Oracle Policy Automation

The modern enterprise advice platform

Release 18C features and benefits
(August 2018)

v1.01
Program agenda

1️⃣ Overview of Oracle Policy Automation
2️⃣ New features in 18C release
3️⃣ For more information
Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
Program agenda

1. Overview of Oracle Policy Automation
2. New features in 18C release
3. For more information
Modern service delivery requires many types of policies

- Service and Advice Rules
- Organizational Best Practices
- Regulations
- Legislation
- Government Policies
- Product Decisions and Eligibility Rules
Customers expect simple, accurate and personalized advice
Smarter Advice

Personalized
Agile
Transparent
Mission 1: Provide

Personalized Experiences

Directly answer the individual’s question
With OPA you can tailor customer experiences with contextualized, personalized immediate advice.
Mission 2: Provide Agility
Quick to create
Easy to deploy across all channels
With OPA you can

**Author** rules in natural language using familiar tools

**Write once** deploy across multiple languages and channels
Mission 3: Provide Transparency
See how decisions were made and policies applied
With OPA you can

**Empower** business users to write and review rules

**Instantly** explain every decision
Oracle Policy Automation overview

Oracle Policy Automation Cloud Service

- Mobile
- Interviews
- Analytics
- Modeling
- APIs
- Connectors

Other cloud applications

On-premises applications
Oracle CX
Complete customer experience platform
Program Agenda

1. Overview of Oracle Policy Automation
2. New features in 18C release
3. For more information
Highlights of Policy Automation 18C release

✓ Locale awareness enhancements
   Personalize interviews for the end user’s language

✓ OPA Hub Connections REST API
   Automate connections to other applications

✓ Hub action audit log
   Comply with strict audit requirements
Personalize interviews for the end user’s language

18C: Locale awareness enhancements

**CAPABILITY HIGHLIGHTS**

- **New locale function** allow policy modelers to write rules and change interview behavior based on the user’s locale
- **Language aware list sorting** ensures translated lists of values appear in an easy to find order

**KEY BENEFITS**

- **Provide intuitive experiences** in every language by providing images, policy material and site redirection that can be different per language
- **Simplify maintenance** by having conditional logic that knows the interaction language for the user experience

Source: USDA’s Center for Nutrition Policy and Promotion. https://www.choosemyplate.gov
Automate connections to other applications

18C: OPA Hub Connections REST API

**CAPABILITY HIGHLIGHTS**

- Create connections programmatically for any OPA Hub environment to any application’s OPA web service connector endpoint
- Manage any custom certificates that are needed to ensure secure connections are recognized for OPA web service connections

**KEY BENEFITS**

- Improved productivity for partners by automating steps needed to connect OPA to other applications, eliminating errors and reducing time
- Eliminate downtime by programmatically updating renewed custom certificates before they expire
Comply with strict audit requirements

18C: Hub Action Audit Log

**Example of data collected**

<table>
<thead>
<tr>
<th>date</th>
<th>user</th>
<th>operation</th>
<th>description</th>
<th>extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-07-18 17:34:42</td>
<td>1</td>
<td>Authenticate</td>
<td>User &quot;admin&quot; has logged in to the hub</td>
<td></td>
</tr>
<tr>
<td>2018-07-18 17:35:04</td>
<td>1</td>
<td>Create</td>
<td>Added user 'testuser'</td>
<td></td>
</tr>
<tr>
<td>2018-07-16 17:37:19</td>
<td>1</td>
<td>Create</td>
<td>Created collection 'Finance Group'</td>
<td></td>
</tr>
<tr>
<td>2018-07-18 17:40:25</td>
<td>NULL</td>
<td>Authenticate</td>
<td>Cannot login user 'author' to the hub</td>
<td></td>
</tr>
<tr>
<td>2018-07-18 17:40:40</td>
<td>NULL</td>
<td>Authenticate</td>
<td>Cannot login user 'testuser' to the hub</td>
<td></td>
</tr>
<tr>
<td>2018-07-10 17:10:51</td>
<td>1</td>
<td>Authenticate</td>
<td>User 'admin' has logged in to the hub</td>
<td></td>
</tr>
<tr>
<td>2018-07-10 17:41:30</td>
<td>NULL</td>
<td>Authenticate</td>
<td>Cannot login user 'testuser' to the hub</td>
<td></td>
</tr>
<tr>
<td>2018-07-18 17:41:42</td>
<td>NULL</td>
<td>Authenticate</td>
<td>Cannot login user 'author' to the hub</td>
<td></td>
</tr>
<tr>
<td>2018-07-18 17:41:48</td>
<td>2</td>
<td>Authenticate</td>
<td>User 'author' has logged in to the hub</td>
<td></td>
</tr>
</tbody>
</table>

**GET** https://myoposite.custhelp.com/opa-hub/api/12.2.12/audit-entries

**CAPABILITY HIGHLIGHTS**

- **Automatically audit every OPA Hub operation** performed, by every user, on every object
- **Retrieve audit information** with a simple REST API, that returns most recent information first

**KEY BENEFITS**

- **Comply with US Department of Defense Security Technical Implementation Guides** that require detailed audit information to be available
- **Conduct forensic security event analysis**, if required, using detailed information retrieved
Feature Deep Dive
Locale awareness enhancements
Locale awareness – Reason with locale

New function allows locale to be reference directly in rules and test cases

- Use new Current Locale() function to set a attribute to then influence other rules or directly control screen behavior
- Value is dynamically updated from the Debugger interface, interview URL or when the end user switches language during the interview
- Locale attribute can also be used in test cases
Locale awareness – Configure screen display

Screen content and behaviour tailored to the user’s language

- **Personalized screen content**: Use locale attribute to display language specific images, labels, hyperlinks to language specific policy materials and other screen content.

- **Smart interview behavior**: Redirect, screen visibility and screen flow rules can also be controlled based on the user’s language.
Locale awareness – Sort lists alphabetically

Intuitively display of list values, even after changing language

- Use lists as usual in Oracle Policy Modeling
- Select “sort options alphabetically” to ensure values are always sorted A-Z even when additional items are added
- For translated lists, this setting ensures the list is always displayed alphabetically in the end user’s language
Other Enhancements
Relative years in date inputs
Simplified authoring and maintenance of date inputs

- Date inputs can now be provided relative to the current year
- Use relative years where the date range should be kept in sync with the current year
  - No need to update the control each new calendar year
- A mixture of fixed and relative dates can be used
More relationship inputs

Provide intuitive end user data entry experiences for relationship inputs

- Interview designers have more options for collecting relationship inputs, including filtered lists and text buttons
- Perfect for large data sets where filtering the entities is essential for efficient data entry
- Interview extensions available for more advanced configuration
Build policy model snapshots from command-line
Automate the delivery lifecycle for changing policies

- Automate the development pipeline
- Build deployable snapshots
  - Use OPMBuild.exe –snapshot option
  - Choose project and output path
  - Optionally –overwrite existing snapshot
- Deploy snapshot using existing tools
  - admin.cmd from command line
  - OPA Hub Deployments REST API

Business License Wizard project

Get version using REST API

Deploy with REST API

Deploy with Admin.cmd

OPA Hub (Development)

OPA Hub (Production)
Program Agenda

1. Overview of Oracle Policy Automation
2. New features in 18C release
3. For more information
Where to get more information

OPA Generally

Documentation

News, Discussion and Updates
Safe Harbor Statement

The preceding is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
Integrated Cloud
Applications & Platform Services