

# PeopleSoft “Emerging Tech Series”

## PeopleSoft Chatbots Level 1

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## Agenda

Developed for PeopleSoft Functional and Technical users, this 1-day training class is designed to get attendees familiarized with the deployment and personalization of delivered Chatbots for their PeopleSoft environment. *Attendees with access to Oracle Digital Assistant tenancy either thru a paid subscription or free trial option, will have an optional training exercise.*

### Chatbot Overview

- State of Delivered Chatbots
- Pre-Requisites

### Architecture Overview

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

### PeopleSoft Setup

- Webservice Tasks
- PIA Configuration
- Integration Broker Configuration
- Security Setup
- Application Services Overview
- Chatbot Configurations

### ODA Setup

- Subscription and Tenancy Setup
- Understanding ODA Components
- Download and Review Delivered Skills
- Extend/Clone Delivered Skills
- PS Connection Settings Update
- Channel Creation

### Understand Chatbot Skill

- Review Intents and Utterances
- Review Entities
- Review Custom Components
- Understanding Dialog Flow
- Test Delivered Skill

### Personalize Chatbot Skill

- Working with Intents
- Update Utterances list
- Update Entities list
- Add QnA Component
- Update Dialog Flow
- Train and Test Chatbot Skill
- Training Exercise

### ODA Insights Overview

- Enable Usage Insights
- Deploy Personalized Skill
- Test Personalized Skill
- Review Usage Insights
- Understand Usage Insights