

PeopleSoft v9.2 “Emerging Tech Series”

PeopleSoft – ODA Integration

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

PeopleSoft-ODA Integration Agenda

Developed for Technical Users and PeopleSoft Administrators, this custom half-day training class has been developed for users who want to setup chatbots in their PeopleSoft 9.2 environment. In this section of the “Emerging Tech Series”, the focus is on system administrative setup, Oracle Digital Assistant Setup and PeopleSoft PIA updates.

Chatbot Overview

- State of Delivered Chatbots
- Pre-Requisites

Architecture Overview

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

Web Server Setup

- Create Response File
- Modify Setup of PIA
- Setup External Site
- Web SDK

PIA Configuration

- Selective Adoption of Chatbot Integration Framework
- Create Proxy user
- Security
- Modify Chatbot Service
- Integration Broker Setup/Troubleshooting
- Application Services Overview

Oracle Digital Assistant Setup

- Subscription
- Create Instance
- Import/Clone Delivered Skills
- Understanding Chatbot Skill
- Configure Custom Components
- Web Channel

Deploy and Test Skills

- Train Chatbot Skills
- Publish Skill
- Test Chatbots Skills in PeopleSoft

Troubleshooting

- Known Bugs and Solutions
- Working with Oracle Support
- “Try it Out”
- Skill Tester

PeopleSoft “Emerging Tech Series”

PeopleSoft Chatbots Level 1

PeopleSoft Chatbots Level 1

Agenda

Developed for PeopleSoft Functional and Technical users, this 1-day training class is designed to get attendees familiarized with the deployment and personalization of delivered Chatbots for their PeopleSoft environment. *Attendees with access to Oracle Digital Assistant tenancy either thru a paid subscription or free trial option, will have an optional training exercise.*

Chatbot Overview

- State of Delivered Chatbots
- Pre-Requisites

Architecture Overview

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

PeopleSoft Setup

- Webservice 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

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