

Oracle Policy Automation

The intelligent advice platform

Release 19B features and benefits
(May 2019)

V1.00

ORACLE

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Cloud

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**



Customers expect simple, accurate and personalized advice



Smarter Advice

Personalized
Agile
Transparent



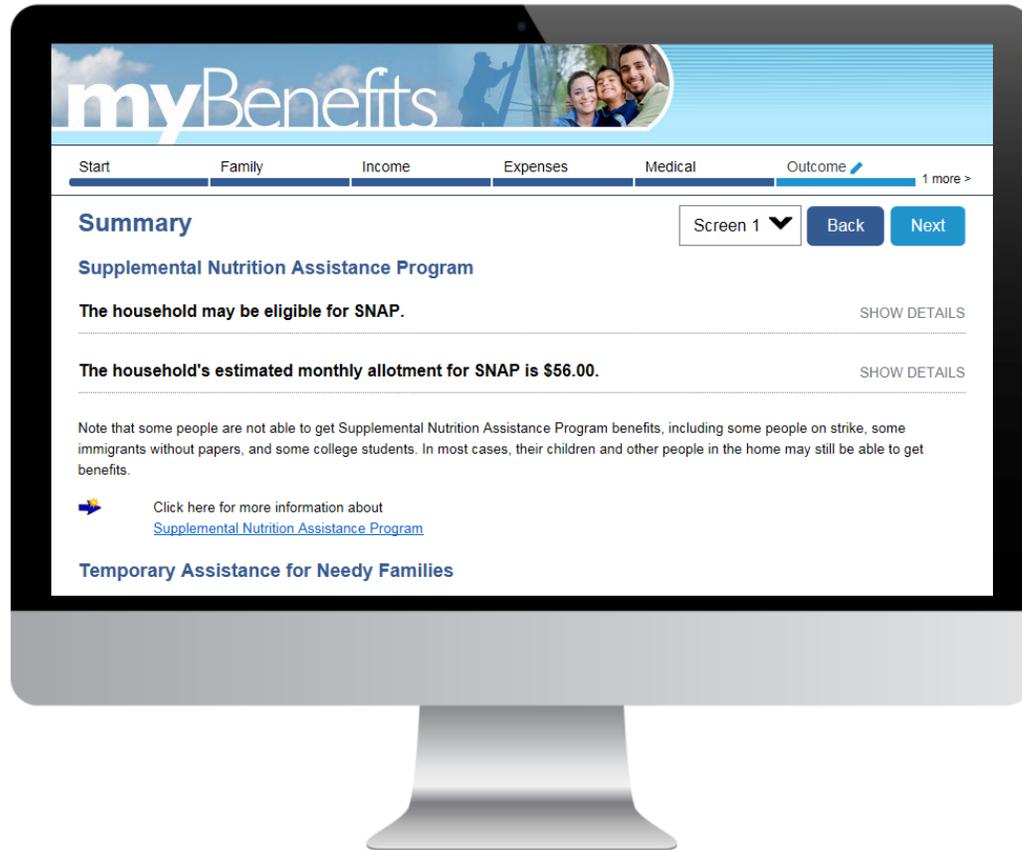


Mission 1: Provide

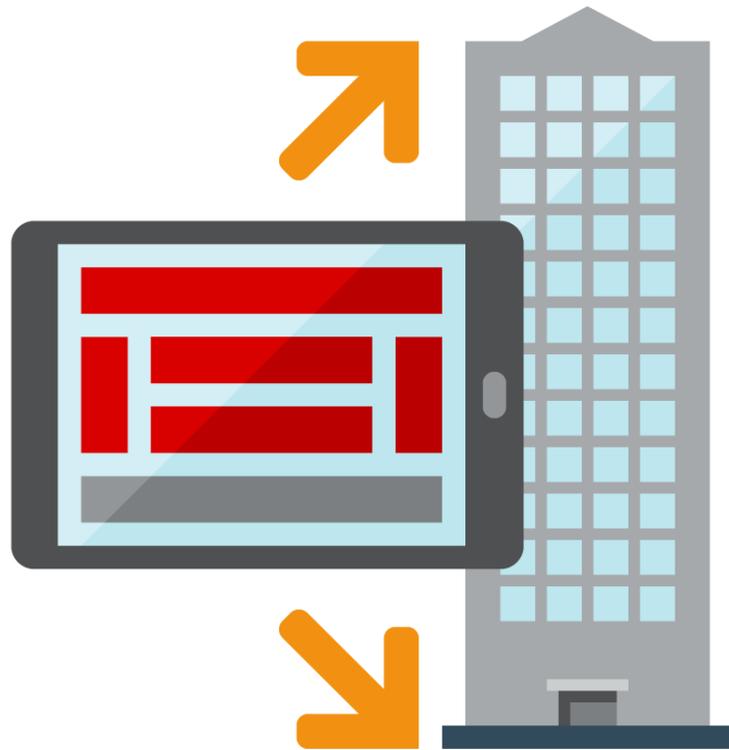
Personalized Experiences

Directly answer the individual's question

With OPA you can



Tailor customer experiences with contextualized, personalized immediate advice

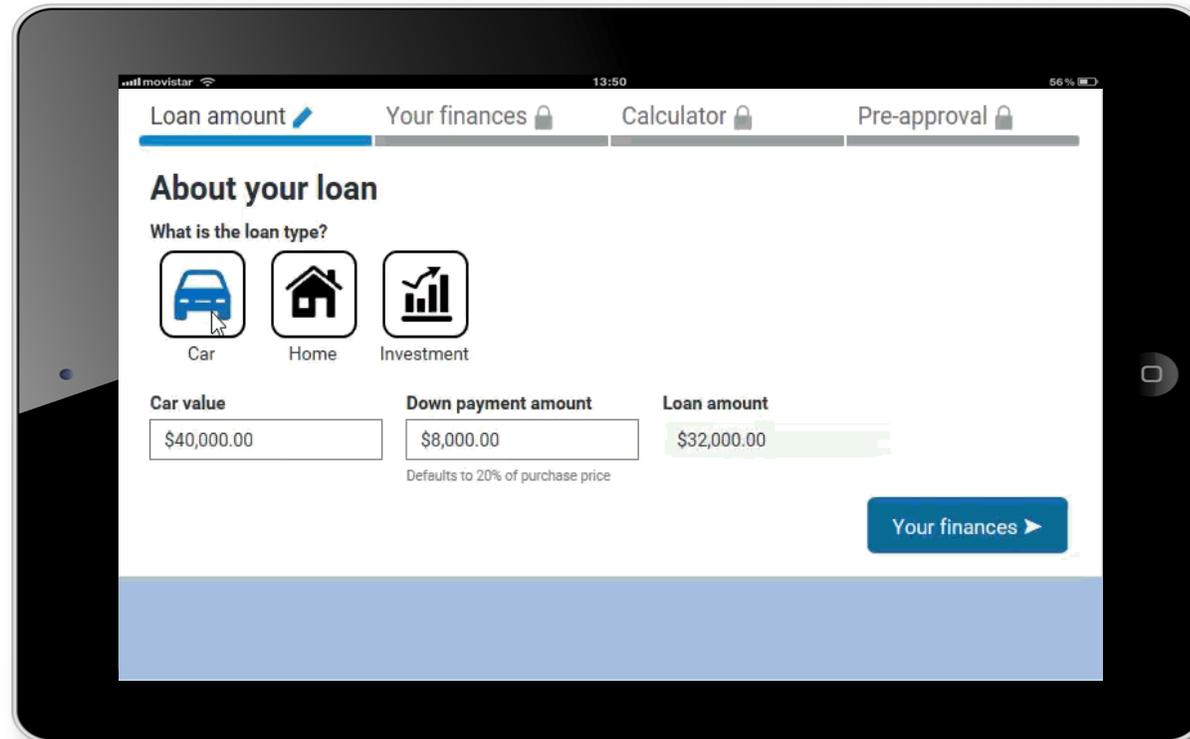


Mission 2: Provide **Agility**

Quick to create

Easy to deploy
across all channels

With OPA you can



Author rules in natural language using familiar tools

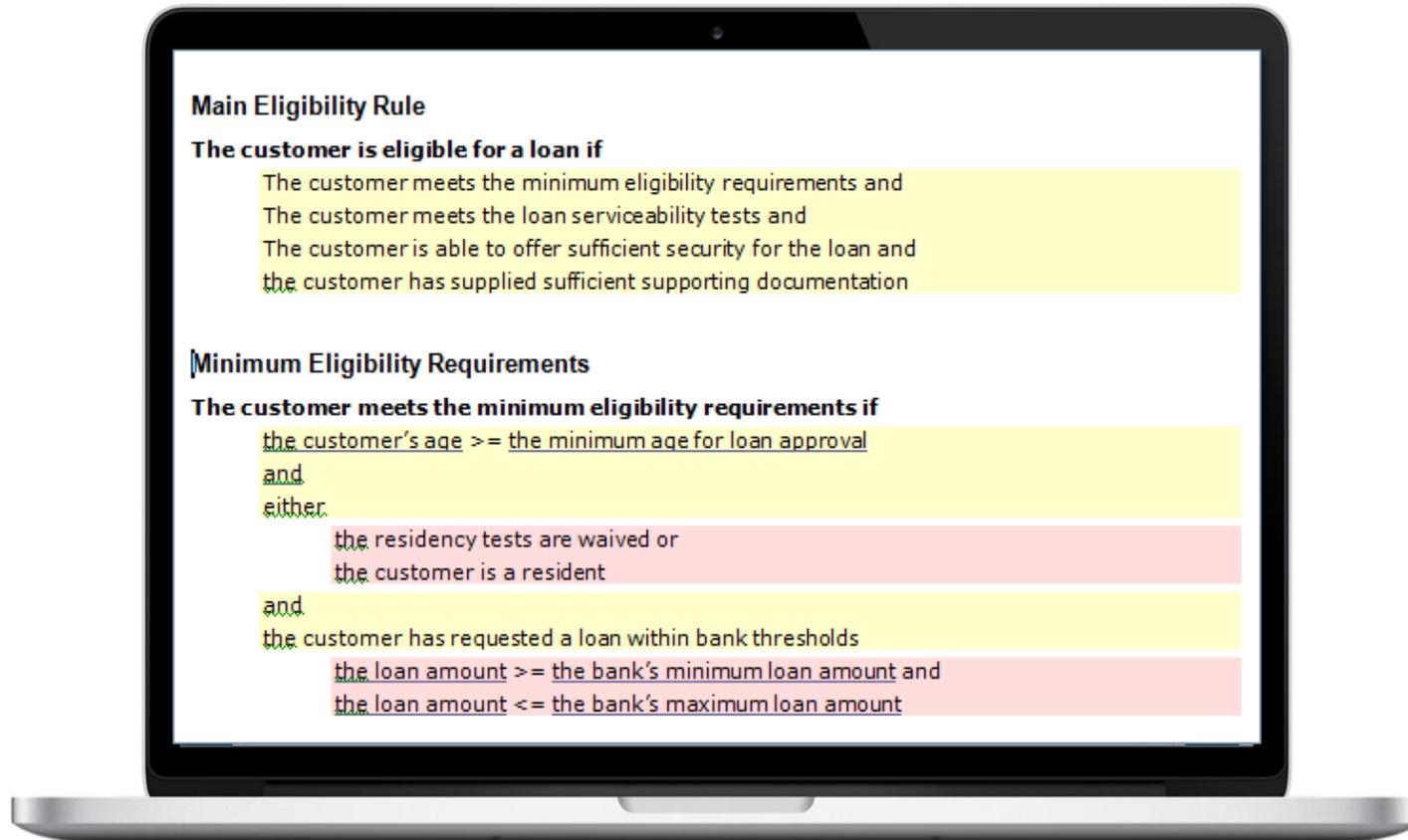
Write once deploy across multiple languages and channels



Mission 3: Provide Transparency

See how decisions
were made and
policies applied

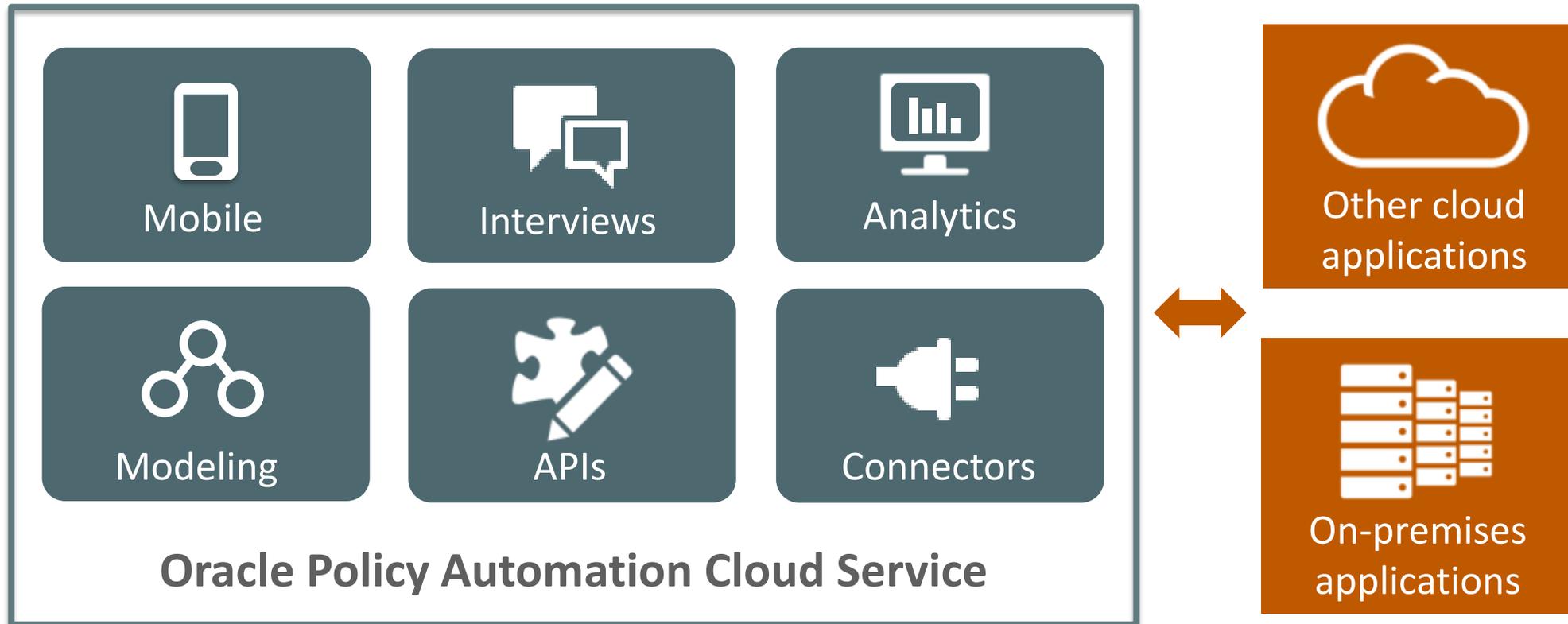
With OPA you can



Empower business users to write and review rules

Instantly explain every decision

Oracle Policy Automation overview





Web Customer Service



Cross Channel Contact Center



Knowledge Management



Policy Automation



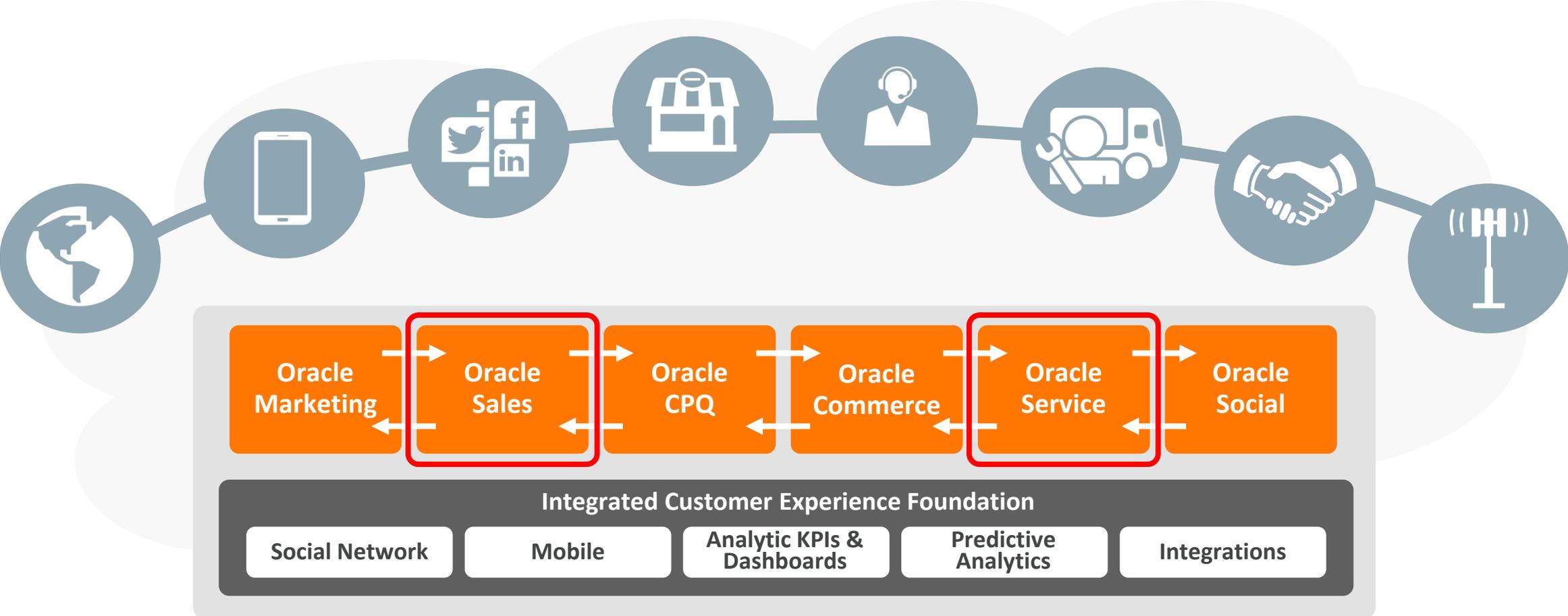
Field Service Management



Service Cloud Platform

Oracle CX

Complete customer experience platform



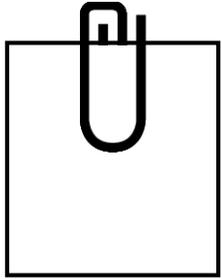
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Deliver richer chat-driven experiences

19B: Chat API Enhancements



Upload attachments



Show images in choices



Choose from lists
of related items



Inspect collected data
and decisions

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	Display (optional)	Images
<uncertain>		...
1	Critical	...
2	Moderate	...
3	Low	...

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

- ✓ 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

Get additional deployment information via REST API

Allow designer interfaces to present available parameters or locales

The screenshot shows a dialog box titled "OPA Interview" with a close button (X) in the top right corner. It contains the following fields:

- * Deployment Name:** A dropdown menu with "WarrantyMashup" selected.
- * Locale:** A dropdown menu with "en-US" selected. This field is highlighted with an orange box.
- Seed Data:** A table with three rows, each with a "Key" and a "Value" field. The "Key" field is a dropdown menu, and the "Value" field is a text input. The rows are:
 - Key: First Name, Value: John
 - Key: Last Name, Value: Smith
 - Key: Country, Value: USThe "Key" dropdown menus are highlighted with orange boxes.
- Add New:** A blue link below the seed data table.
- Ok** and **Cancel** buttons at the bottom right.

Can choose from list returned from REST API

- 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

Function	Return value
getQuestionLayout	Caption position for a control
getSideQuestionWidth	Width of the caption in pixels
getMultiLineTextRows	Number of text rows

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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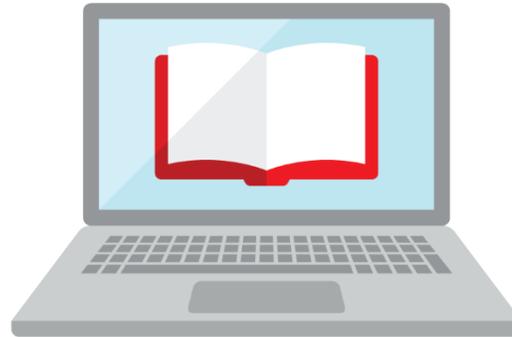
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Where to get more information



OPA Generally

<http://bit.ly/OPAonOdotcom>



Documentation

<http://bit.ly/OPADoco>



News, Discussion
and Updates

<http://bit.ly/OPANews>

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Integrated Cloud

Applications & Platform Services

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