



# Oracle Adaptive Intelligent Apps for Customer Experience Cloud Service

## Getting Started with Adaptive Intelligent Sales

### Connect to Oracle Engagement Cloud

1. Complete prerequisite steps

2. Connect to Oracle Engagement Cloud

### Configure Oracle Engagement Cloud

3. Update profile options

4. Update Opportunities page layout

## Connect to Oracle Engagement Cloud

**1**

### Complete prerequisite steps

- Ensure that you've access to Oracle Engagement Cloud with the Sales Administrator or an equivalent job role assigned.
- Ensure that you set a reminder to reset the password well before it's due to expire.

**2**

### Connect to Oracle Engagement Cloud

- Click **Connections** and then click **Data Sources**.
- Click **Oracle Engagement Cloud** from the available connections.
- Enter the service endpoint URL and the user name and password.
- Click **Connect**.

ORACLE Adaptive Intelligent Apps for CX

Add Engagement Cloud Connection ⓘ

Service Endpoint URL

User Name

Password

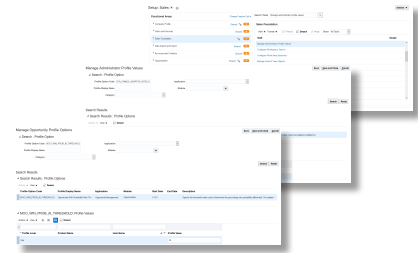
Connect Cancel

# Configure Oracle Engagement Cloud

3

## Update profile options

- Use the **Manage Administrator Profile Values** task in the Sales offering to set the Enable Adaptive Intelligence profile option to **Yes**. This option enables the integration.
- Optionally change the default value of 30% for the Opportunity Win Probability Risk Threshold profile option. Use the **Manage Opportunity Profile Options** task.

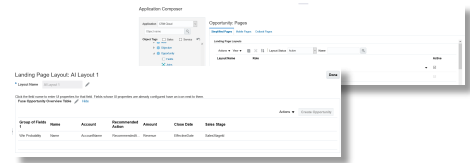


See the topic [Configuring Oracle Engagement Cloud for Adaptive Intelligent Apps for CX](#) for details.

4

## Update Opportunities page layout

- In Application Composer, navigate to the **Opportunity** object.
- Add the **Recommended Action** column to the Opportunity page to ensure that adaptive intelligent recommendations are displayed on opportunities in Oracle Engagement Cloud. See the topic [Extending pages for Opportunities: Explained](#) for details.



✔ You're done!

Find out more about the **Oracle Adaptive Intelligent Apps for Customer Experience Cloud Service**

### Product Information

See: [cloud.oracle.com/adaptive-intelligent-apps](https://cloud.oracle.com/adaptive-intelligent-apps) and [docs.oracle.com](https://docs.oracle.com)

### New Features

See: [cloud.oracle.com/saas/readiness](https://cloud.oracle.com/saas/readiness)

### Attend Oracle Cloud Events

See [events.oracle.com](https://events.oracle.com) and [blogs.oracle.com/cloud](https://blogs.oracle.com/cloud) for information about Oracle Cloud events.

### Join the Community

Oracle Cloud Community: [cloud.oracle.com](https://cloud.oracle.com)

### Follow Oracle Cloud on

[Facebook](#) [Twitter](#) [YouTube](#)

