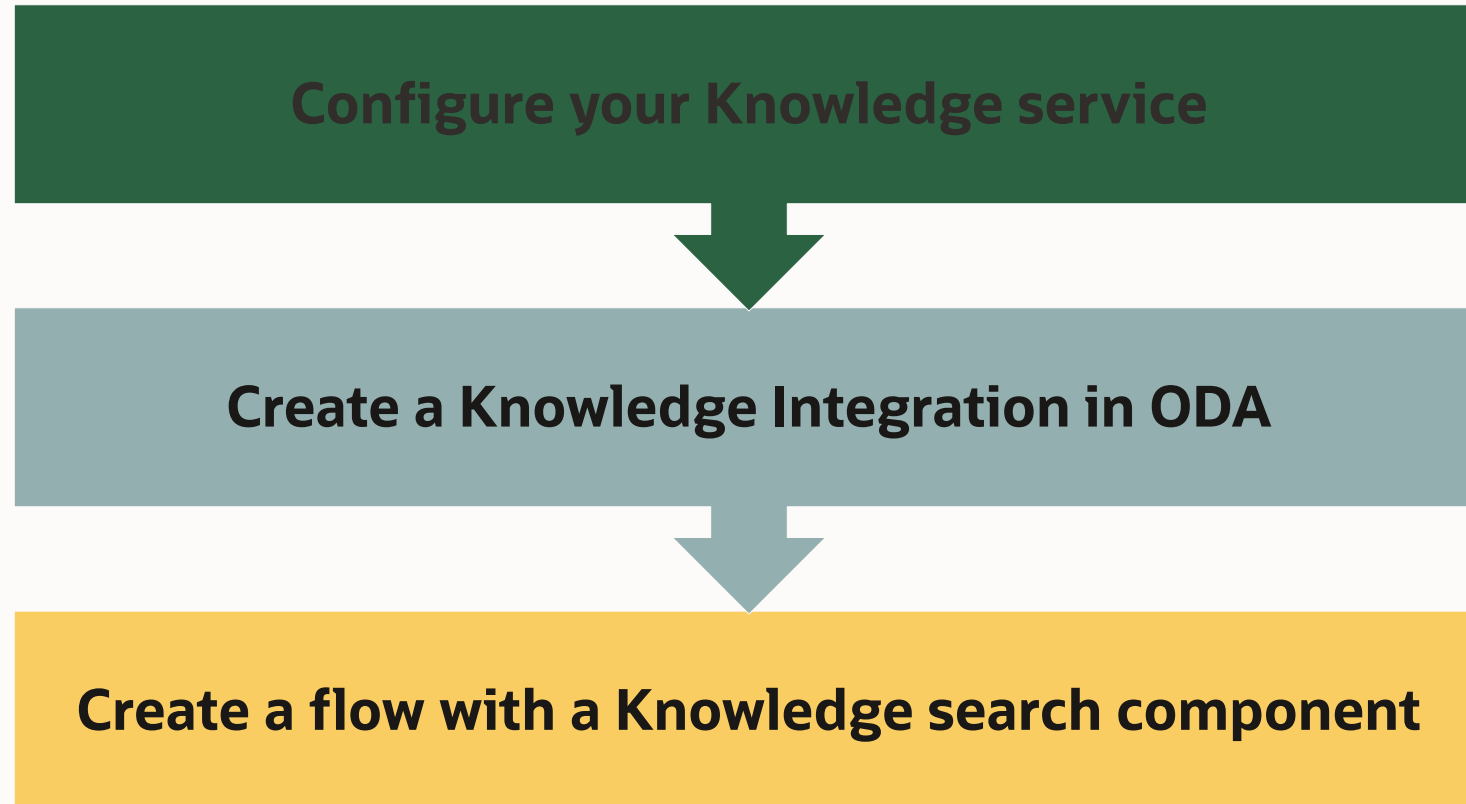
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## Steps to integrate a knowledge search service

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## Configure your Knowledge service

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” The admin from the knowledge service (B2C/B2B) should configure the knowledge service. That is the only pre-requisite before configuring ODA's knowledge integration.



# Create a Knowledge Integration in ODA

B2C and B2B

Go to **Settings > Additional services**

Add a new service

Select the **Service Type** (B2B or B2C)

Provide the remaining details (host and credentials)

The screenshot shows the 'Settings - Additional Services' page. On the left, there are tabs for 'Knowledge Search' and 'B2C Integration'. Below the tabs, it says 'Service (3)' and has a '+ Add Service' button and a 'Filter' input field. The main content area shows two forms for creating a 'New Knowledge Search Integration Service'.

**Form 1: KM (B2B Service Knowledge Management)**

- Name: KM
- Description: Optional short description for this knowledge search integration
- Service Type: B2B Service Knowledge Management
- B2B Service Host: fa-eqjq-dev19-saasfademo1.ds-fa.oraclepdemos.com
- User Name: user
- Password: [Redacted]
- Button: Create

**Form 2: KF\_B2C (B2C Knowledge Foundation)**

- Name: KF\_B2C
- Description: Optional short description for this knowledge search integration
- Service Type: B2C Knowledge Foundation
- Service Cloud Host: cxb2cka12.rightnowdemo.com
- Service Cloud Version:  20A or Later  19D or Earlier
- User Name: admin
- Password: [Redacted]
- Button: Create



# Create a flow with a knowledge search component

In your flow add a **Knowledge Search** component

The screenshot shows the 'Add State' dialog box in a flow builder. The dialog is titled 'Add State' and has a close button (X) in the top right corner. It is divided into two main sections: 'Preceding State' and 'Following State'. In the 'Preceding State' section, there is a button labeled 'unresolvedMes...' with a play icon and the text 'Send Message'. In the 'Following State' section, there is a button labeled 'knowledgeSear...' with a magnifying glass icon and the text 'Knowledge Search'. Below these sections is a large area for configuring the selected component. On the left side of this area is a list of component categories: 'Search', 'Agent Communication' (Transfer from skill to a human agent), 'Agent Transfer' (Transfer from DA as agent to a human agent), 'Agent Transfer Condition' (Evaluate whether DA-as-agent transfer conditions can be met), 'Knowledge Search' (Search a knowledge service), 'Incident Creation' (Create an incident on a B2C service site), and 'Intelligent Advisor' (Access an Intelligent Advisor interview). The 'Knowledge Search' component is highlighted in green. On the right side of this area is a preview of the 'knowledgeSear...' component. Below the preview are two text input fields: 'Name' with the value 'knowledgeSearch1' and 'Description' with the value 'Optional short description.'. At the bottom right of the dialog is an 'Insert' button.

# Create a flow with a knowledge search component

## Choose the **Search Service Name**

The **Term to Search For** field should hold the search sentence

You have control over the **Text to Display** before the results and can set the **Maximum Number of Results**

With **Preferred Version of Results** , one can choose between

- **Answer** – default B2C answer – can be used to write natural-language responses
- **Special Response** – special B2C response tailored for a different channel

The screenshot shows the configuration interface for the 'knowledgeSearch' component. It is divided into three tabs: 'General', 'Component', and 'Transitions'. The 'Component' tab is active. The configuration includes the following fields:

- Search Service Name**: A dropdown menu with 'KF\_Demq' selected.
- Term to Search For**: A text area containing the expression `1 ${system.message.messagePayload.text}`.
- Text to Display Ahead of Results**: A text area containing the text '1 Searching...'. Below this is a list of options: 'Not Defined', 'Answer', and 'Special Response', with 'Not Defined' selected.
- Maximum Number of Results**: A numeric input field with an 'Expression' toggle switch to its right.
- Preferred Version of Results**: A dropdown menu with 'Not Defined' selected.
- Only Show Preferred Version**: A dropdown menu with 'Not Defined' selected.

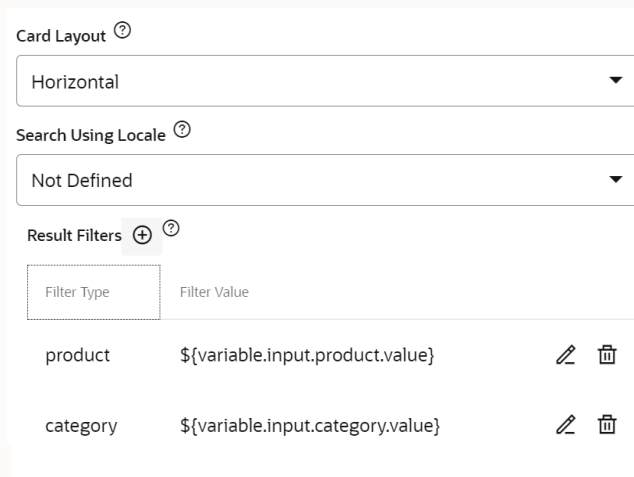
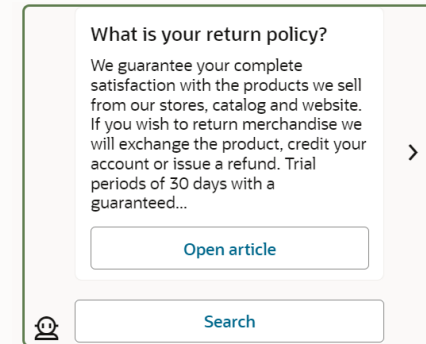
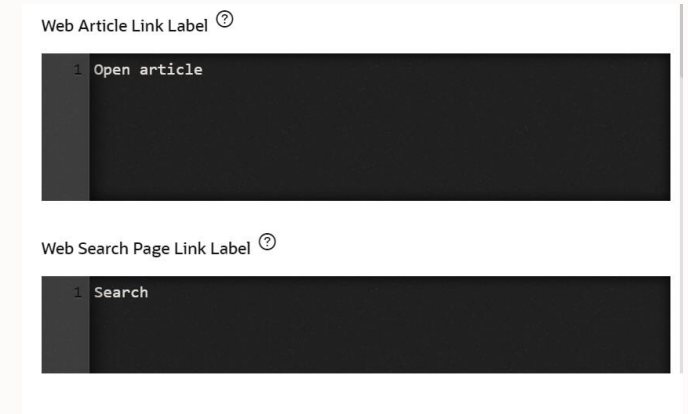
At the bottom of the interface, there is a section for 'Preferred Version of Results' with a dropdown menu showing 'Not Defined' and a list of options: 'Not Defined', 'Answer', and 'Special Response', with 'Not Defined' selected.

# Create a flow with a knowledge search state

The **Web Article Link Label** defines the article button label, whilst the **Web Search Page Link Label** defines the label of the button that will redirect you to the knowledge base

You can choose the **Card Layout** and the search **Locale**.  
B2B and B2C both return results for a specified Locale

You can filter the results per **category** and **product**. This information can be passed dynamically and helps to filter the results



# Example - Oracle B2C Cloud – Knowledge Foundation

what is my product warranty?

I don't know the answer.

Let's see what articles we have...

### What is your return policy?

We guarantee your complete satisfaction with the products we sell from our stores, catalog and website. If you wish to return merchandise we will exchange the product, credit your account or issue a refund. Trial periods of 30 days with a guaranteed...

[Open article](#)

[Search](#)

- Home
- Analytics
- Tasks
- Contacts
- Answers
  - Knowledgebase Answers
  - Answer Lookups
  - Answer Version Audit Log
- Incidents
- Configuration
- Assets
- Configuration

### What is your return policy?

Summary: What is your return policy?

Status: Public | Language: English (US) | Assigned: Admin | Access Levels: Everyone

Keywords: No Value | Notes:

HTML | URL | File Attachment

Question | Answer | Special Response

We guarantee your complete satisfaction with the products we sell from our stores, catalog and website. If you wish to return merchandise we will exchange the product, credit your account or issue a refund. Trial periods of 30 days with a guaranteed full refund are offered on all appliances regardless of purchase location.

If any products you have purchased are damaged or defective, or part of an incorrect shipment, we will contact UPS to have them picked up. Please allow 1 to 2 business days for an item to be picked up. If you have any questions please send us an email or call us at 1-800-555-0852 between 7:00 am and 5:00 pm PST, Monday through Friday, and speak to one of our customer



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## Best practices

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### ” Use intents for the most common questions

In order to achieve best results, you can create intents based on the most common questions

In doing so you can define the search sentence that will query the knowledge base

This will make sure you benefit from the ODA NLP engine and ensures you hit the correct question from the knowledge base

## Best practices

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### ” Train the unresolved intent with some of the questions

For the questions not defined as intents, you will access the knowledge base typically as part of an unresolved intent

If you train the unresolved intent with some of the questions, this will allow the skill to easily identify utterances that you want to re-direct to the knowledge service



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## Other knowledge services

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”” What if I have a 3<sup>rd</sup> party knowledge base?

You can also integrate other knowledge services

The integration will happen with API's and not with an out of the box configuration

You can create custom components that perform the search in your knowledge based by using the available API's

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