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Knowledge Integration

Program Agenda

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?

Oracle Fusion Cloud B2C Knowledge Foundation	Oracle Fusion Cloud B2B Service Knowledge Management	Other Knowledge Systems
• Direct integration in ODA	• Direct integration in ODA	• Integrated via APIs

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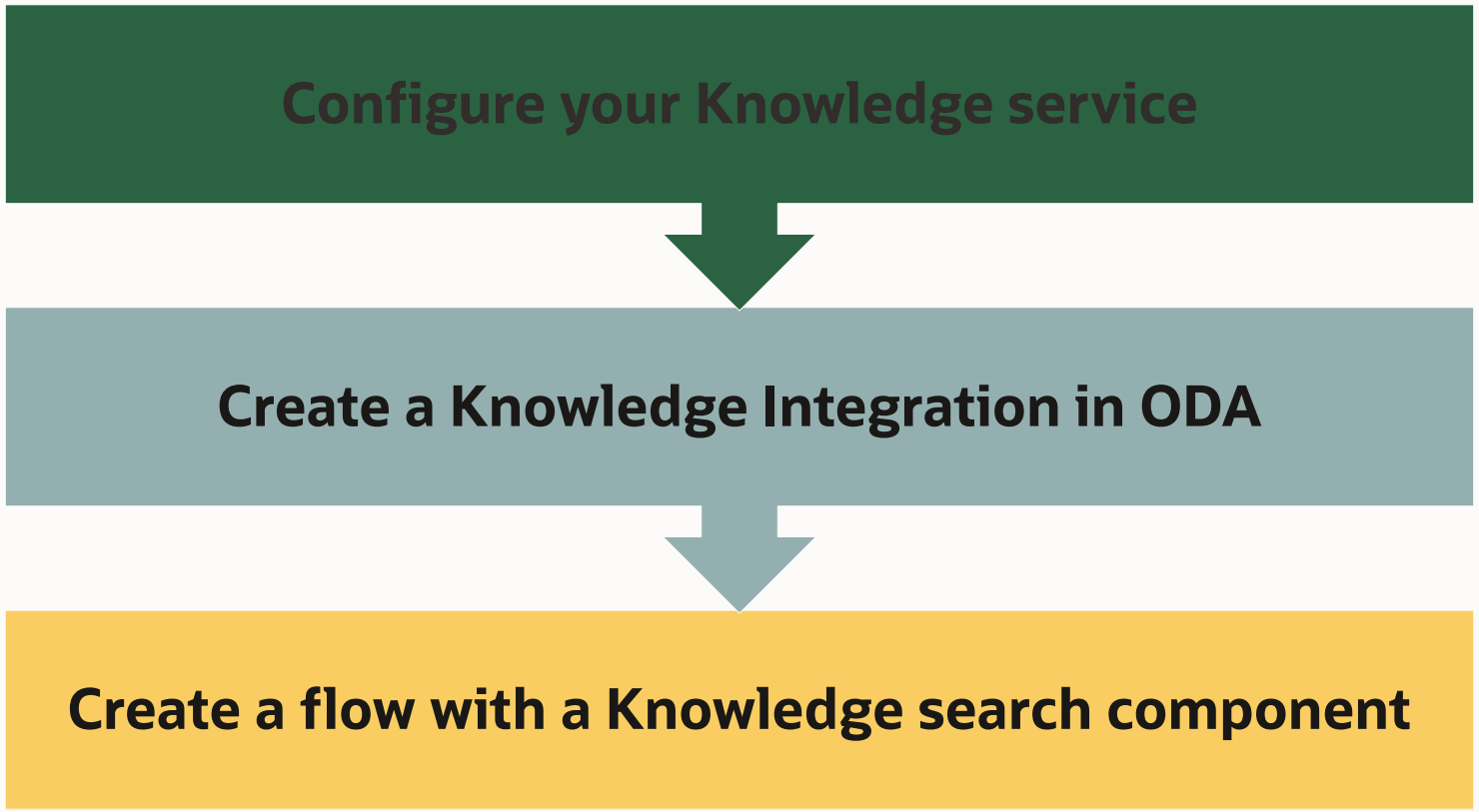
Steps to integrate a knowledge search service



Configure your Knowledge service

> 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

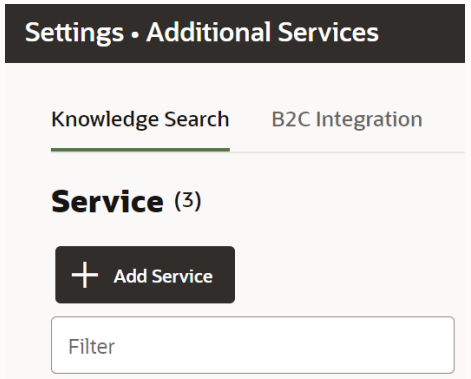
B2C and B2B

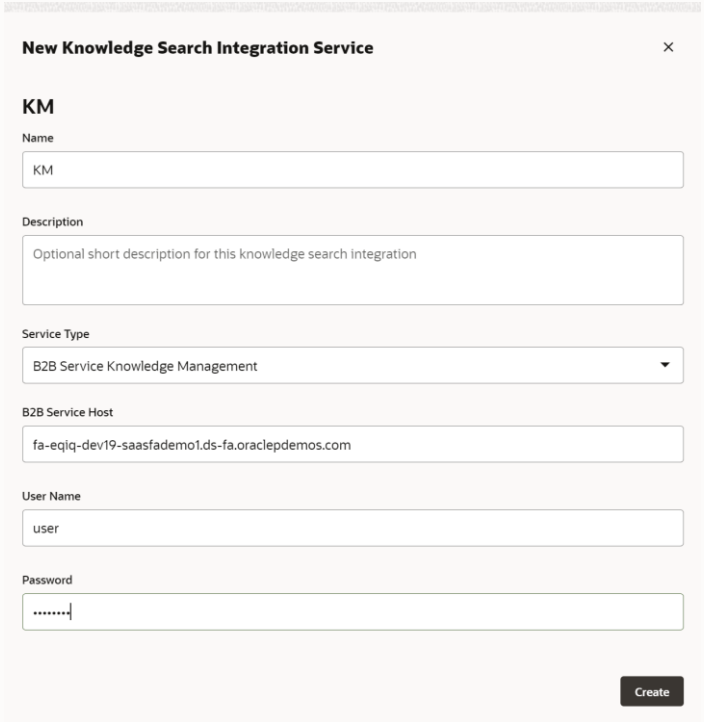
Go to **Settings > Additional services**

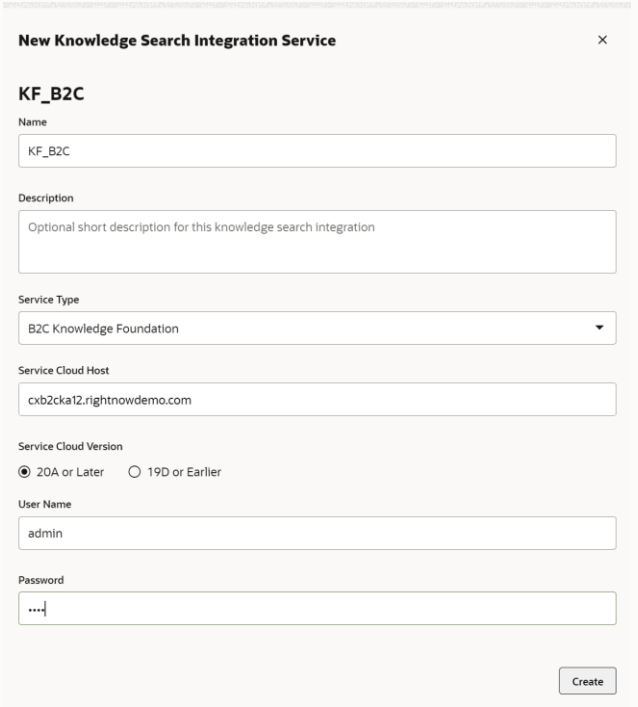
Add a new service

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

Provide the remaining details (host and credentials)

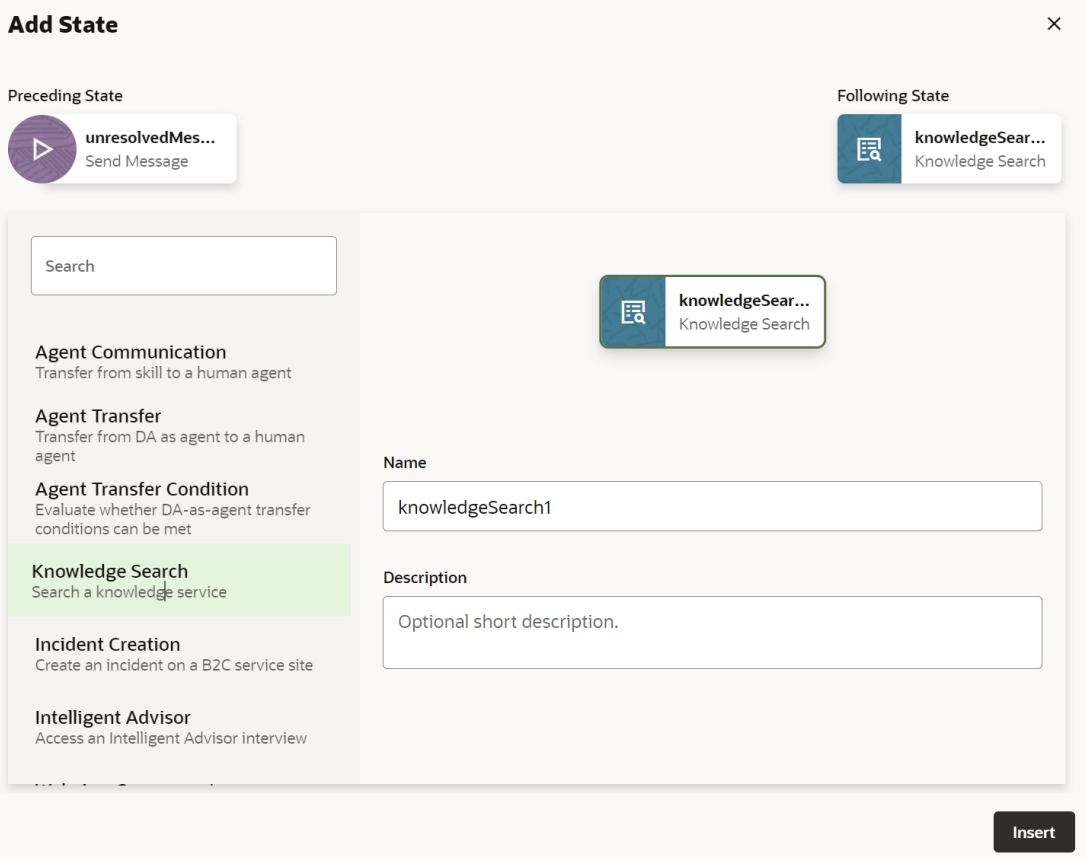






Create a flow with a knowledge search component

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



Create a flow with a knowledge search component

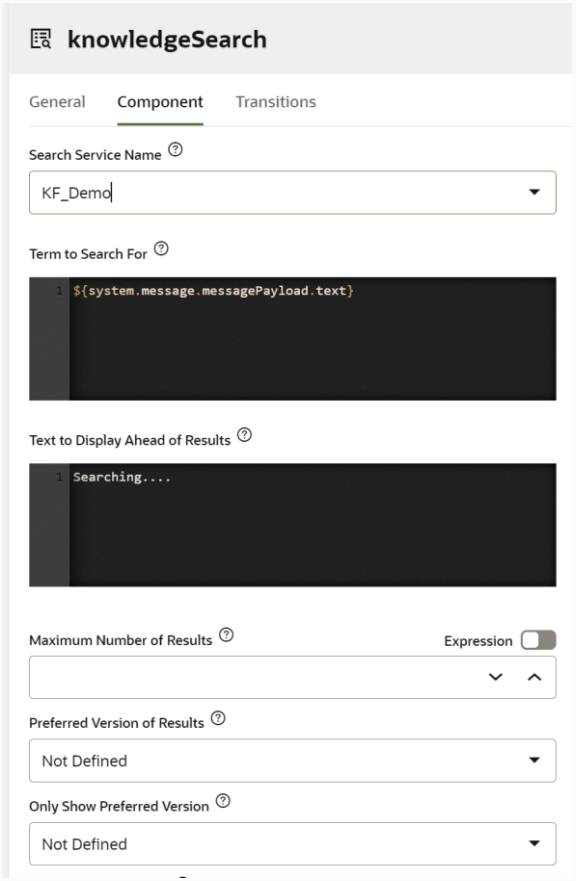
Choose the **Search Service Name**

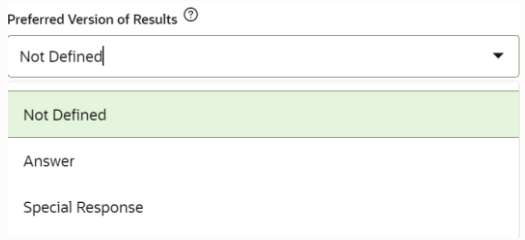
The **Term to Search For** field should hold the search sentence

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





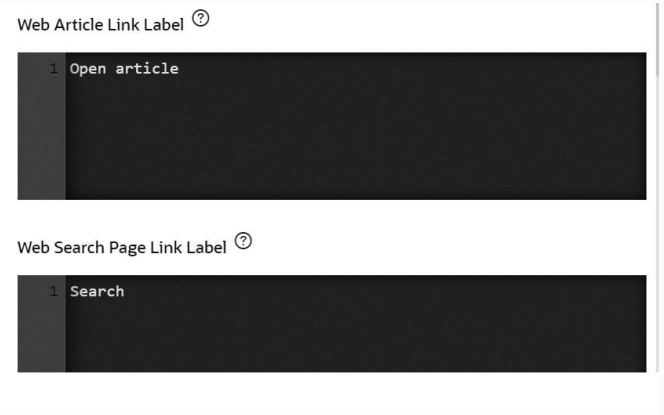
Create a flow with a knowledge search state

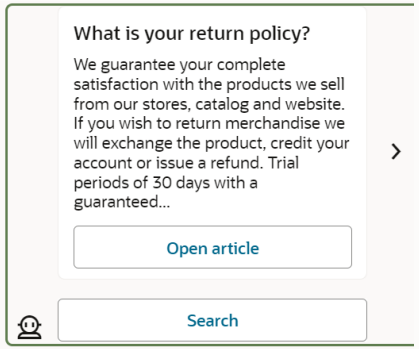
The **Web Article Link Label** defines the article button label, whilst the **Web Search Page Link Label** defines the label of the button that will redirect you to the knowledge base

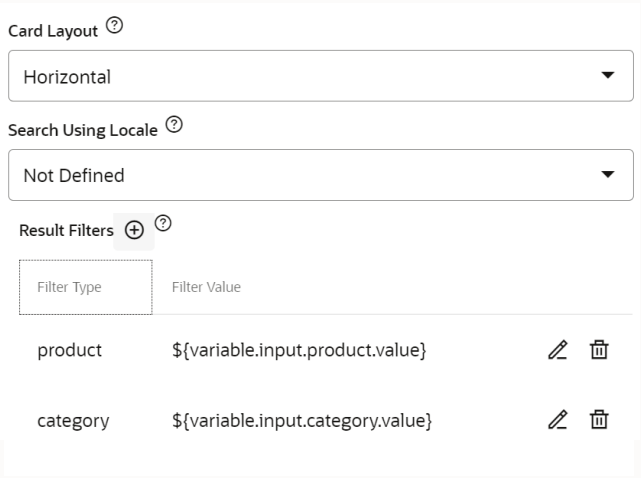
You can choose the **Card Layout** and the search **Locale.**

B2B and B2C both return results for a specified Locale

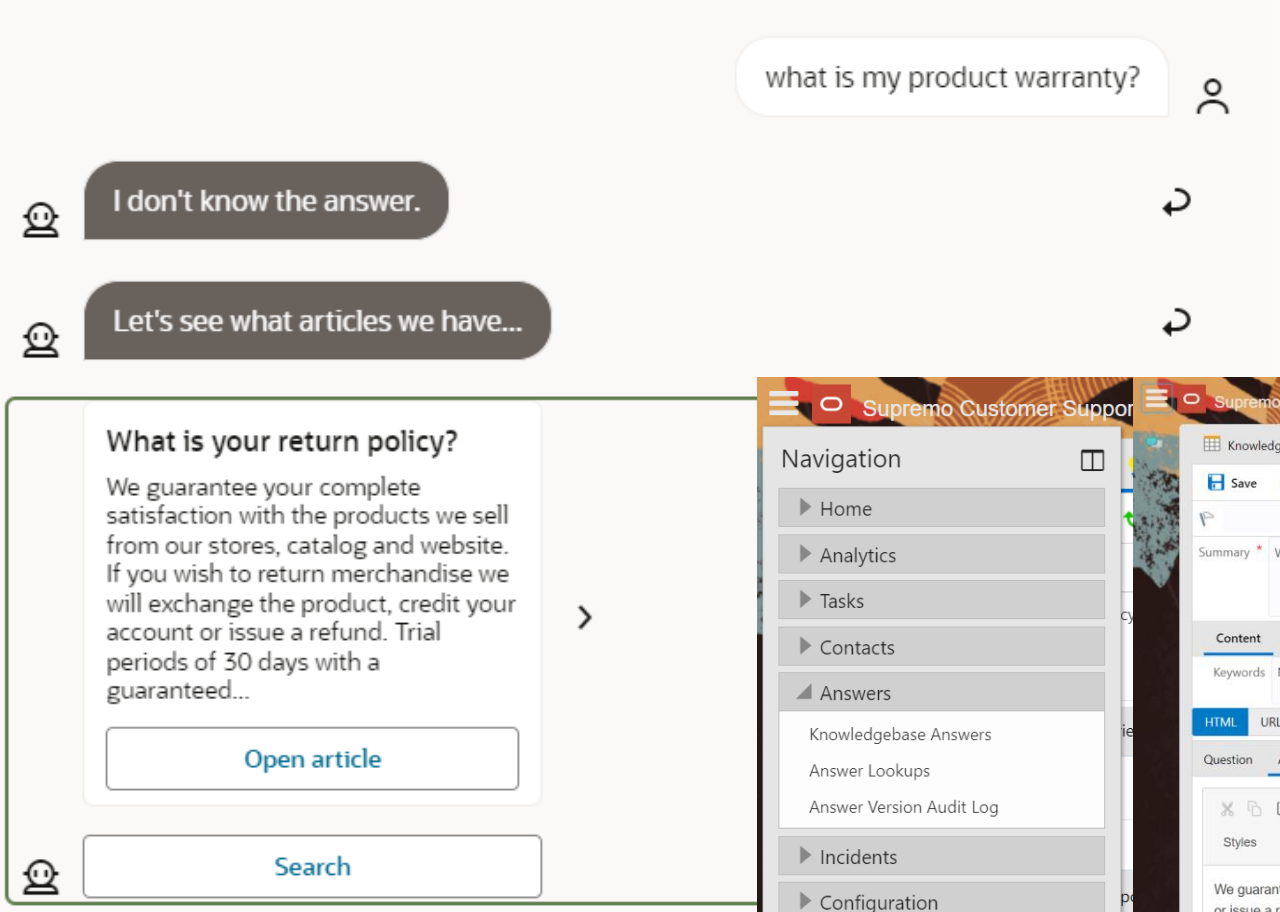
You can filter the results per **category** and **product**. This information can be passed dynamically and helps to filter the results

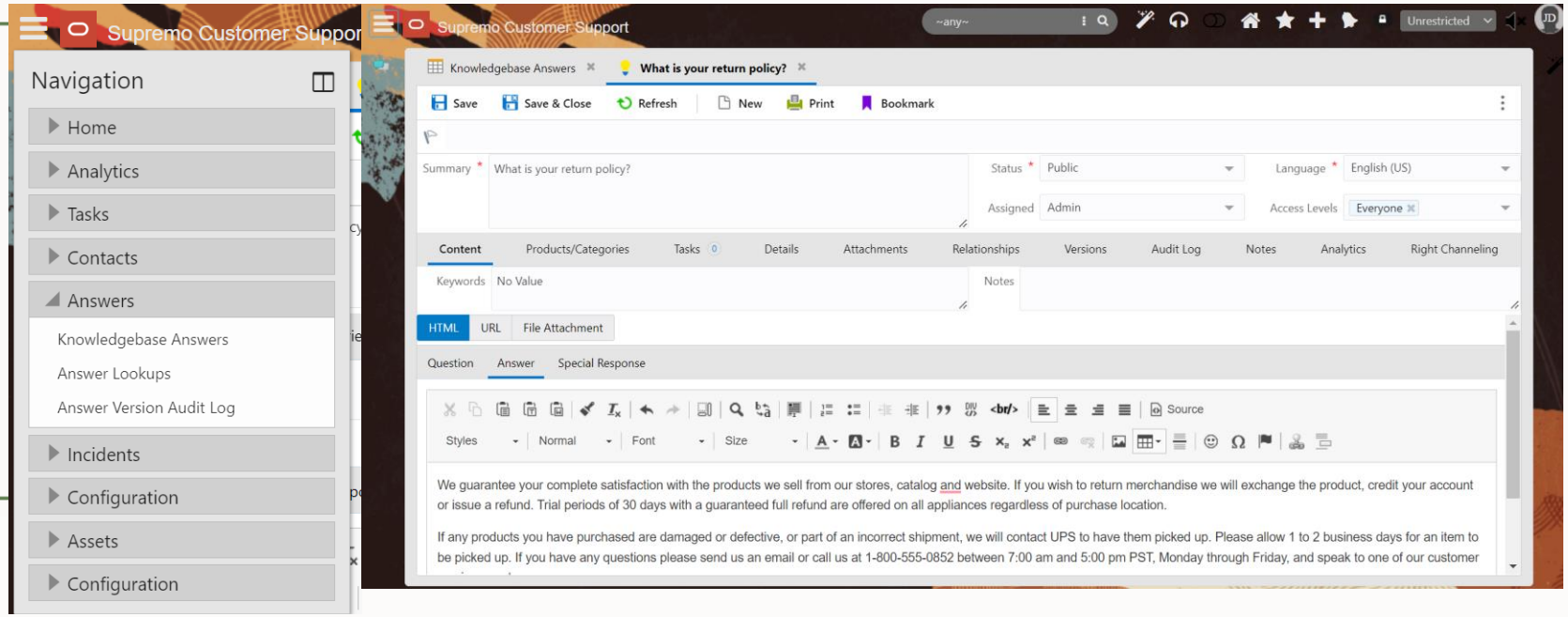






Example - Oracle B2C Cloud – Knowledge Foundation





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Best practices

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

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

What if I have a 3rd 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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