Oracle Policy Automation
The intelligent advice platform
Release 19B features and benefits (May 2019)
V1.00
Program agenda

1  Overview of Oracle Policy Automation
2  New features in 19B release
3  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.
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Modern service delivery requires many types of policies

- Service and Advice Rules
- Organizational Best Practices
- Regulations
- Legislation
- Government Policies
- Product Decisions and Eligibility Rules

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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
Web Customer Service  
Cross Channel Contact Center  
Knowledge Management  
Policy Automation  
Field Service Management  

Service Cloud Platform
Oracle CX
Complete customer experience platform

Integrated Customer Experience Foundation

- Social Network
- Mobile
- Analytic KPIs & Dashboards
- Predictive Analytics
- Integrations
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Deliver richer chat-driven experiences
19B: Chat API Enhancements

CAPABILITY HIGHLIGHTS
- Save documents provided via chat directly into connected Service Cloud or other application
- Provide user-friendly visual selection options in chat clients that support it
- Provide chat users with choices from a list of related items that can be pre-filtered as needed
- Inspect OPA chat data to deliver flexible custom integrations, and to understand usage patterns

KEY BENEFITS
- Deliver rich chat experiences that support almost every scenario supported by OPA web interviews
- Understand and optimize OPA chat experiences
Other Enhancements
Value function

Choose type of list value to suit integration or interview needs

- Value() function returns the actual value of value list attributes
  - For use with text function and concatenation rules
- Flexibility to use the display value or actual value of value list attributes
  - For integration with external systems
  - For display to user in interviews

The message text showing display value = "The issue is severity: " + the issue severity

The issue is severity: Critical

The message text showing actual value = "The issue is severity " + Value(the issue severity)

The issue is severity 1
Get additional deployment information via REST API
Allow designer interfaces to present available parameters or locales

For any deployment, use REST API
- To get the expected input parameters
- To get the available locales
- Enables any designer interface to provide list of available options when selecting interviews
### Interview extension API – control layout functions

Create interview extensions that match user-authored positions and height

<table>
<thead>
<tr>
<th>Function</th>
<th>Return value</th>
</tr>
</thead>
<tbody>
<tr>
<td>getQuestionLayout</td>
<td>Caption position for a control</td>
</tr>
<tr>
<td>getSideQuestionWidth</td>
<td>Width of the caption in pixels</td>
</tr>
<tr>
<td>getMultiLineTextRows</td>
<td>Number of text rows</td>
</tr>
</tbody>
</table>

Allows authors to configure standard behaviour that can be honoured by interview extensions:
- Caption position
- Caption width
- Number of multi-line text rows
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Where to get more information

OPA Generally

Documentation

News, Discussion and Updates
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