Oracle Policy Automation

Release 19D Features and Benefits (November 2019)

V1.0
Program agenda

1. Overview of Oracle Policy Automation
2. New features in 19D 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, timing, and pricing of any features or functionality described for Oracle’s products may change and remains at the sole discretion of Oracle Corporation.
Program agenda

1. Overview of Oracle Policy Automation
2. New features in 19D release
3. For more information
Experience Economy

DIGITAL TRANSFORMATION

Discover
Engage
Consume
Serve
Customers expect...

- Simple
- Accurate
- Personalized service
Which loan product is best for me?

Do I meet the language requirements for my course?

Am I eligible for an upgrade? Can you recommend a product based on my needs?

What is my new insurance premium based on my change in circumstances?

Am I eligible for compensation? If so, how much?

How much rental subsidy am I eligible for?

How is my bonus incentive calculated?
Deliver intelligent advice and automate decisions with Oracle Policy Automation

- Personalized Experiences
- Agile Management
- Consistency and Transparency
Deliver personalized experiences

Tailor customer experiences with contextualized, personalized advice using rich intelligent online forms, known as interviews.
Provide agile management

**Empower** business users to configure rules and design user interface.

**Enable** staff to easily manage deployments and integrations.
Increase consistency and transparency

Get detailed explanations for automated decisions.

Discover insights into the customer journey with accurate, reliable analytics and reports.
Program agenda with highlight

1. Overview of Oracle Policy Automation
2. New features in 19D release
3. For more information
Highlights of the OPA 19D release

- **New Hub user interface**
  Improve productivity for project administrators

- **Entity level forms**
  Create personalized documents for each applicant
Improve productivity for project administrators

19D: New Hub user interface

CAPABILITY HIGHLIGHTS
- New visual styling and components provide a more responsive and touch-friendly experience, better use of available screen real estate, easy filtering and more space for long names

KEY BENEFITS
- Improved productivity for advice and decision project administrators
Create personalized documents for each applicant

19D: Entity level forms

CAPABILITY HIGHLIGHTS

- **Create unique personalized documents** for each applicant, service request or other record within the interview
- **Attach entity-specific forms** to each matching record in the connected application

KEY BENEFITS

- **Streamline processing** of complex incidents, orders or applications in a single interview
- **Meet regulatory reporting obligations** when documentation needs to generated per-incident or per-applicant
- **Assist agent handling** by providing contextual documents exactly where they are needed

---

**Healthy Eating Assessment Tool**

<table>
<thead>
<tr>
<th>Start</th>
<th>Family</th>
<th>Food</th>
<th>Assessor</th>
<th>Finish</th>
</tr>
</thead>
</table>

Thank You

The assessment is complete. View the available documents for more information.

**Available Documents**

- Interview Summary Document
- Decision Letter
- Nutritionist Booking Form for your child Sammy
- Nutritionist Booking Form for your child Tamsin
- Nutritionist Booking Form for your child Keegan
Other Enhancements
Modify and resubmit interview data

Update case data as often as needed

- Agents and self service users can modify and resubmit data
  - No need to create another interview session
  - *Submitted data becomes read-only* Mapping Settings option

- Any Web Service Connection
  - Engagement Cloud
  - Siebel
  - Custom
  - *Not currently supported for Service Cloud connections*
Control API access at workspace level

Securely share a single Hub with multiple partner applications

- Determinations API role is applied to workspaces
- API clients with Determinations API role are assigned the role in all workspaces
- For existing and new API clients, choose the workspaces for which deployments can be invoked through Determinations API
Use cookies to authorize interview connection actions

Track user identity for certain enterprise interview scenarios

- For enterprises that use cookies to track user identity
  - Choose a cookie value to pass to every web service connector operation
  - Current cookie value is used on every interview page
  - Allows cookie to be refreshed if needed
  - E.g. pass user authentication tokens to any Load, Save or checkpoint operation for web service connected interviews
Program Agenda

1. Overview of Oracle Policy Automation
2. New features in 19D 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, timing, and pricing of any features or functionality described for Oracle’s products may change and remains at the sole discretion of Oracle Corporation.