

ORACLE

Oracle Digital Assistant

For HCM Release Updates 21B

—
Config-Deploy-Extend-Forward Learning Path

March 2021

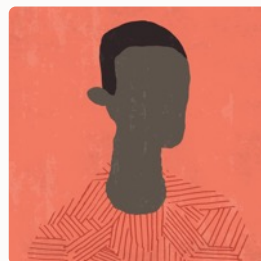
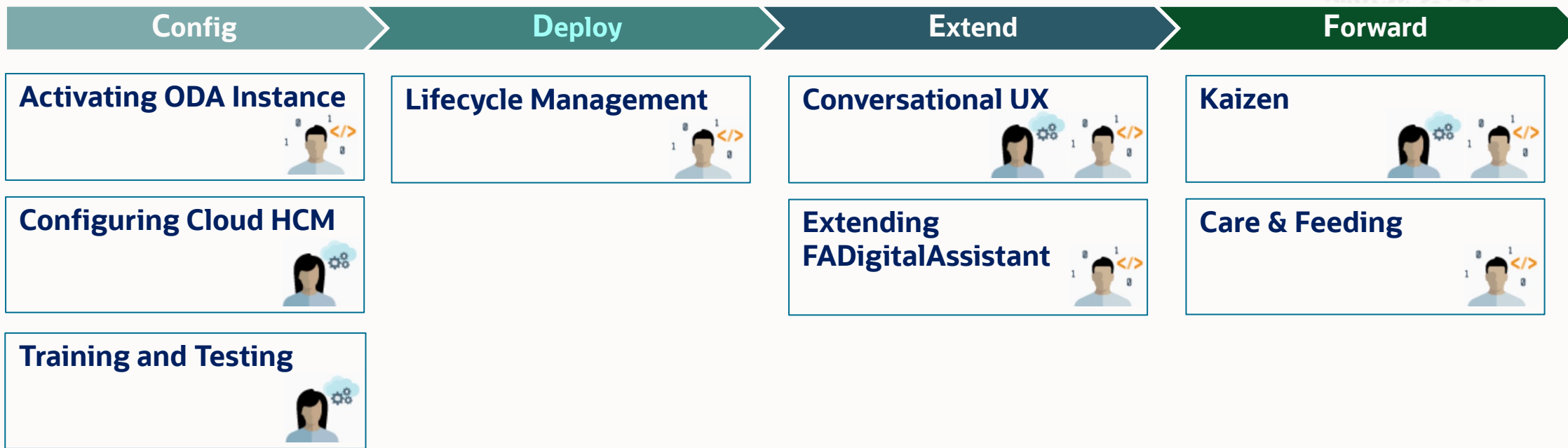
Presented by

ORACLE
Cloud HCM
Center of Excellence



ODA Lean Project Management

The 'CDEF' 4 Phases Framework

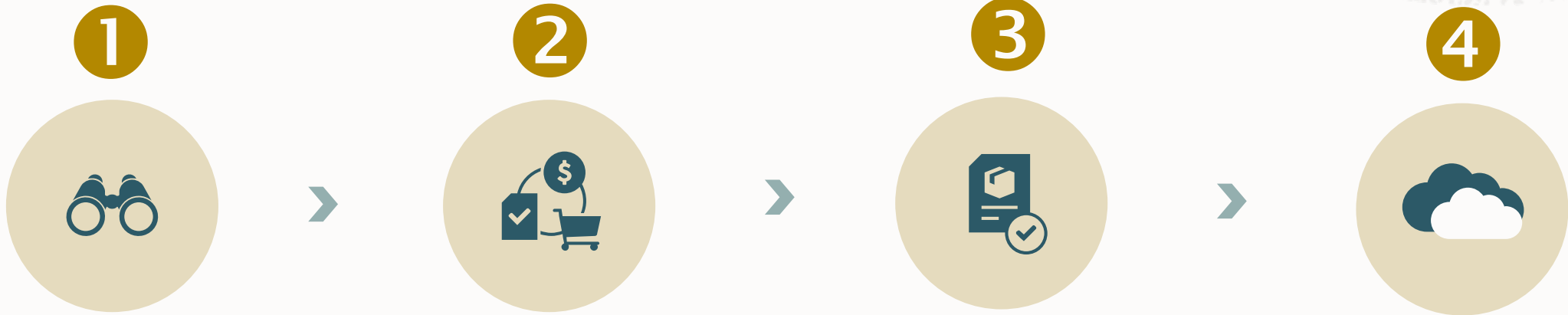


“ Like every journey, there have been twists and turns in the road ... Oracle gave us the agility to change and helped us shift our paradigm. ”

Customer Success Story



The Quick Start Path includes:



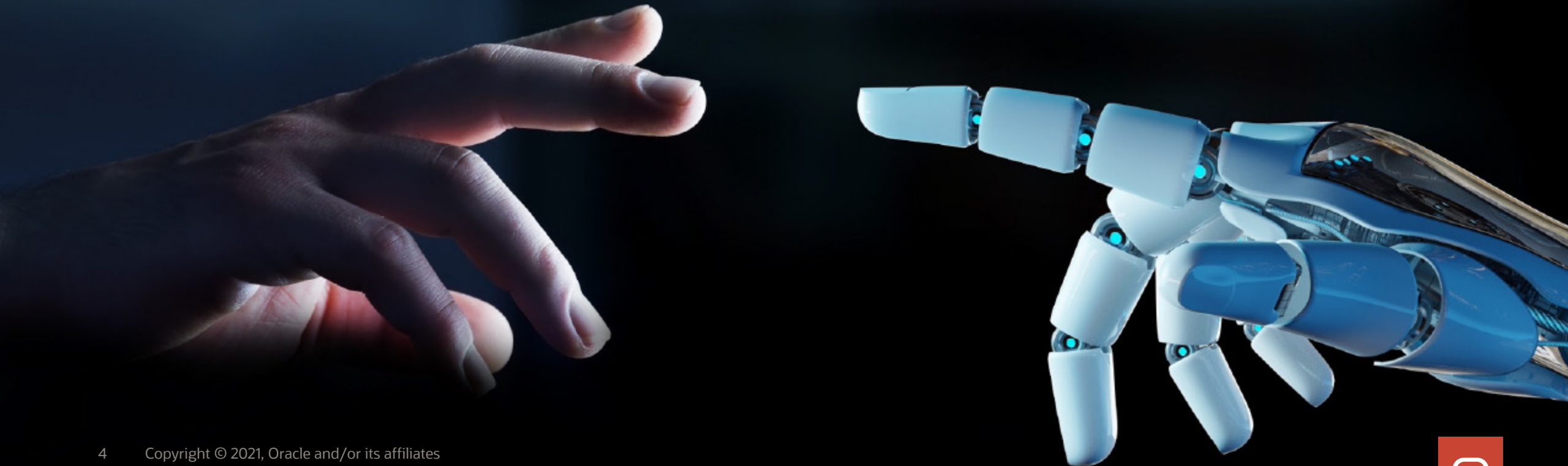
1. Migration Activities
2. Publish the Skill on production

1. Retainer
2. Insights

1. Rebasing to upgrade

1. Troubleshooting

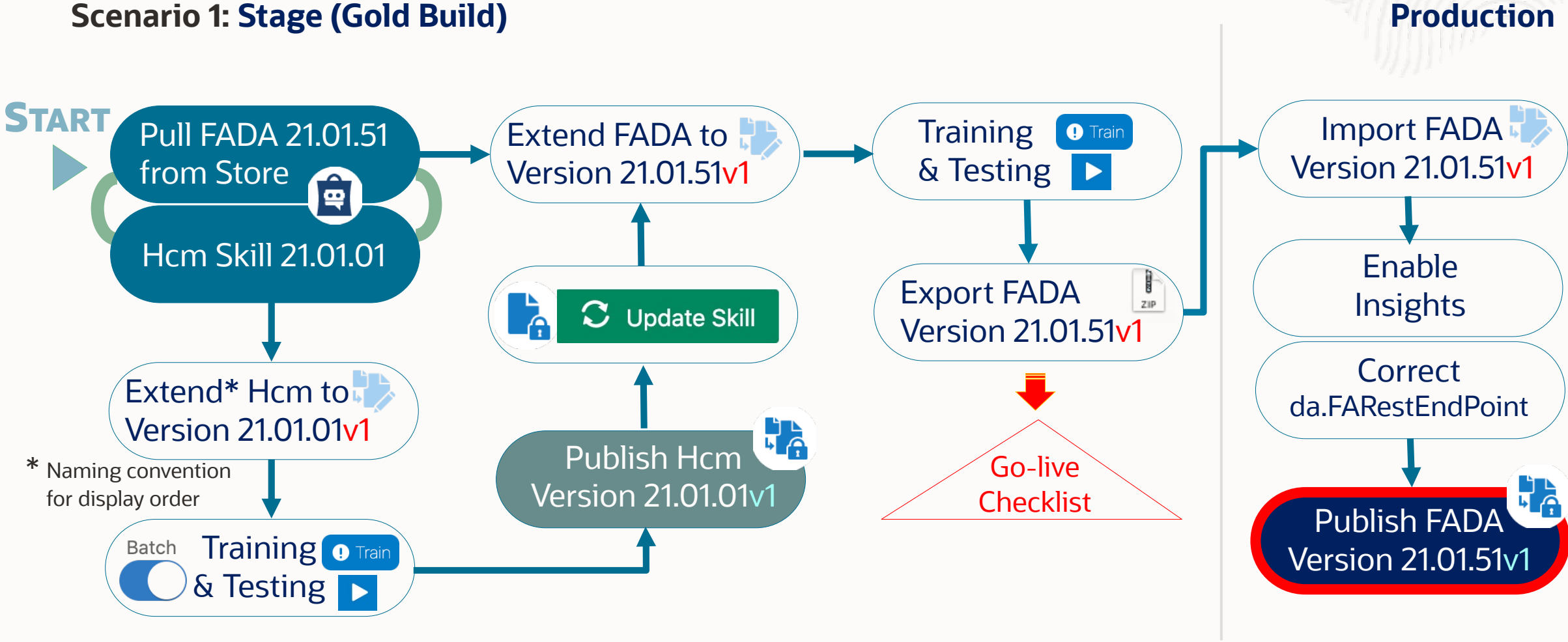
Lifecycle Management



FADigitalAssistant (FADA) Development Cycle

To import an extension, the target instance must have the corresponding base bot installed

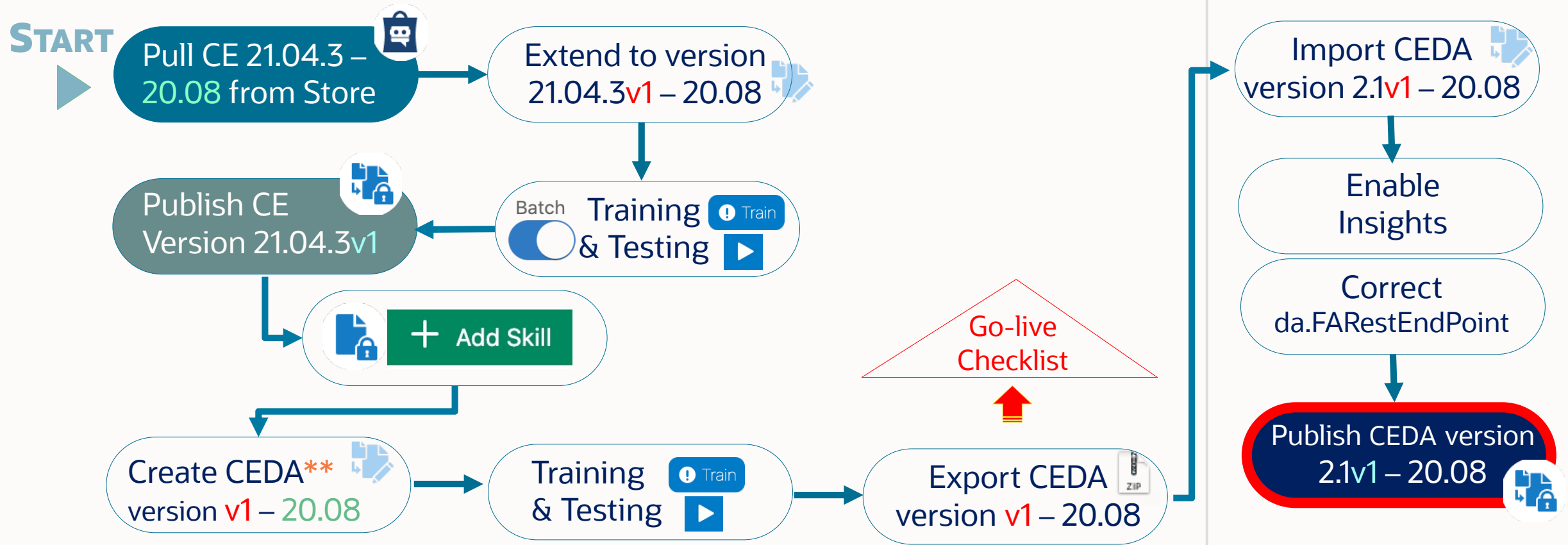
Scenario 1: Stage (Gold Build)



Skill (Candidate Experience) Development Cycle

To import an extension, the target instance must have the corresponding base bot installed

Scenario 2: Stage (Gold Build)



** [Personalize Your Digital Assistant](#)



Skill Post-Production Stabilization Cycle

To import an extension, the target instance must have the corresponding base bot installed

Sceniar 3: Production

The screenshot shows the 'Retrainer' interface for a skill named 'Ext HCM'. The top navigation bar includes 'Skills · Ext HCM', status 'EXTENDED: PUBLISHED · 21.01.04v1 - 20.08', and actions 'Validate' and 'Train'. The left sidebar contains various tool icons. The main content area has tabs for 'Overview', 'Intents', 'Paths', 'Conversations', 'Retrainer', and 'Export'. Below the tabs, there are filters for 'Show me all utterances where' with 'All' and 'Any' options, and a search criteria section with 'Intent' set to 'Does not Match' and 'Absence Balances'. A search button and a '+ Criteria' button are also present. A notification states: 'You can add examples only if the skill is in Draft status. [Click here to create a new draft version of the skill.](#)' Below this is a table titled 'Intent Classification' with columns for 'Utterances', 'Result', 'Win Margin', 'Intents Score', and 'Add To'. The table contains two rows of data. The first row is 'Do I have any holiday balance?' with result 'Absence Balances', win margin '100', and a score bar. The second row is 'Have I got any holiday balances' with result 'Absence Balances', win margin '100', and a score bar. At the bottom, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)' and an 'Add Example' button.

Skills · Ext HCM EXTENDED: PUBLISHED · 21.01.04v1 - 20.08

Validate Train

Last 7 Days Last updated 2 minutes ago

Overview Intents Paths Conversations **Retrainer** Export

Show me all utterances where All Any of the following are true

Intent Does not Match Absence Balances

+ Criteria Search

1

i You can add examples only if the skill is in Draft status. [Click here to create a new draft version of the skill.](#)

Utterances	Result	Win Margin	Intents Score	Add To
<input type="checkbox"/> Do I have any holiday balance?	↔ Absence Balances	100	<div style="width: 100%; height: 10px; background-color: blue;"></div>	Select Intent
<input type="checkbox"/> Have I got any holiday balances	Absence Balances	100	<div style="width: 100%; height: 10px; background-color: blue;"></div>	Select Intent

Rows per page 10 Page 1 of 1 (1-2 of 2 items) 1 Add Example



Skill Post-Production Stabilization Cycle

To import an extension, the target instance must have the corresponding base bot installed

Sceniar 3: Production

The screenshot shows the 'Retainer' tab for a skill named 'Ext HCM'. The interface includes a top navigation bar with 'Skills · Ext HCM', a status indicator 'EXTENDED: PUBLISHED · 21.01.04v1 – 20.08', and buttons for 'Validate' and 'Train'. Below the navigation bar, there are tabs for 'Overview', 'Intents', 'Paths', 'Conversations', 'Retainer', and 'Export'. The 'Retainer' tab is active, showing a search filter for 'Intent: Matches Absence Balances'. A message states: 'You can add examples only if the skill is in Draft status. Click here to create a new draft version of the skill.' The skill version is 'ExtHCM 21.01.04v1.1'. The main content area displays an 'Intent Classification' table with columns for 'Utterances', 'Result', 'Win Margin', and 'Intents Score'. Two rows are visible, both with a 'Win Margin' of 100. The 'Intents Score' column shows a bar chart for each row. On the right side of the table, there is an 'Add To' dropdown menu with 'Absence Balances' selected, and an 'Add Example' button at the bottom. The bottom of the interface shows pagination: 'Rows per page 10', 'Page 1 of 1 (1-2 of 2 items)', and navigation arrows.

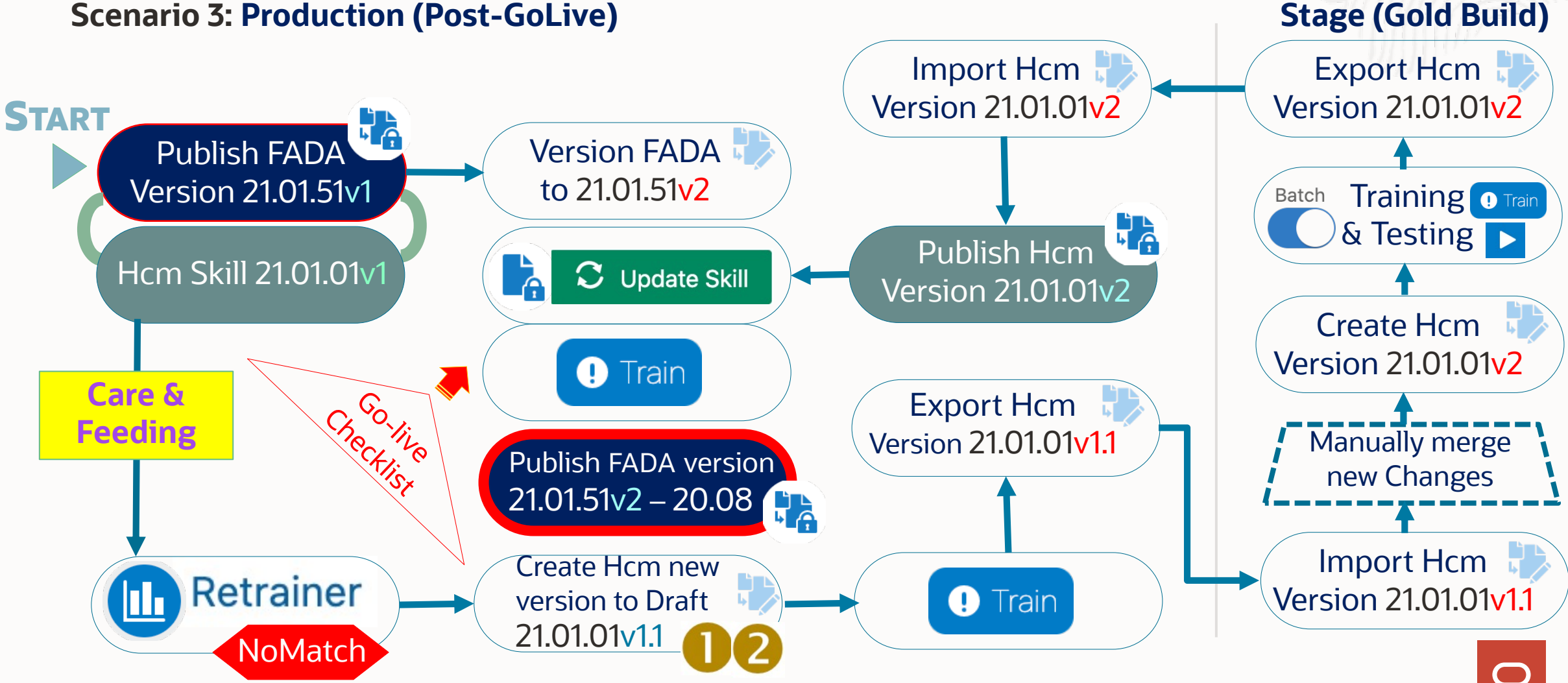
Utterances	Result	Win Margin	Intents Score
Do I have any holiday balar	Absence Balances	100	[Bar chart showing score]
Have I got any holiday balances	Absence Balances	100	[Bar chart showing score]



FADigitalAssistant (FADA) Development Cycle

Care and feeding begins in production, obtaining accurate metrics with real data

Scenario 3: Production (Post-GoLive)



See [Apply the ODA Retrainer](#) for details.

Skill Development Cycle

Rebase to uptake platform and skill new features

Scenario 4: Stage (Gold Build)

The screenshot shows the Skill Development Cycle interface. At the top, there is a blue header with navigation icons and buttons for 'Validate' and 'Train'. Below the header, the main content area is divided into tabs: 'General', 'Configuration', 'Digital Assistant', 'Events', and 'Q&A Routing Config'. The 'General' tab is selected. The main content area displays the configuration for a skill named 'CandidateExperience'. The skill is currently 'INSTALLED' with version '21.04.3 - 20.08'. A 'Rebase' button is visible, but it is disabled, and an error message is displayed: 'Rebase is not available because no other versions of the base skill are available. To rebase your skill you must first install a newer version of the base skill from the Skill Store'. The configuration details include: Base Skill (CandidateExperience), Display Name (CE), Name (CE), Version (21.04.3v1), Platform Version (20.08 (Active)), Created (3 minutes ago), Category (Category your skill falls under), One-Sentence Description (Search, explore and apply to jobs.), and Detailed Description (Search, explore and apply to jobs.). A character count at the bottom indicates '2014 characters left'.

Field	Value
Base Skill	CandidateExperience <small>INSTALLED • 21.04.3 - 20.08</small>
Display Name	CE
Name	CE
Version	21.04.3v1
Platform Version	20.08 (Active)
Created	3 minutes ago
Category	Category your skill falls under
One-Sentence Description	Search, explore and apply to jobs.
Detailed Description	Search, explore and apply to jobs.



Skill Development Cycle

Rebase to uptake platform and skill new features

See [Inspect FADigitalAssistant](#), [Rebase](#) for details.

Scenario 4: Stage (Gold Build)

START

Pull FADA 21.07.28
– 21.02 from Store

Hcm skill
21.07.02 – 21.02

Extended Hcm Version
20.04.09v1 – 20.08

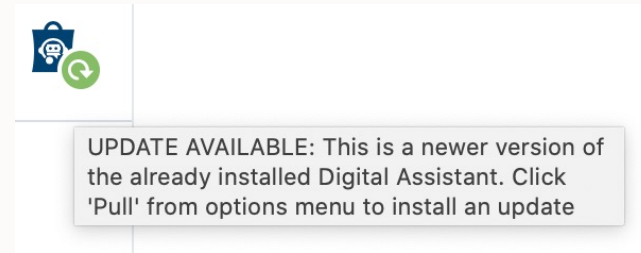
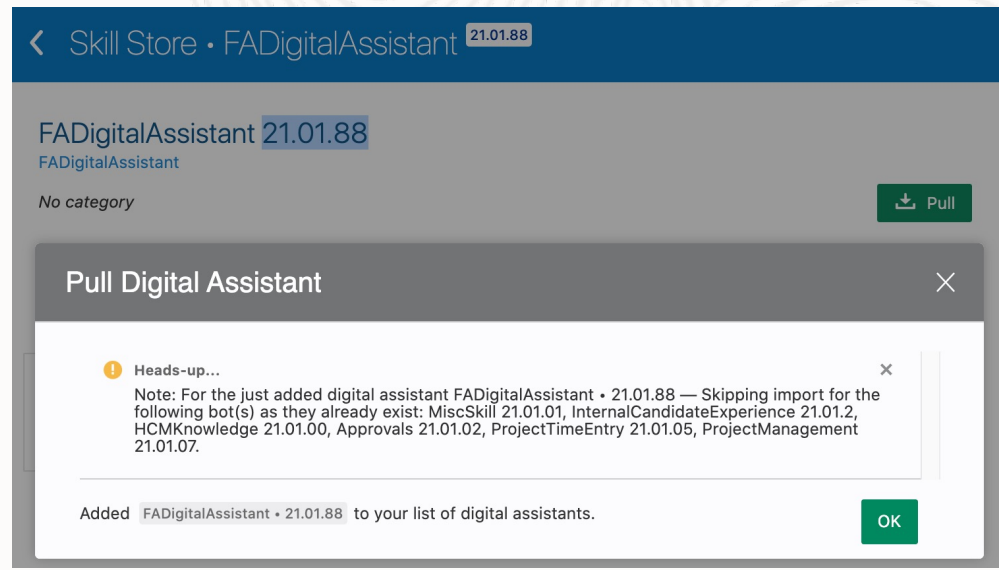
Rebase ?

* Compelling reason

Extended Hcm
21.07.02v1 – 21.02

Batch Training
& Testing

Manually merge .tgz
custom components



View the Total Conversations Report

Skills Analytics: What Metrics Should You Monitor?

Engagement rate: how many conversations succeed in engaging with the bot

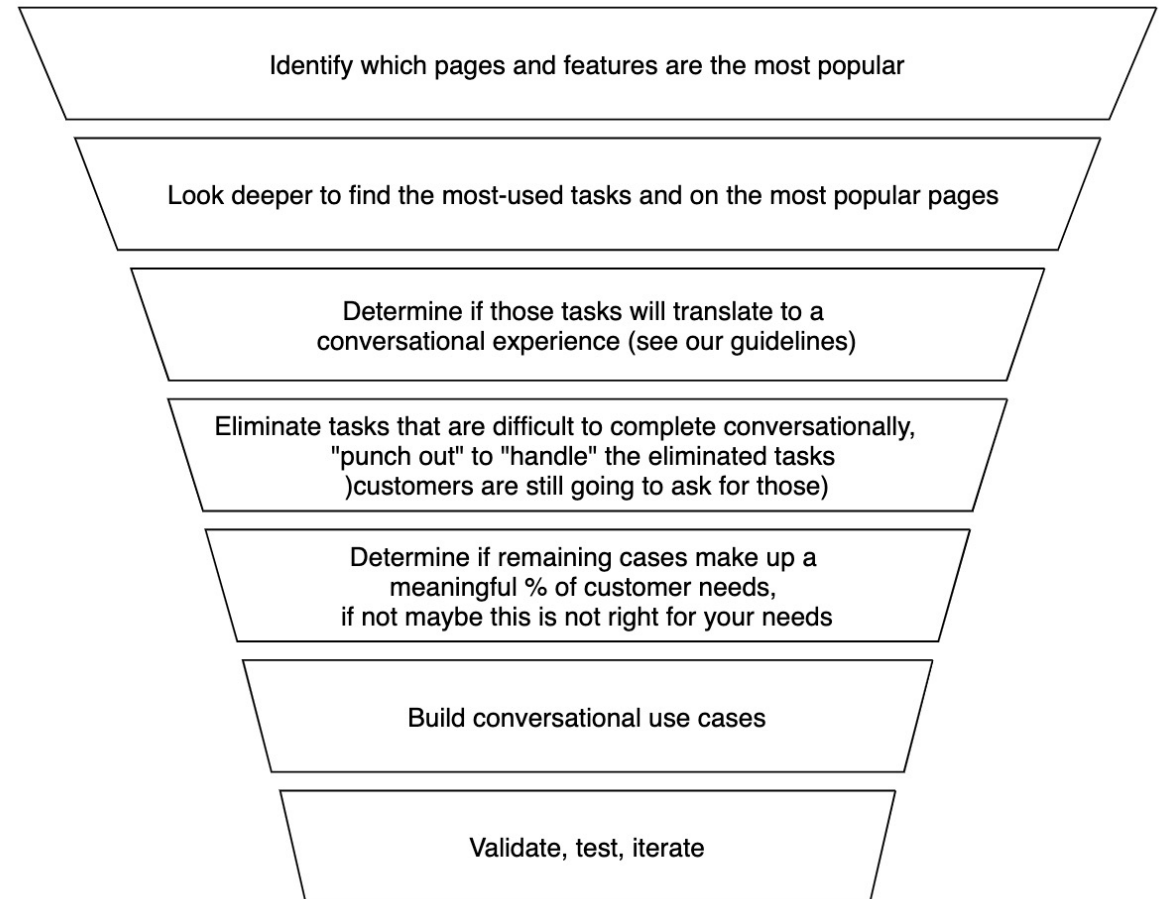
Completion rate: how successful the conversations are in solving users' requests

Top intent matches: top 5 Natural Language (NL) intents

Top recognized utterances: help train the models and classification engine for utterances

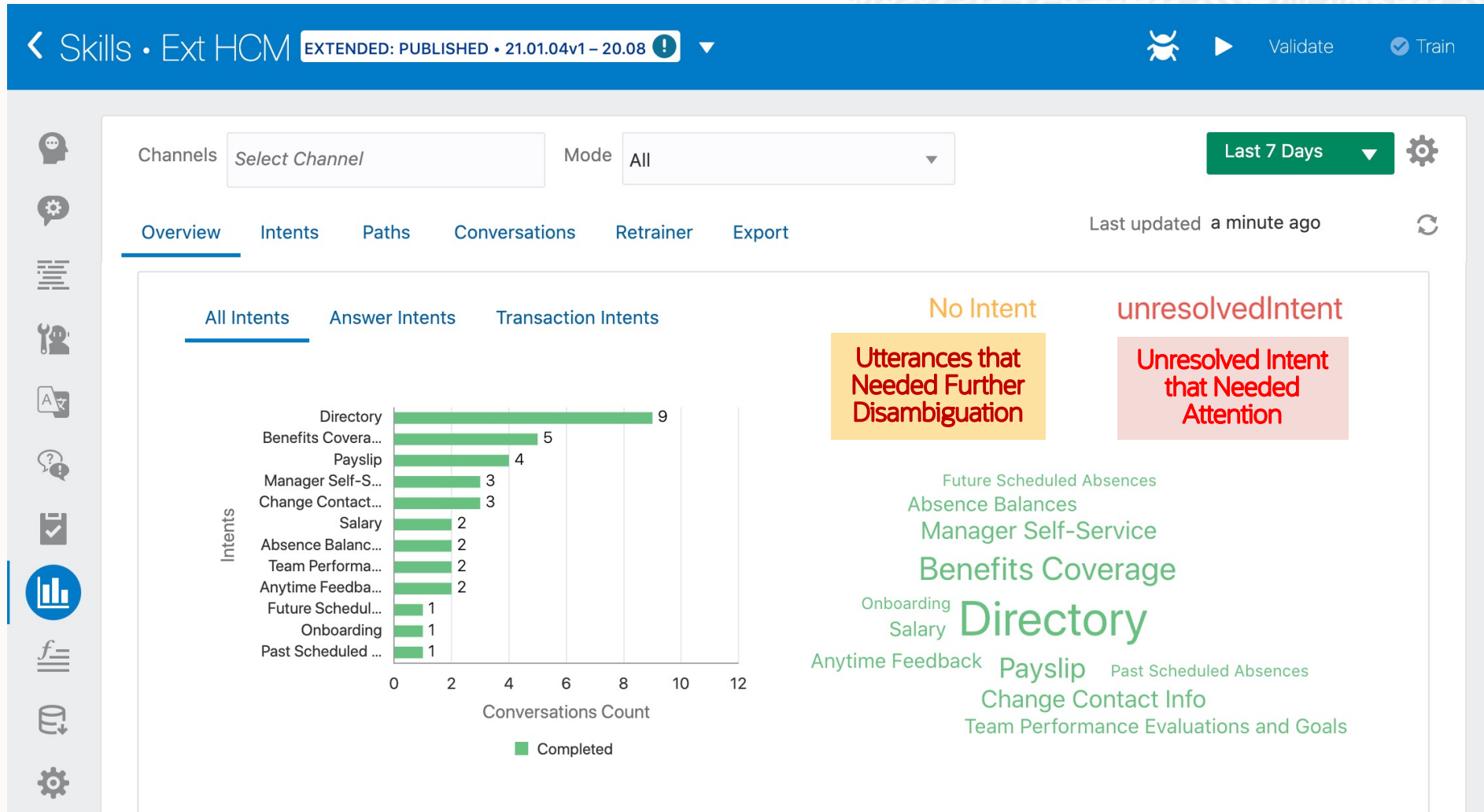
Top unrecognized utterances: for ongoing improvements

See [documentation](#) for details.



Insights: Top Intents Word Cloud

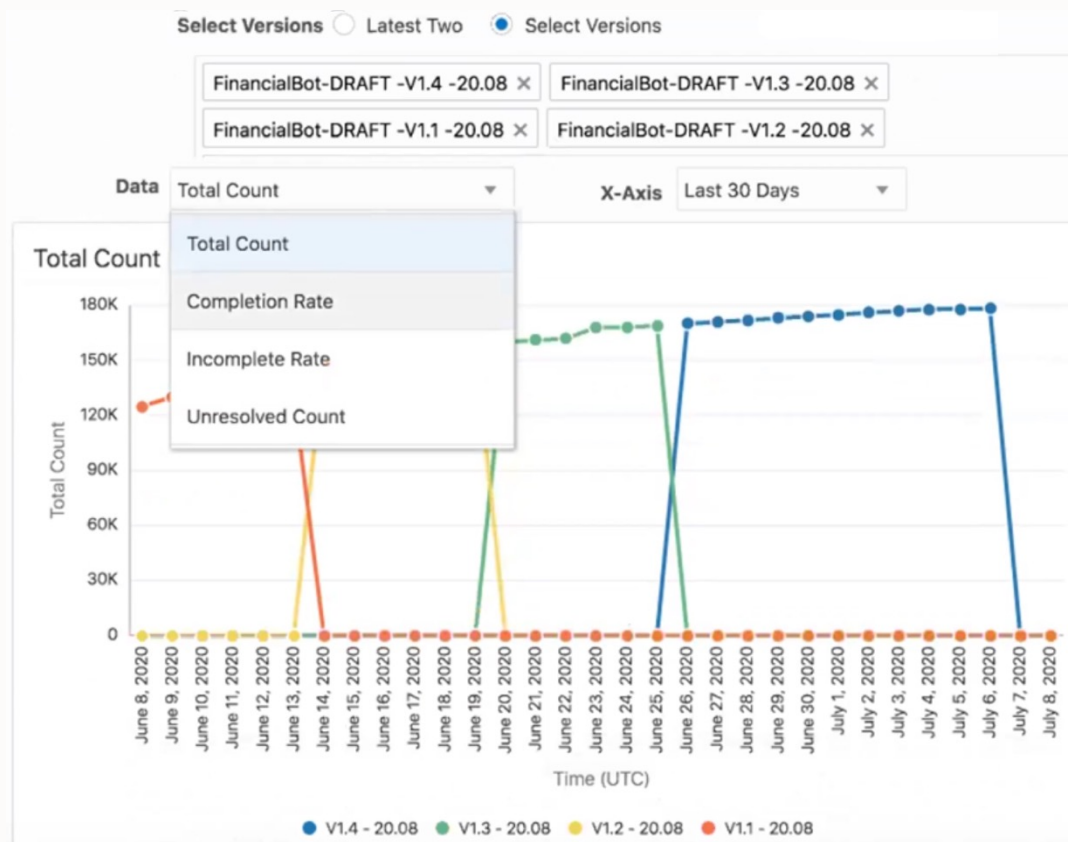
High to low user interactions



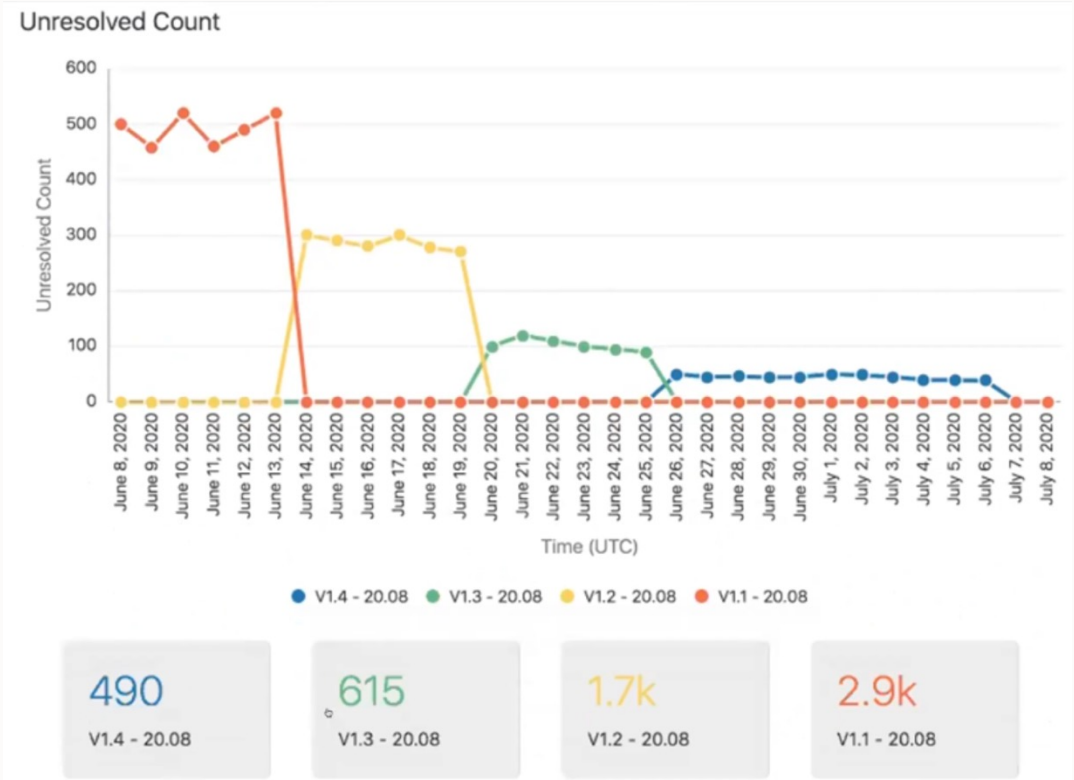
Compare Metrics Across Different Versions of Skills

View Skill Performance

If bot is becoming **smarter** over time?



Failure Rate: bot misunderstood, or response was incorrect or insufficient



See [documentation](#) for details.

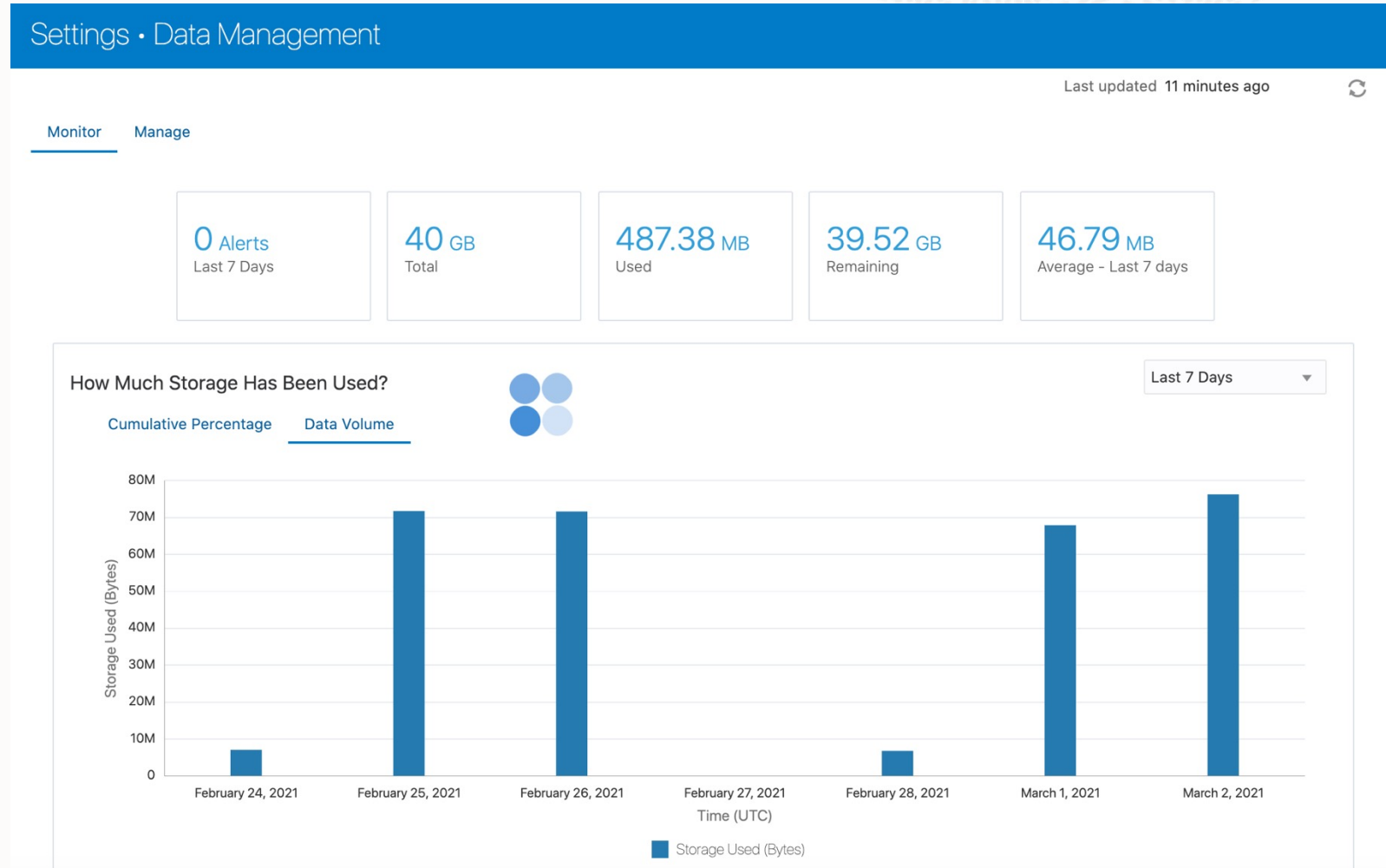


Monitor Insights Data Storage Capacity

View Storage Indicators

UI Auto Alert:

Storage exceeded 80%. Purge Insights data before you run out of space.



Archive Insights Data

Data lifecycle Management

See [documentation](#) for details.

Script To Extract Fields From Oracle Digital Assistant (ODA) Insights Export ([Doc ID 2689677.1](#))

The screenshot shows the Oracle Cloud console interface for 'Settings - Data Management'. The left sidebar contains navigation options: Home, Development, Analytics, Settings (selected), Audit Trail, Authentication Services, Data Management (highlighted), Feature Management, Linked Instance, Translation Services, and Additional Services. The main content area has a blue header 'Settings - Data Management' and a sub-header 'Monitor Manage'. A large grey arrow icon with a downward arrow and a refresh symbol is centered on the page. Below the icon, the text reads 'No tasks has been created. Create a new task by selecting either of the options.' There are two green buttons: '+ Archive' and '+ Archive & Purge'. A 'Tell me more' link is also present. The top right corner of the main area shows 'Last updated 4 hours ago' and a refresh icon.



LCM Best Practices

Resources

Recommended Strategy

[Updates and Upgrades Impacting FADigitalAssistant](#)

[Tune Intent Resolution Before Publishing](#)

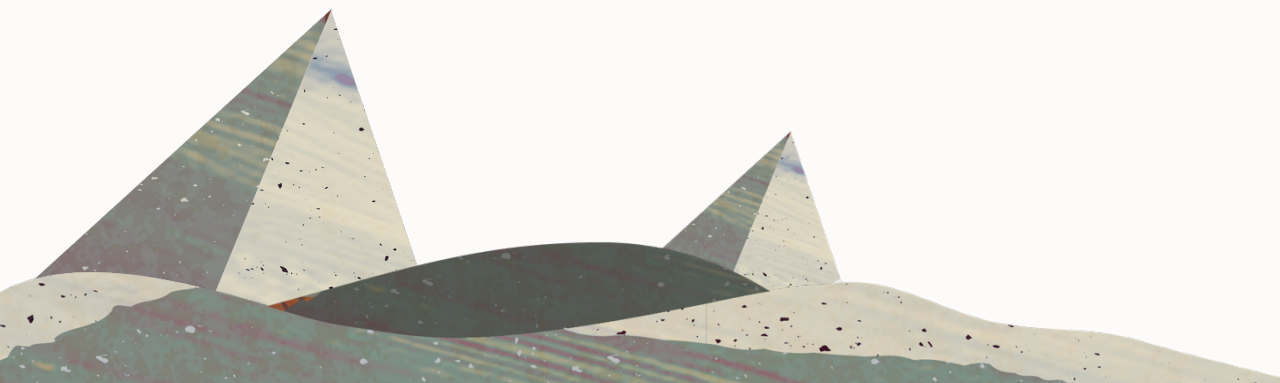
[Tune Routing Behavior](#)

Activity Guide

[Rebasing an Extended Skill](#)

Troubleshooting

[Use the JSON conversation log](#)



Frequently Asked Questions

Q1. Reprovisioning the ODA instance to a local data center

A1. No migration path. You can export and import Skill/Digital Assistant.

Q2: Impact of P2T on Digital Assistant Configuration

A2: P2T is a full refresh, will not preserve Fusion App setup and setup data. Incorporate P2T into your Environment Strategy.

Q3: Viable cutover and transition plan

A3: Train and test the Bot with synthetic data sets in your stage instance then export/import the same Bot/Metadata for production readiness, the inner workings of ML training should be practically identical.

Store skill bots would all work differently when installed in different instances. The general assumption is that the behavior of the bot is the same when exported/imported into the production instance.

Frequently Asked Questions

Q4. Difference between Extending and Versioning

A4. Extending creates a new Bot, with a new name, and a special type (EXTENSION, ODA_EXTENSION) that keeps track of the changes with respect to the original base. It's a semi-independent Bot that heavily depends on the base. You cannot delete metadata that came from the base, only add and modify it, and, in order to import an extension into an instance, you must first install the corresponding base. Most importantly, extension type Bots allow for a special kind of operation: rebase, which can target different versions of the base, creating a new version of the extension, by taking the target base and applying the changes the extension made with respect to the original base. Lastly, you can only extend Bots that were pulled from the Store. You can extend the same Skill as many times as you want, but you can't extend an extension.

Versioning creates a new Bot with the same name as the original, with the same metadata, but a different value for the 'version' property. A new version is a fully independent Bot, in the sense that the new version can add and remove metadata freely, and exporting/importing it into a different instance doesn't have any restrictions. Note that you cannot version a Bot that was pulled from the store. You can only import a skill with the same Name but a different version.



ORACLE

HCM Digital Assistant Office Hours
[VIEW FULL PLAYLIST](#)

[ODA Homepage](#)
[ODA End-to-End Training](#)
[ODA Development](#)
[ODA Design Camp Videos](#)
[Activate Your ODA Instance](#)
[HCM Hands-on Lab](#)
[Oracle Skills](#)

[HCM Digital Assistant Forum](#)

