

# PeopleSoft v9.2 “Emerging Tech Series”

## PeopleSoft Chatbots

# PeopleSoft Chatbots Agenda

Developed for Technical Users and PeopleSoft Administrators, this custom half-day training class has been developed for users who want to setup chatbots in their PeopleSoft 9.2 environment. In this section of the “Emerging Tech Series”, the focus is on system administrative setup, Oracle Digital Assistant Setup and PeopleSoft PIA updates.

## Chatbot Overview

- Delivered Chatbots
- Pre-Requisites

## Architecture Overview

- Web Server Overview
- Oracle Digital Assistant Overview
- PeopleSoft PIA
- Review Request/Response

## Web Server Setup

- Create Response File
- Modify Setup of PIA
- Setup External Site
- Web SDK

## PIA Configuration

- Selective Adoption of Chatbot Integration Framework
- Create Proxy user
- Security
- Modify Chatbot Service
- Integration Broker Setup/Troubleshooting
- Application Services Overview

## Oracle Digital Assistant Setup

- Subscription
- Create Instance
- Import/Clone Delivered Skills
- Understanding Intents
- Understanding Entities
- Understand Dialog Flow
- Web Channel

## Update Delivered Chatbots

- Updating Utterances
- Update Dialogs

## Custom Chatbots

- Create App Service
- Update Custom Component Package
- Import Skill Template

## Troubleshooting

- Known Bugs and Solutions
- Working with Oracle Support
- “Try it Out”
- Skill Tester