

# PeopleSoft “Emerging Tech Series”

## PeopleSoft Chatbots Level 2

# PeopleSoft Chatbots Level 2

## Agenda

Developed for PeopleSoft Technical users, this custom 3-day class is designed to get attendees trained with the deployment, personalization, and customization capabilities of PeopleSoft Chatbots using Oracle Digital Assistant platform. *Pre-requisite for this course is for attendees to have access to Oracle Digital Assistant tenancy either thru a paid subscription or free trial option.*

### Chatbot Overview

- State of Delivered Chatbots
- Pre-Requisites

### Architecture Overview

- Web Server Overview
- Oracle Digital Assistant Overview
- PeopleSoft PIA
- Review Request/Response

### PeopleSoft Setup

- Webserver Tasks
- PIA Configuration
- Integration Broker Configuration
- Security Setup
- Application Services Overview
- Chatbot Configurations

### ODA Setup

- Subscription and Tenancy Setup
- Understanding ODA Components
- Download and Review Delivered Skills
- Extend/Clone Delivered Skills
- PS Connection Settings Update
- Channel Creation

### Understand Chatbot Skill

- Review Intents and Utterances
- Review Entities
- Review Custom Components
- Understanding Dialog Flow
- Test Delivered Skill

### Personalize Chatbot Skill

- Working with Intents
- Update Utterances list
- Update Entities list
- Add QnA Component
- Update Dialog Flow
- Train and Test Chatbot Skill
- Training Exercise

### ODA Insights Overview

- Enable Usage Insights
- Deploy Personalized Skill
- Test Personalized Skill
- Review Usage Insights
- Understand Usage Insights

## ODA Deep dive

- ODA Platform Overview
- Intro to Conversational Design
- Conversation UX Best Practices

## Building End-to-End Skill

- Build Intents, Entities, Utterances
- Configure Dialog Flow
- Configure Channel
- Train and Test Custom Skill
- Training Exercise

## Working with Intents

- Export/Import Intents/Entities
- Using Answer Intents
- Enable Auto Complete
- Intent Best Practices
- Training Exercise

## Working with Utterances

- Export/Import Utterance Library
- Utterance Best Practices
- Expanding Delivered Utterances
- Training Exercise

## Working with Dialog Flow

- Using Conversation Designer
- Customizing Dialog Flow
- Dialog Flow Best Practices
- Training Exercise

## Working with QnA

- Build QnA Source
- QnA Best Practices
- Training Exercise

## Training and Testing

- Understand Training Options
- Understand Test Options
- Managing Test Cases
- Training Exercise

## Working with ODA Insights

- Understand Usage Insights
- Optimize Intents usage
- Optimize QnA
- Retrain using Insights
- Training Exercise

## Understanding Backend Integration

- Understand Custom Components
- Understand Security
- Backend Authentication
- Training Exercise

## Application Services Framework

- Framework Overview
- Delivered PeopleSoft Libraries
- Delivered Custom Components
- Chat Client Configuration
- Environment Settings

## Creating New PeopleSoft Skill

- Understanding Skill Template
- Writing Application Services
- Writing Custom Components
- Intents, Entities, Utterances, Dialog Flow
- Train and Publish New Skill
- Training Exercise